



SAFER DRIVING FOR LIFE

# STUDENT HANDBOOK

IMPORTANT INFORMATION FOR STUDENTS

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## Introduction

Welcome to the 121 Training Student Handbook!

This handbook is designed to serve as your essential guide to our Registered Training Organisation (RTO) and your overall educational journey with us. It contains all the crucial information you need about our services and policies, as well as the standards we uphold in our learning community.

Within this handbook, you'll find general information that applies to all our courses. This includes details about our assessment methods, resources available to our students, your rights and responsibilities, our code of conduct, and the policies we have in place to ensure a supportive, safe, and respectful learning environment. We've also included critical information regarding fees, refunds, the recognition of prior learning (RPL), and the procedures for lodging complaints or appeals.

While the Student Handbook provides an overarching framework of what to expect at 121 Training, we will supplement it with a Course Overview document for each course you wish to enrol in. This Course Overview will provide detailed information about the specific structure, objectives, duration, and requirements of that course.

At 121 Training, we are committed to delivering high-quality training that meets the needs of our students and the industries we serve. We highly value your feedback and contributions, as they help us continuously improve our services and offerings.

We encourage you to familiarise yourself with this handbook as it will serve as an important reference throughout your educational journey with us. If you have any questions or need further clarification, please don't hesitate to get in touch.

## About 121 Training

121 Training Pty Ltd, trading as 121 Training, is a Registered Training Organisation (RTO Code 70220) committed to delivering high-quality training and assessment services across a range of disciplines. Our experienced team is dedicated to providing an exceptional learning experience for all our students.

Our goal is to empower each student with the knowledge and skills they need to succeed. We strive to do so in a supportive, respectful, and conducive learning environment.

If you have any questions, need additional information, or require assistance at any point, we encourage you to contact us:

Address: PO Box 3590, Rouse Hill NSW 2155  
Telephone: 1300 810 510  
Email: [info@121training.edu.au](mailto:info@121training.edu.au)

We look forward to being a part of your educational journey!

## Aims and Objectives

At 121 Training, our primary objective is to deliver industry-leading training services, helping our students acquire the skills and knowledge they need to succeed in their industry. We strive to provide a rewarding, enriching, and welcoming learning environment for all participants. Our aims and objectives include:

### **Quality and Relevance of Training**

We aim to provide high-quality, relevant training that aligns with the needs of our students, employers, and the broader industry. We are committed to maintaining high standards in our training resources, instructional staff, and learning environment.

### **Recognition of Qualifications**

We respect the Australian Qualifications Framework (AQF) and acknowledge Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs).

### **Friendly and Supportive Environment**

We strive to create a supportive and friendly learning environment where all students feel welcome and valued.

### **Regulatory Compliance**

We are committed to complying with all relevant legislation and regulatory requirements that pertain to our operations.

### **Continuous Improvement**

We are dedicated to continuous improvement and regularly incorporate student and staff feedback into our operations and training strategies.

### **Inclusivity and Equity**

We endeavour to ensure that no student is disadvantaged in our learning environment. We aim to make reasonable adjustments as needed to our resources, delivery and assessment strategies to cater to the diverse needs of our students.

### **Transparent and Accurate Marketing**

We pledge to market our services professionally and accurately, ensuring that our students are informed and confident in their choices.

### **Recognition of Prior Learning (RPL)**

We offer Recognition of Prior Learning (RPL) as an assessment option to all our students, acknowledging the value of their prior experiences and skills.

### **Adaptability**

We commit to continuous review and adaptation of our course scope and delivery methods to ensure they remain relevant and responsive to student needs.

## **Health and Safety**

We are dedicated to maintaining a safe and healthy environment for all members of the 121 Training community.

## **Privacy and Confidentiality**

We are committed to respecting and protecting the privacy and confidentiality of our students and their information.

## **Feedback and Appeals**

We welcome and actively seek feedback from our students as a foundation for our continuous improvement efforts. We also provide a fair and equitable process for students to appeal assessment decisions, as detailed in our Complaints and Appeals Procedure.

For further clarification or information on any of the provisions in our Aims and Objectives, please don't hesitate to contact 121 Training.

## **Code of Practice**

At 121 Training, we are committed to upholding the highest standards of professional and ethical conduct in all aspects of our operations. Our Code of Practice provides a framework for these standards, ensuring we offer a safe, supportive, and productive environment for both our students and staff. It applies to all members of the 121 Training community.

