



Student Handbook

2026

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Introduction and Purpose

Welcome to Nara Training and Assessing. This handbook provides a detailed reference regarding our training programs, policies, and the roles and responsibilities that guide your learning experience. We are committed to providing high-quality, industry-relevant vocational education and training (VET) that enables you to attain nationally recognised competencies.

As a Registered Training Organisation, Nara Training and Assessing complies with the 2025 Outcome Standards for RTOs and the VET Quality Framework. Our core focus is helping students succeed in their chosen career paths through professional, flexible learning and state-of-the-art facilities.

Nara Training and Assessing is a leading Registered Training Organisation with state-of-the-art training facilities located in Forrestfield, Welshpool and Bunbury, along with a footprint for customised and on-site delivery across Western Australia.

We offer a variety of training and study pathways including:

- Accredited Training –Units of Competency for mining, construction and logistics.
- High Risk Work Licences
- Workplace assessments and Verification of Competency assessments
- Skill sets

At Nara Training and Assessing, we are dedicated to the quality delivery of high-risk and specialised training, including working in confined spaces, elevated work platforms, forklift, dogging, rigging, crane operations, scaffolding, test and tag, white card, traffic management, working at heights and more!

Contact us

- Phone number: 1800 487 246 / 08 9376 2800
Speak to one of our Training Services Staff
- Email: admin@narataining.com.au
- Website: [High Risk Training & Workplace Safety Courses | Nara by Nara Training and Assessing](#)
- Training Locations
 - Forrestfield – 3/271 Berkshire rd., Forrestfield,
 - Welshpool - 51-53 Kewdale Rd Welshpool
 - Bunbury - 24 & 26 Clifford Street, BunburyOffice Hours: Monday to Friday 8:00am – 4:00 pm

Handbook disclaimer

This Student Handbook contains information that is correct at the time of publishing. Changes to legislation and/or Nara Training and Assessing policy may impact on the currency of the information included. Nara Training and Assessing reserves the right to vary and update information.

This handbook has been prepared as a resource to assist students to understand their obligations and also those of Nara Training and Assessing (RTO Number 4518)

Please carefully read through the information contained in this guide. Students need to read, understand, be familiar with and follow the Nara Training and Assessing procedures outlined in this handbook

Service Commitment

Nara Training and Assessing is committed to providing quality training and assessment services to its students.

We aim to:

- Provide students with all necessary pre-enrolment information to ensure an informed decision is made regarding courses, fees, outcomes and certification
- Provide training and assessment services that meet industry needs and trends
- Deliver high quality, innovative and engaging training
- Maintain a person-centred approach
- Supporting students through their study and career journey
- Provide flexible learning opportunities
- Provide a supportive, facilitative and engaging learning environment
- Ensure all accredited training is delivered by qualified trainer/assessors with the necessary skills and experience
- Ensure all training is continually monitored and improved
- Maintain a healthy, interactive and effective learning environment; and
- Produce competent and confident workers that benefit the community and industry.

Trainers and Assessors

All trainers and assessors are qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

Nationally Recognised Training

Nationally Recognised Training is competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace are set out in Units of Competency which can be grouped together to formulate the completion of a nationally Recognised Qualification. Nationally Recognised Qualifications are outlined in Training Packages. These can be viewed at <https://training.gov.au/>

Enrolment and Suitability

Enrolment in training with Nara Training and Assessing, can be done via our website here

- Website: [High Risk Training & Workplace Safety Courses | Nara by Nara Training and Assessing](#) or
- Email: admin@narataining.com.au or
- Call: 1800 487 246.

Enrolments must be received **no later than the two working days** before course commencement. Late enrolments will be considered but not guaranteed. Enrolments will be considered 'tentative' until payment has been received.

Once an enrolment is received, students are provided with the following:

- Course information (detailed)
- Information on undertaking a training program.
- Confirmation of the fees you will have to pay.
- Confirmation of course commencement and mandatory induction session.