## **Quality Training and Assessment**

We are dedicated to providing high-quality training and assessment that complies with the revised Standards for Registered Training Organisations (RTOs). Our curriculum is current, industry-relevant, and designed to equip our students with the knowledge and skills they need to thrive in their chosen fields.

## **Access and Equity**

We are committed to promoting a learning environment where everyone is treated with fairness and respect. We provide equal opportunity for all, regardless of race, gender, sexual orientation, religion, disability, age, ethnicity, or cultural background. We also have support mechanisms in place to assist students who may require additional help due to language, literacy, or numeracy challenges.

## **Professional Conduct**

We expect our staff to conduct themselves professionally at all times, treating all students and colleagues with respect, fairness, and sensitivity.

## **Transparency and Accountability**

We are transparent and accountable in all our dealings. Our policies and procedures are clear, fair, and available to all students, ensuring they are fully informed and can make decisions with confidence.

## Privacy

We are committed to protecting the privacy of our students and staff. All personal information collected is treated as confidential and handled according to the principles set out in the Privacy Act 1988.

## Continuous Improvement

We regularly seek feedback from our students, staff, and industry stakeholders to continually improve our training and assessment services. We are responsive and adaptable, ensuring we meet evolving industry standards and student needs.

## Health and Safety

We are committed to providing a safe and healthy environment for all members of our community. We comply with all relevant health and safety laws and promote safe work practices.

By adhering to this Code of Practice, we at 121 Training strive to offer an exceptional educational experience for all our students.

## Marketing

121 Training adheres to principles of integrity, accuracy, and professionalism in the promotion of its learning and development programs. We are committed to providing potential students with comprehensive and authentic information, abstaining from any misleading or inaccurate comparisons with other providers or courses.

We recognise the importance of privacy and confidentiality and will never use a student's information for marketing without that student's explicit written consent, in accordance with privacy regulations. This policy not only maintains our transparency but also guarantees that all our marketing activities respect and protect individual rights and personal information.

## Fees, Charges and Refunds

121 Training offers educational programs on a fee-for-service basis. Fees applicable to each course are detailed in course-specific brochures and on the 121 Training website.

To reserve a place in a chosen course, prospective students are required to submit a non-refundable deposit, the value of which may be up to \$1500 depending on the selected course. Spaces not secured by a deposit may be assigned to students on a waiting list. Following the receipt of the deposit, the necessary training resources will be dispatched to the student. **Full course fees must be paid before any Certificate or Statement of Attainment is issued.**

All 121 Training fees and charges comply with the revised Standards for Registered Training Organisations (RTOs).

## **Incidental Charges**

- Credit transfer: Free
- Recognition of Prior Learning (RPL): \$300 per unit
- Hard copy of training materials: \$200
- Extension fee (one month): \$75
- Extension fee (three months): \$200
- Replacement of a qualification certificate: \$100

## **Cancellation/Refund Policy**

Should a student be unable to complete a course in which they have enrolled, the following fees will apply:

- Withdrawal within 14 days from the date of enrolment: Forfeiture of the non-refundable deposit.
- Withdrawal more than 14 days from the date of enrolment: The full course fee remains payable.

## **Terms and Conditions of a Refund**

All notifications of withdrawal and requests for refunds must be sent in writing to 121 Training. These notifications should include the student's name, contact information, course details, and reason for requesting a refund.

If a refund is approved, the student will be informed in writing with a detailed breakdown of the refund. A copy of this correspondence will be retained in the student's file.

In the case of a dispute between a student and their employer regarding training arrangements, no refunds will be provided to either party after the 14-day withdrawal period. Exceptions are at the sole discretion of the CEO of 121 Training.

## **Postponements/Cancellations by 121 Training**

121 Training is committed to providing uninterrupted training and assessment services to all students. However, unforeseen circumstances may necessitate the postponement or cancellation of a course or training module. In such instances, students will receive notification at least 48 hours prior to the commencement of the course. Alternative times and dates will be offered where feasible. If students cannot accommodate the alternative schedules, any fees paid for the disrupted course or module will be refunded.

121 Training pledges to complete the training and assessment within 12 months of the commencement of the student's chosen qualification or course. In the event that 121 Training is unable to fulfil this pledge, the organisation will take responsibility for the cost of completing the remaining portion of the training and assessment via another RTO.

## Admissions and Enrolment

At 121 Training, we believe in the power of education and welcome individuals who demonstrate a genuine interest in our training programs. Our admissions and enrolment process is designed to be fair, ethical, and in compliance with equal opportunity legislation.

### Enrolment Process

Prospective students can initiate the enrolment process by completing the Enrolment Form available on our website. Should you encounter any difficulties or have any questions during this process, our team is readily available to provide assistance.

### Selection Criteria

Our selection process focuses on identifying those who show determination to complete their chosen course. As we are committed to providing quality training with individual attention, our class sizes are limited to one student per trainer. Therefore, we encourage prospective students to enrol as early as possible to secure their place.

### Entry Requirements

Specific entry requirements vary depending on the chosen course. It's essential for prospective students to review the course-specific requirements available in the *Course Overview* document or on our website before initiating the enrolment process.

### Pre-Enrolment Information

Prior to the commencement of the training program, all enrolled students will receive detailed information about their chosen course, including but not limited to:

- Scheduled time and place of the training program
- Content of the training program
- Details about relevant units of competency
- Assessment requirements (including Recognition of Prior Learning (RPL) and credit for prior qualifications)

If you have any questions or require further information about our admissions and enrolment process, please do not hesitate to contact us. We are here to support your educational journey at every step.

### Course Delivery

At 121 Training, we deliver our courses through various methods, such as face-to-face training or correspondence, to accommodate different learning preferences and course requirements. Many of our courses consist of theoretical components that can be completed at the student's own pace, providing flexibility in the learning schedule. For those courses with a practical component, we follow a competency-based training approach. The duration and intensity of this training can vary depending on how much practice the student undertakes.

We ensure that all our training delivery methods provide equal access and opportunity for all our students. The structure and sequence of our training plan have been designed in accordance with ASQA's guidelines and compliance requirements.

## Shared Responsibility Model of Learning

At 121 Training, we believe that effective learning is a shared responsibility between students and our training team. This partnership is defined by mutual commitments as follows:

### Student Commitments

- Openness to new ideas and learning methods
- Application of learnt concepts in practical scenarios
- Maintenance of a positive and professional attitude throughout the course
- Regular review of learning materials for reinforcement of concepts
- Willingness to share knowledge and experiences with others
- Provision of constructive feedback to improve course delivery and content
- Active participation in all learning activities
- Preparation and readiness for learning and assessments
- Punctuality for all scheduled training and assessment sessions

### 121 Training's Commitments

- Provision of appropriate learning modes and resources
- Regular evaluation of training effectiveness and course improvements
- Encouragement and fostering of a positive learning environment
- Continuous performance improvement based on student feedback
- Maintenance of a consistently high standard of training and assessment
- Provision of competent trainers and assessors
- Timeliness in training and assessment sessions

## Student Support, Welfare and Guidance Services

At 121 Training, we prioritise the welfare of all students participating in our courses. We provide targeted guidance to help students identify their optimal study paths.

*We strive to ensure every student is fully supported in their studies.* If any student encounters difficulties with their coursework, we strongly encourage them to seek assistance from their trainer or contact our office. Our staff members are committed to making all educational resources readily available to assist students in achieving the necessary competency in their chosen courses.

Students can also arrange consultations with their trainer for further advice on various aspects, such as:

- Time management
- Goal setting and achievement
- Motivation strategies
- Adapting to different learning styles
- Handling assessments
- Self-care techniques

While our team at 121 Training comprises experts in various fields, they are not trained counsellors; however, they can provide referrals to appropriate counselling services if needed.

## **Access and Equity**

121 Training is unwavering in its commitment to providing equal and fair opportunities to all students. We maintain a non-discriminatory environment, irrespective of a learner's personal characteristics such as gender, cultural background, language ability, race, or socio-economic status. We also do not tolerate discrimination based on disability, age, marital status, pregnancy, sexual orientation, caregiving responsibilities, or any other distinguishing characteristic.

We urge all students to inform us about any specific training needs during the enrolment process or at any point during their training. We will strive to accommodate these needs to the best of our ability. Our overarching aim is to deliver superior training experiences to all our students.

It's important to note that all students must meet any prerequisites for their chosen training package or course. Detailed information about these prerequisites is available in the respective course documentation before enrolment. If a student does not meet the prerequisite conditions, we will assist them in understanding alternative ways to fulfil these requirements.

## **Provisions for Language, Literacy and Numeracy (LLN) Difficulties**

At 121 Training, we recognise the potential challenges that individuals with language, literacy, and numeracy difficulties may face. We are dedicated to offering necessary support, including adjustments to our learning activities and assessment processes to cater to individual needs.