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, Nara Training and Assessing will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

If a training program is fully booked at the time the student enquires about enrolment, they will either be placed on a "reserve" list or offered a place on a date where there are vacancies. Students on a "reserve"

list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis.

Suitability and LLND: Prior to enrolment, you must also complete a **Language, Literacy, Numeracy, and Digital (LLND)** assessment as per link provided.

Unique Student Identifier (USI): You must provide a valid USI at enrolment to receive any AQF certification. Nara Training and Assessing must verify your USI before it is used for any purpose.

Minors (Under 18): For students under 18, a parent or legal guardian must sign the enrolment form. Nara Training and Assessing adheres to the **National Principles for Child Safe Organisations**, ensuring a safe and empowered environment.

Fees, Charges, and Refunds

Most of Nara Training and Assessing courses are 'fee-for-service' and all course fees are listed on the current brochure/pricelist and website and are updated regularly to ensure validity. All fee-for-service training incurs fees to be determined at Nara Training and Assessing's discretion and must be paid prior to course commencement.

Payment Options for Fees & Charges

The following options are available upon request.

- Pay the required amount of fees and charges prior to commencing course. The maximum upfront payment is \$1500. Where the cost is higher than that, the balance of the fees is payable at the start of the course.
- Present a signed authority (and preferably a Purchase Order) from an employer to invoice for student fees and charges.
- Pay via instalment through direct debit (requires approval).

Fee payments can be made via the following methods.

- Electronic Funds Transfer (EFT) - bank account details on invoice.
- Credit Card Payment (MasterCard and VISA only).
- EFTPOS payment (please see the RTO administrative team).

Certificates or Statements of Attainment will not be issued until fees have been paid in full.

For courses undertaken that result in industry registration (for example – work safe licences) these are often included in the course fee and applied for by NARA TRAINING AND ASSESSING on your behalf.

Cancellation, Transfers and Refunds

Enrolment Cancellation / Withdrawal / Deferral / Amendment

Students who wish to withdraw, cancel, defer, or amend their course are required contact via email at admin@naratraining.com.au or by phoning Nara Training and Assessing on 1800 487 246 as soon as possible.

Student Cancellation

Please note: our trainer's time will be allocated to you as per the courses booked. Should you for any reason find it necessary to cancel, the following penalties will apply:

Student withdraws 3 business days prior to course commencement

- 50% of course fee charged

Less than 3 business days' notice prior to the course commencement.

- 100% of course fee charged

Attendees arriving 10 minutes after the course commences may not be permitted into the course and a full course fee will be charged.

Once Training has commenced there are NO refunds options.

Student Reschedule Policy

Please note: our trainer's time will be allocated to you as per the courses booked, therefore, should you for any reason find it necessary to reschedule, the following penalties will apply.

Student reschedule 3 business days prior to course commencement

- 20% of course fee charged

Less than 3 business days' notice prior to the course commencement.

- 50% of course fee charged

Non-attendance will result in a reschedule fee of 75% of the course cost

Transfer to another "Client" – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another client.

Re-sit fees when deemed Not Yet competent (NYC)

- All course, with the exclusion of Refresher/Experience courses:
 - A student that has been deemed NYC, may have one (1) re-sit of the full course for free, within a six-month period following the initial training.
- Experienced courses (high risk):
 - A student that has been deemed NYC, will NOT have the opportunity of a free re-sit. A reschedule fee of **\$150** will apply.
- Refresher courses (non-high risk):
 - A student that has been deemed NYC, will NOT have the opportunity of a free re-sit. A reschedule fee of **\$50** will apply.

RTO Cancellation of Courses

Nara Training and Assessing reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days.

Course Delivery

Training and assessment methods used by Nara Training and Assessing meet specific quality requirements and are chosen to best suit the unit of competency, while considering the learning style of its clientele. The provision of training often includes a blended approach with a combination of on and off- the-job methods.

Delivery methods may include but are not limited to:

- Practical demonstrations and activities
- Audio / visual presentations
- Group participation / discussions
- Trainer / facilitator instruction
- Self-paced activities
- Individual projects
- Workplace based training
- Case studies

Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, they may vary.