If a student feels the tools and methods used by 121 Training do not cater to their needs, we encourage them to let us know immediately. If required, we can connect them to specialised assistance from the following providers:

- Centrelink: 132 580
- Reading and Writing Hotline: 1300 655 506

## **Assessment Policies and Procedures**

Our assessment processes at 121 Training align with the principles of assessment and the rules of evidence. Assessment tasks may include observation within a workplace, questions (verbal or written), projects, written assignments, and reports from supervisors, depending on the specific course. We guarantee validity, reliability, flexibility, and fairness in our assessment processes and provide support for students who may have learning difficulties or disabilities. Students can expect a clear and well-structured assessment path that leads to their desired competency outcomes.

A comprehensive version of the Assessment Policy inclusive of the appeal process for assessment outcomes can be requested from the training manager at 121 Training. It is incumbent upon assessors to appropriately document recognition of prior learning, consider all submitted evidence in their judgement, identify areas of underachievement, appropriately log assessment outcomes, and provide comprehensive feedback on assessment outcomes.

## Student Code of Conduct and Academic Integrity

At 121 Training, we are committed to upholding the highest standards of academic integrity, and we expect the same of our students. As part of this commitment, students are expected to engage in all aspects of their education honestly, ethically, and responsibly. This includes being aware of, understanding, and abiding by the principles of academic integrity as they relate to the completion of all coursework and assessments.

### Definitions of Misconduct

Understanding the various forms of misconduct is crucial to maintaining academic integrity. Below are definitions of some common forms of misconduct:

- **Plagiarism:** This involves using the ideas or work of another person or persons as if they were your own, without giving proper credit to the source. This could include using published or unpublished works, ideas, sentences, or paragraphs without attribution. Even using someone else's entire work as your own is plagiarism.
- **Cheating:** This is defined as obtaining, attempting to obtain, or aiding another to obtain credit for work or any improvement in evaluation of performance, by any dishonest or deceptive means. Examples of cheating may include, but are not limited to, using unauthorised resources during an examination or copying another student's work.
- **Collusion:** This happens when more than one student contributes to a piece of work that is submitted as the work of an individual. While group assignments encourage collaboration, individual assignments must be completed independently.

All students are required to understand that plagiarism, cheating, and collusion are considered serious violations of academic integrity. Each assessment submission must be entirely the student's own original work.

### Consequences for Academic Misconduct

Violation of any of these principles may result in a range of penalties, depending on the severity of the infraction. These can include, but are not limited to, receiving a mark of zero for the assessment task, failure for the unit, suspension, or **expulsion from the course**. In such events, training fees will not be refunded.

We strongly encourage all students to be familiar with, and abide by, these rules to maintain a fair, respectful, and integrity-driven academic environment at 121 Training. If you have any questions about what constitutes academic misconduct, please ask your trainer or contact us directly for clarification.

## Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is a formal process that acknowledges a student's skills and knowledge gained through previous training, work experience, or life experience. RPL may be used to grant credit towards a subject, module, or unit of competency. Students may apply for RPL independently of enrolling in a course (as a separate process) if they believe they already have the required competencies.

### How is RPL assessed?

The RPL process takes into account all relevant skills, knowledge, and experience, regardless of how they were obtained. This may include formal training and education, workplace experience (paid or voluntary), or non-formal learning and life experiences.

RPL is available to all prospective students. If you believe you may be eligible for RPL, 121 Training provides an opportunity to apply. To begin the process, contact us to arrange an interview. The CEO is responsible for managing RPL applications and ensuring compliance with assessment standards.

To apply for RPL, students must submit evidence demonstrating their prior learning and skills, which may include:

- Certificates, transcripts, or statements from previous trainings
- Evidence of work experience, including a resume and job descriptions
- Workplace documents, reports, or performance assessments
- In-house training or induction records
- References or letters from employers and supervisors
- Samples of completed work or projects
- Documentation of Work Health & Safety (WHS) compliance
- Copies of presentations, emails, or work-related correspondence

Students must complete 121 Training's *Application Form for Recognition of Prior Learning* and submit it with supporting documents. The application may involve an interview and further requests for evidence.

Assessments of RPL are embedded within 121 Training's assessment tools where applicable. Applicants will be notified of the outcome of their RPL assessment in writing. If successful, a Qualification or Statement of Attainment will be issued.

Students who wish to appeal an RPL decision may do so in accordance with the 121 Training Assessment Policy.

## Recognition of Qualifications Issued by Other RTOs

121 Training recognises Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) under the Australian Qualifications Framework (AQF). As part of national recognition requirements, 121 Training ensures that students receive credit for their previous achievements when applicable.

All 121 Training staff are aware of their responsibilities to recognise AQF qualifications issued by other RTOs without requiring students to repeat learning they have already completed.

Students who have previously completed equivalent units at another RTO should provide the following:

- The original or certified copy of qualification or Statement of Attainment
- The original or certified copy of transcript

To be eligible for credit transfer, the unit for which recognition is sought **must be the same as or equivalent** to the unit offered at 121 Training.

### Procedure

#### Application Submission:

- Students must complete the Application Form for Recognition of Qualifications Issued by Other RTOs (available upon request).
- The completed form and supporting documents should be submitted to the Training Manager.

#### Assessment of Eligibility:

- Each application is assessed individually to determine the **exact equivalence** between prior studies and the current course requirements.
- If the student is transitioning to a different field of study, credits may not be automatically granted.

#### Notification of Outcome:

- If the student's application is successful, their electronic student file will be updated to reflect the granted credit transfers.
- The student will receive a formal notification confirming the approved credit transfer.

#### Records Management:

- The completed Application Form for Recognition of Qualifications Issued by Other RTOs, along with copies of the student's academic transcripts, will be retained in the student's file in compliance with record-keeping requirements.

## Compliments, Complaints, Grievances and Appeals

121 Training is committed to continuous improvement and values all feedback, whether compliments, complaints, or suggestions. Student feedback is an essential part of ensuring that our training services meet the highest standards.

121 Training encourages students to raise any concerns as soon as they arise, to allow for timely resolution and to prevent further disruption. Students who have a grievance regarding any aspect of their training are encouraged to first discuss their concerns with their trainer/assessor or another staff member they feel comfortable approaching.

If the concern is resolved during these initial discussions, no further action is required. However, if a student remains dissatisfied, they may choose to initiate a formal complaint or appeal. The formal complaint procedure is outlined below. In some cases, an independent industry representative may be invited to assist in resolving the matter. By entering the formal appeals process, the appellant agrees that the decision of the independent assessor/panel will be final.

### Complaints and Appeals Policy

A **complaint** arises when a student or client is dissatisfied with an aspect of 121 Training's services and formally requests action to resolve the matter.

An **appeal** arises when a student or client disagrees with a decision made by 121 Training regarding their assessment outcome or any other formal decision.

We treat every complaint or appeal seriously, objectively, and transparently, ensuring adherence to the principles of natural justice and procedural fairness.

Any person wishing to submit a formal complaint or appeal against 121 Training regarding its conduct, decisions, or training services will have access to the official Complaints and Appeals Procedure Flowchart on request. All formal complaints and appeals are reviewed and resolved within **30 days** of receiving the written complaint or appeal.

121 Training maintains a Complaints and Appeals Register, where all formal complaints, appeals, and resolutions are documented. Additionally, any substantiated complaints are reviewed and addressed as part of 121 Training's continuous improvement process to enhance the quality of services provided.

### Complaint or Appeal Procedure

#### Step 1: Informal Resolution

1. The student should discuss their concern with their trainer/assessor or any staff member they feel comfortable approaching.
2. If the concern is resolved satisfactorily, no further action is required.
3. The trainer/assessor will make a note of the concern for feedback and continuous improvement.

## **Step 2: Formal Complaint or Appeal**

If the student is not satisfied with the outcome of the informal resolution, they may initiate a formal complaint or appeal by following these steps:

1. The student is provided with the Complaints and Appeals Form by 121 Training.
2. The student completes the form and submits it to a qualified assessor or staff member.
3. The assigned representative will:
  - Record the complaint in writing and acknowledge receipt.
  - Inform the CEO, who may convene an independent complaints committee if required.
  - Ensure the committee consists of individuals who have not been involved in the original complaint.

## **Step 3: Complaints Committee Review**

If an independent review is necessary, the committee will:

- Examine the relevant assessment, competency report, or grievance details.
- Interview the complainant or appellant. (Note: Students are allowed to have an advocate present and will be given a formal opportunity to present their case.)
- Make a final decision on the complaint or appeal.
- Offer the student an opportunity for reassessment, where applicable.
- Provide a written statement of the decision within 7 days of reaching a resolution.

## **Step 4: CEO Review and Final Documentation**

The CEO ensures that:

- The complaint or appeal and its resolution are documented and retained on file.
- The situation is investigated thoroughly, depending on the severity of the issue.
- The root cause of the issue is reviewed and incorporated into 121 Training's continuous improvement framework.