- 15 minutes duration for morning break.
- 30 minutes duration for lunch break.

Language, Literacy, and Numeracy

Each Training Package sets a minimum requirement in language, literacy, and numeracy skills of students, with which Nara Training and Assessing must abide.

Nara Training and Assessing makes appropriate concessions for language, literacy, and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of assessment.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. Nara Training and Assessing can assist in providing this additional development prior to completing your enrolment into vocational skills.

Literacy Requirements for the High-Risk Work Licences (HRWLs)

Under the Work Health and Safety (General) Regulations 2022, Part 4.5, High risk work r. 115 An accredited assessor must not issue a notice of satisfactory assessment unless;

- the competency assessment relates to a class of high-risk work for which the assessor is accredited; and
- the assessor is satisfied that the person being assessed has sufficient knowledge of the English language, both written and oral, to safely do work of that class.

In undertaking the written component of the Assessment Instrument, WorkSafe does not permit, under any circumstances, an interpreter to be used and requires that applicants attempt the written examination in their own hand. Being able to write answers to the written questions is an essential means of applicants demonstrating to the assessor that they can read the English language.

Recognition of Skills

Credit Transfer (CT): Nara Training and Assessing recognise AQF qualifications issued by other RTOs. **Credit Transfer is free of charge** upon provision of an original statement or USI transcript.

Recognition of Prior Learning (RPL): An assessment-only pathway for those with existing work or life skills. RPL fees are determined by Nara Training and Assessing and must be paid prior to assessment.

Student Conduct and Responsibilities

Assessment

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you should discuss it with your trainer / assessor well in advance of the due date. This way the trainer / assessor may be able to offer support or grant additional time. Please note there may be conditions or penalties to gaining an extension.

Assessment Framework

Course Information

Evidence

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, Government regulations, and your Qualifications and current experience.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit / module.

Examples of evidence could include one or more of the following.

- Specific assessments tasks set by your trainer / assessor
- Observation reports
- Certificates and awards
- Examples of work completed or special projects
- Current licenses
- Position descriptions and performance reviews
- Third party reports

Your evidence must also demonstrate the following.

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g., perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is an integral part of your learning if you wish to complete successfully and gain certification. The assessment process will be explained at orientation and throughout your program. Assessors will also be available to you if you have any questions.

Assessment is the process of collecting evidence and evaluating whether competency has been achieved to confirm that an individual can perform to the standards expected in the workplace and as expressed in relevant competency standards.

Throughout the training you will be assessed to see if you have gained the necessary skills and knowledge to achieve competency. Your trainer/assessor is required to ensure that the assessment tasks you undertake meet the national principles of assessment and rules of evidence (see below for more information).

Various assessments tasks /activities may be involved including, but not limited to:

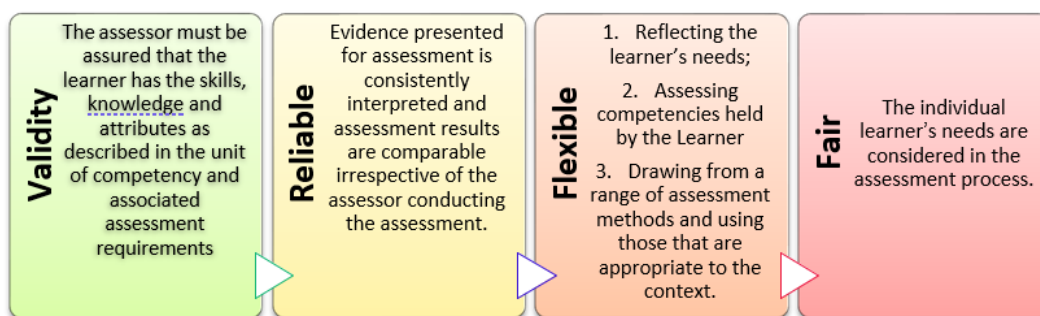
- Observation of performance;
- Assignments;
- Written activities;
- Written / oral questioning;
- Oral presentations;
- Workplace performance;
- Projects;
- Case studies;
- Role plays / simulations;
- Demonstration of skills;
- Online assessments; and
- Portfolio of evidence.