## **Unsettled Complaints or Appeals**

If the issue remains unresolved to the student's satisfaction after completing 121 Training's internal complaints and appeals process, the student may escalate their grievance to external bodies, such as:

- National Training Complaints Hotline: 13 38 73
- Australian Skills Quality Authority (ASQA): [www.asqa.gov.au](http://www.asqa.gov.au)
- Consumer Affairs authorities in the relevant state or territory
- Anti-Discrimination Board (for discrimination-related matters)
- Legal representation or ombudsman services

Students must pursue internal resolution before approaching external agencies.

## **Confidentiality**

121 Training respects the privacy and confidentiality of all individuals involved in a complaint or appeal. The identity of the complainant or appellant will be protected unless disclosure is necessary to resolve the complaint or is required by law. If anonymity is requested, students will be informed of any limitations this may impose on the investigation process.

## Records of Complaints

All complaints and appeals must be documented in writing using the official Complaints and Appeals Form, and a formal record is maintained in the Complaints and Appeals Register. The CEO ensures that all records are securely stored in compliance with 121 Training's record-keeping policies, ensuring transparency, accountability, and confidentiality in the handling of complaints and appeals.

## Monitoring and Continuous Improvement

121 Training is committed to continuous improvement in the quality of its training, assessment, and student support services. We actively seek feedback from students, trainers, and industry representatives to enhance our courses, resources, and overall learning experience.

### Use of Complaints and Appeals in Improvement

121 Training integrates complaints and appeals into its continuous improvement process to ensure ongoing enhancements to training quality and student services. Follow-up actions may include:

- **Requesting feedback from the student** to assess whether they were satisfied with how the complaint or appeal was handled.
- **Reviewing and modifying policies or practices** contributing to the complaint to prevent recurrence.
- **Assessing trends in complaints and appeals** to determine if specific issues, staff, or services require further improvements.
- **Evaluating the resolution timeframe** to ensure that complaints and appeals are being handled efficiently and effectively.

All identified areas for improvement are reviewed as part of 121 Training's continuous improvement cycle, ensuring that student concerns are proactively addressed and that training services remain of the highest quality.

### Student Feedback and Course Evaluations

At the conclusion of each course, students are required to complete a survey that assesses their level of satisfaction with various aspects of the training, including:

- Course content and relevance to industry standards
- Effectiveness of training delivery methods
- Quality of learning materials and resources
- Trainer and assessor support and professionalism
- Assessment processes and fairness
- Facilities and overall learning environment

Student feedback is invaluable in identifying strengths and areas for improvement. We encourage all students to complete this form honestly and provide constructive feedback to help refine and enhance our training for future students.

## **Trainer and Assessor Performance Reviews**

121 Training conducts regular trainer and assessor performance reviews to ensure that all training staff meet industry and regulatory standards. This includes:

- Ongoing professional development and upskilling of trainers
- Review of student feedback on training quality
- Observation and assessment of training delivery
- Ensuring compliance with ASQA and the revised Standards for Registered Training Organisations (RTOs) at all times

Trainers are encouraged to participate in professional development opportunities and industry engagement to maintain the highest level of competency in their respective fields.

## **Industry Consultation and Compliance**

To ensure that our training programs remain aligned with current industry needs, 121 Training engages in regular industry consultation. This involves:

- Gathering input from employers, industry representatives, and advisory groups
- Reviewing changes to industry regulations and training package updates
- Ensuring that course materials, assessments, and learning outcomes reflect real-world industry requirements

Compliance with national training standards is a key priority. 121 Training continuously monitors and updates its policies, procedures, and training materials to meet the revised Standards for Registered Training Organisations (RTOs) and ASQA requirements.

## **Internal Audits and Review Processes**

As part of our quality assurance framework, 121 Training conducts internal audits and reviews to assess the following:

- Compliance with national training standards and regulatory requirements
- Effectiveness of assessment tools and processes
- Student support services and learning resources
- Outcomes of student satisfaction surveys and feedback reports

Findings from internal audits contribute to our continuous improvement strategy, ensuring that 121 Training consistently delivers high-quality education and training.

## **Implementation of Continuous Improvement Initiatives**

121 Training takes a proactive approach to implementing improvements based on collected feedback, industry consultation, and audit results. Improvements may include:

- Updating course content to reflect industry advancements
- Enhancing student support services based on feedback and emerging needs
- Refining assessment processes to ensure fairness and effectiveness
- Providing additional training and development for trainers and assessors
- Upgrading learning resources and facilities to improve the student experience

All continuous improvement initiatives are documented and regularly reviewed to measure their effectiveness and impact.

## Certification

121 Training provides each student with accurate, current, and relevant information before they commence training. This ensures compliance with the revised Standards for RTOs and ASQA requirements. Pre-training information includes details about the certification to be issued upon completion, the competencies to be achieved, assessment procedures, and any recognition of prior learning (RPL) or current competencies (RCC) processes.

### Issuing Qualifications

Upon successful completion of all training and assessment requirements, 121 Training will issue a Nationally Recognised Certificate confirming the qualification and competencies achieved. If a student partially completes the program, a Statement of Attainment will be issued for the units in which the student has been deemed competent.

Certificates and Statements of Attainment will be issued within 30 days **once all course fees have been paid in full.**

*Please note:* Under federal law, 121 Training cannot issue any AQF Certificate or Statement of Attainment without a verified Unique Student Identifier (USI). Students must provide their USI upon enrolment. (We can assist you in creating one if you do not have one.)

### Re-issuing Certificates

121 Training provides a certificate re-issue service for lost or stolen Certificates or Statements of Attainment. A re-issuance fee of \$100 per certificate applies.

To request a re-issue, students must submit a formal request to the Training Manager and provide proof of identity.

## Safety and Respect

121 Training is committed to maintaining a safe, respectful, and inclusive training environment, free from harassment, bullying, discrimination, and unsafe practices. This section outlines our policies on harassment prevention, disciplinary procedures, and workplace health and safety (WHS).

### Protection from Harassment

121 Training acknowledges that harassment and bullying are unlawful in any workplace or training environment, including in-person training, business-related functions, and online learning spaces.

Harassment in any form — including sexual harassment, verbal abuse, intimidation, discrimination, or any other inappropriate behaviour — will not be tolerated under any circumstances. All students have the right to train in a safe, supportive, and professional environment, free from harassment and intimidation.

To safeguard students' interests and welfare, 121 Training has implemented strict policies and management practices to prevent and address harassment. Any student experiencing harassment is encouraged to report the issue immediately to:

- The CEO of 121 Training
- A designated student support officer
- The Human Resources Manager of their employer (where applicable)

All complaints regarding harassment will be treated confidentially, fairly, and promptly, in accordance with 121 Training's Complaints and Appeals Policy.

## **Disciplinary Procedure**

121 Training has a duty of care to provide a safe and effective learning environment for students and staff. Any breach of 121 Training's policies, procedures, or relevant statutory regulations may result in disciplinary action.

Disciplinary actions may include the following, depending on severity:

1. Verbal warnings for minor breaches,
2. Formal written warnings for repeated or more serious breaches, and
3. Suspension or expulsion for severe misconduct (including harassment, cheating, plagiarism, or serious WHS violations).

The CEO of 121 Training is responsible for handling disciplinary matters, ensuring fairness and adherence to natural justice principles.

## **Workplace Health and Safety**

121 Training is committed to ensuring the health, safety, and well-being of all students, staff, and visitors in compliance with Work Health and Safety (WHS) laws and regulations.

### **121 Training's WHS Responsibilities**

- Provide a safe and healthy learning environment for all students, staff, and visitors.
- Minimise risks of injury, illness, or hazards within training venues.
- Ensure that all equipment used during training is safe when operated correctly.
- Provide appropriate emergency procedures and first aid resources at all training locations.

### **Student WHS Responsibilities**

- Follow all health and safety instructions provided by trainers and staff.
- Do not tamper with or misuse any equipment or safety measures provided.
- Do not engage in any behaviour that endangers yourself or others.
- Report any hazards, unsafe conditions, or incidents to a trainer or staff member immediately.

Failure to comply with WHS requirements may result in disciplinary action in accordance with 121 Training's policies and procedures.

## Privacy, Record Keeping and Access to Records

121 Training is committed to protecting the privacy, security, and confidentiality of all student information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles (APPs), and the revised Standards for Registered Training Organisations (RTOs).

### Collection and Use of Personal Information

As part of the enrolment process, 121 Training collects personal information necessary for:

- Student identification and authentication
- Processing enrolments, billing, and administrative functions
- Delivering training, assessment, and student support services
- Meeting legal and compliance obligations as a Registered Training Organisation (RTO)
- Reporting training outcomes to regulatory bodies, such as ASQA and NCVER

Aggregated non-personal data may also be used for internal research, service improvements, and website development.