Principles of assessment

Assessments will be conducted in accordance with the following principles of assessment.

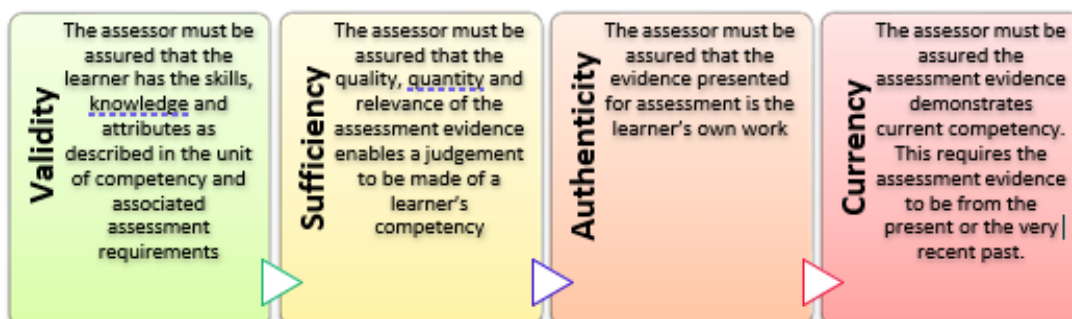
Where appropriate reasonable adjustments are applied by Nara Training and Assessing to take into account the individual student's needs.

Nara Training and Assessing informs the student about the assessment process and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary.



Rules of Evidence and Assessment

Nara Training and Assessing is required to ensure that all evidence provided by students, as proof of their competency.



Assessment Malpractice

Assessment malpractice includes cheating, collusion, and plagiarism. Nara Training and Assessing regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore

strives to ensure the assessment processes are not compromised. Nara Training and Assessing has policies and procedures in place for dealing with assessment malpractice.

- Cheating - All assessments must be 100% your own work. Where group assessments are to be undertaken, this will be clearly specified in the assessment.
- Plagiarism and Cheating (What NOT to do)
 - All your assessments must be 100% your own work.
 - Generative AI: The unauthorised use of AI tools (e.g., ChatGPT) to complete assessments is considered cheating. AI may only be used when explicitly permitted and must be transparently acknowledged.
- Cheating or the use of another person’s work and submitting as your own is cheating and will not be tolerated.
- Collusion - Collusion is the presentation of work, which is the result in whole or in part of unauthorized collaboration with another person or person. It is your responsibility to ensure that other students do not have opportunity to copy your work.

You must follow referencing guidelines if you take another person’s idea and put it into your own words.

Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. Student attendance in class is paramount to successful completion of learning and assessment outcomes. Students are expected to be in attendance for all training sessions.

It is expected that students will arrive at class on time and remain for full duration. Should it be necessary for you to leave a class early – you must advise the trainer / assessor before the class commences. If you are under 18 years old, your parent or legal guardian MUST sign the enrolment form with you. This signature confirms they agree to the training contract and that you will follow the rules in this handbook. For safety reasons, Nara Training and Assessing must notify your parent or guardian if you need to leave class early, including transport arrangements.

All classroom sessions are designed to provide students with the essential knowledge and skills required for relevant units of competency. It is expected however that students will undertake additional self-paced reading and research. If you are absent from class, it is your responsibility to catch up on any work missed.

If you are planning to be absent from a scheduled class or activity, please advise your trainer / assessor directly or contact Nara Training and Assessing via email at admin@naratraining.com.au or by phone on **08 9376 2800**. Other arrangements may be made, including self-paced learning or alternative training dates, at the discretion of Nara Training and Assessing.

Punctuality

As a courtesy to other learnings and the trainer / assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer / assessor as well as ensuring any formal assessments are not disrupted.

Behaviour

Students are expected to always behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes:

- Any offensive conduct or unlawful activity (e.g., theft, fraud, violence, assault)
- Interfering with another person’s property

- Removing, damaging or mistreating the RTO property or equipment
- Cheating/plagiarism
- Interfering with another person's ability to learn through disruptions during training
- Breach of confidentiality
- Inappropriate language
- Serious negligence, including WHS non-compliance; discrimination, harassment, intimidation, or victimisation; and
- Being affected by drugs or alcohol and being unfit to participate in learning activities.

Respect for Others

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer / assessor is expected.

Nara Training and Assessing always retains the right to remove disruptive students from the training environment. You will be expected to treat staff and fellow students with respect and observe any student etiquette requirements which appear in this handbook or requested during the course by a trainer / assessor.

Inappropriate language and actions will not be tolerated.

Harassment, bullying and intimidation of staff or fellow students will not be tolerated. Treat facilities and equipment with due care and respect. You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Mobile Phones

All phones must be turned off during training, as a courtesy to the trainer / assessor and other students. In an emergency where you need to be contacted, please advise your trainer / assessor so that arrangements can be made.

The trainer may require students to put mobile phones in a secure container during training sessions.

Safety and Compliance

Duty of Care

- Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both them and their fellow students. Should you be involved in a near miss or an accident which results in personal injury and / or damage to equipment or facilities, notify your trainer/assessor immediately.
- If you have a personal health condition which may become critical while attending training, please advise us before commencing the course. All information will be treated in strict confidence and is only needed so the RTO can provide support or treatment should an emergency arise. Emergency procedures and exit plans must be followed.

You have a duty to:

- Protect your own health and safety and avoid adversely affecting the health and safety of any other person
- Not willfully or recklessly interfere or misuse anything provided by Nara Training and Assessing in the interests of health, safety and welfare
- Cooperate with health and safety directives given by staff; and
- Ensure that you are not affected by the consumption of drugs or alcohol.

Course Clothing Requirements

- Appropriate protective clothing such as your work uniform is required to be worn as well as safety boots.

- We adhere to strict Work Health and Safety protocols; therefore, anyone who is not suitably dressed will be asked to leave the course without a refund.
- Nara Training and Assessing will provide a hard hat, safety gloves and safety glasses where required.
- If you wish to bring your own PPE, you may do so.
- No jewellery to be worn.
- Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc.) is requested; and

Security

Do not leave personal belongings, or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. The RTO accepts no responsibility for any belongings which may be stolen or missing.

Disciplinary Action

Disciplinary Processes

Nara Training and Assessing may implement student discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice. Any breaches of discipline will result in the person being given a 'verbal warning'.

Further disciplinary processes may include:

- The student being asked to justify why they should continue to participate in the learning group;
- Suspension from the training room;
- Expulsion from the training room;
- Suspension from the training course; or
- Expulsion from the training course.

Student Support Services

Student Support Services

We support students cognitively, emotionally, and socially.

Students intending to enrol for training with Nara Training and Assessing are requested to advise us if they have any physical or other impairment (e.g., English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the trainer / assessor any 'special needs' and / or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

- Academic Support: Includes one-on-one mentoring and additional learning materials
- Reasonable Adjustments: In accordance with the Disability Standards for Education 2005, we modify learning environments or assessment methods (e.g., extra time, adaptive technology) for students with disability, provided industry standards are maintained.
- Language Support: Access to the Translating and Interpreting Service (TIS National) is available at 131 450.

Student Wellbeing and Cultural Safety

Cultural Safety: Nara Training and Assessing fosters a learning environment that respects the unique cultural identities of First Nations people, addressing systemic barriers and celebrating significant events such as NAIDOC Week.

24/7 Crisis Referrals: If you are experiencing personal difficulties, we encourage accessing these free, confidential services:

- Lifeline: 13 11 14 (Crisis support).
- Beyond Blue: 1800 551 800 (Mental health).
- Kids Helpline: 1800 55 1800 (Support for ages 5–25).
- 1800RESPECT: 1800 737 732 (Assault/Domestic violence).
- Mates in Construction: 1300 642 111 (Suicide prevention for industry).