121 Training does not share student information with third parties unless required to:

- Comply with legal or regulatory requirements (e.g., ASQA, NCVER, government authorities)
- Assist in a lawful investigation or protect our legal rights
- Facilitate course delivery under workplace agreements (with the student's consent)

No student data is used for marketing or promotional purposes without explicit consent.

### Consent and Withdrawal of Consent

By enrolling in a course or providing personal information, students consent to 121 Training collecting, storing, and using their data for training and compliance purposes.

If personal data is required for any secondary purpose (e.g., marketing), explicit consent will be sought. Students can withdraw their consent by contacting [info@121training.edu.au](mailto:info@121training.edu.au) at any time.

### Record Keeping and Data Management

121 Training maintains student training records in compliance with the revised Standards for Registered Training Organisations (RTOs). Different types of records are retained for specific timeframes:

- Training and assessment records – kept for at least 2 years, including student work, assessment evidence, and outcomes.
- Certification records (Qualifications & Statements of Attainment) – maintained for 30 years, ensuring students can access their certification history long after course completion.

121 Training ensures that all student records remain confidential and secure, in compliance with applicable data protection and privacy laws. For further details, please refer to our Privacy Policy.

## Student Access to Records

Students have the right to access their personal records, including:

- Enrolment details
- Training progress and assessment results
- Issued certificates and Statements of Attainment

To request access, students must:

- Submit a formal written request via email
- Provide verifiable identification (e.g., government-issued ID).
- Pay an administration fee of \$75 (if applicable)

Requests will be processed within a reasonable timeframe in accordance with 121 Training's privacy policies and legal obligations.

## Information Disclosure and Third-Party Services

121 Training does not disclose personal information to third parties for marketing. However, some third-party services may require access to student data for essential functions, such as:

- Payment processing and invoicing
- Learning management system (LMS) and training platforms
- Customer service and support systems

Students engaging with external platforms (e.g., payment gateways, subcontracted services, or linked websites) should review the respective third-party privacy policies, as they may operate under different laws and regulations.

## Governance and Legislation

121 Training operates as a Registered Training Organisation (RTO) under the regulatory framework established by the Australian Skills Quality Authority (ASQA). Our operations comply with the revised Standards for Registered Training Organisations (RTOs), which emphasise quality outcomes, learner support, workforce capability, and effective governance.

## Regulatory Framework

From 1 July 2025, all RTOs must adhere to the revised Standards, comprising three key components:

- *Outcome Standards:* Define the expected quality outcomes for training and assessment services.
- *Compliance Requirements:* Outline the administrative and operational obligations RTOs must fulfil.
- *Credential Policy:* Specifies the qualifications and experience required for individuals delivering training and assessment.

These components collectively ensure that RTOs deliver high-quality, nationally recognised training that meets the needs of students and employers.

## Key Legislative Instruments

121 Training's compliance is guided by the following legislative instruments:

- *National Vocational Education and Training Regulator Act 2011*: Establishes ASQA's role and powers as the national regulator for RTOs.
- *National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025*: Details the quality outcomes RTOs are expected to achieve.
- *National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025*: Specifies compliance obligations and criteria for individuals involved in RTO operations.
- *Credential Policy*: Outlines the required credentials for trainers and assessors to ensure effective delivery of training and assessment.

These instruments are accessible via the Federal Register of Legislation at [www.legislation.gov.au](http://www.legislation.gov.au).

## Continuous Improvement and Self-Assurance

Under the revised Standards, 121 Training is committed to a culture of continuous improvement and self-assurance. This involves regularly evaluating our training and assessment practices, seeking feedback from stakeholders, and implementing improvements to enhance our services.

## Trainer and Assessor Competency

In accordance with the Credential Policy, all trainers and assessors engaged by 121 Training:

- Hold the necessary qualifications and experience relevant to the training products they deliver.
- Maintain current industry skills and knowledge to ensure the relevance and quality of training.
- Participate in ongoing professional development activities to enhance their training and assessment capabilities.

These measures ensure that our workforce is equipped to deliver high-quality training that meets industry standards.

## Learner Support and Wellbeing

121 Training prioritises the support and wellbeing of our students. We provide access to resources and services that assist students in achieving their training goals, including:

- Academic support and guidance.
- Access to learning materials and resources.
- Referral to external support services when necessary.

Our commitment to learner support aligns with the Outcome Standards, ensuring that students are provided with a supportive and inclusive training environment.