Child Safety and Wellbeing (Minors)

We adhere to the 10 National Principles for Child Safe Organisations. We have zero tolerance for child abuse or harm. All staff working with minors hold current Working with Children Checks.

Complaints and Appeals

Nara Training and Assessing ensure a fair and transparent process for resolving concerns.

- **Informal:** Discuss the issue with your trainer.
- **Formal:** Submit a written complaint/appeal to the CEO.
- **External:** If unresolved, contact the **National Training Complaints Hotline at 13 38 73**.

Evaluation and Feedback

Nara Training and Assessing values all feedback from students as it helps us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive.

Feedback forms will be provided to students during their course. Thank you in advance for your comments. Nara Training and Assessing requests all students to complete the Student Feedback and where applicable the employer will be requested to complete the Employer Feedback form.

Administrative & Compliance Policies

Administrative Management

Change of Personal Details

Students are required to ensure their personal details recorded with Nara Training and Assessing are always up to date.

Authorisation & Publicity Consent

Nara Training and Assessing actively promotes good news stories including student milestones, accomplishments, and events. To be able to use your photograph, image, and words we require your permission and consent.

Nara Training and Assessing promises that wherever possible, our staff will be mindful of cultural, family, and personal preferences.

All students have the option of giving their consent and permission. It is entirely optional. If you do not agree, Nara Training and Assessing will not use your photograph, image, or words. The Enrolment Form makes provision for consent.

Core Policies

Privacy Notice

Why we collect your personal information:

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information:

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information:

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER

employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact the RTO to:

- request access to your personal information
- correct your personal information.
- make a complaint about how your personal information has been handled.
- ask a question about this Privacy Notice

Other Policies

Training and Assessment services	Nara Training and Assessing is committed to providing Training and Assessment services, resources, support and equipment in a condition and environment that is conducive to achieving competency in the units of competency being undertaken by the student and meeting the training and assessment expectations of the industry and employer.
Issuance of Qualifications	Nara Training and Assessing will promptly issue qualifications to all enrolled students who have successfully completed all requirements and demonstrated competency in all units in their training program and provide ongoing assistance to enquiring students regarding their record of progress, achievements and statements of attainment.
Financial Management	Nara Training and Assessing applies sound and accountable financial practices within its day-to-day operations and maintains its compliance to financial requirements under the Standards for Registered Training Organisations.
Records and Information Management	Nara Training and Assessing is committed to implementing best practice in its records management practices and systems, and to responding in a timely manner to all requests for information from present and past students, within the provisions of the Information Privacy Act 2009, Australian Privacy Act 1998 and the Australian Privacy Regulations 2013. Student records are maintained in a digital format and Student Management System and, where applicable, hard copy student files. All files are protected either physically or digitally to ensure the protection and privacy of students. Records are retained in accordance with the Standards for Registered Training Organisations and requirements of DTWD for funded programs and students.
Access and Equity	Nara Training and Assessing is committed to helping all students identify and achieve their desired learning outcomes. Nara Training and Assessing is committed to providing training and assessment services to all students regardless of race, religion, sex, socio-economic status, disability, language, literacy, or numeracy, and upholds the principles of equal opportunity and the regulations under the Standards for Registered Training Organisations.
RPL (Recognition of Prior Learning)	Nara Training and Assessing is committed to supporting the recognition of prior learning enquiries and requests from potential and enrolled students. Recognition of prior learning information is provided to students upon enrolment prior to the commencement of training. Students are encouraged to discuss their prior

	knowledge with their trainer who will determine their suitability for recognition of prior learning and provide the relevant recognition of prior learning kit.
Stakeholder feedback	Nara Training and Assessing regularly obtain feedback from all its stakeholders, including students, employers and staff. Students are requested to complete feedback forms throughout their training program including the Quality Indicator Survey on an annual basis. Employers are asked to complete Employer Survey throughout the course of the apprenticeship/traineeship.
Provision of information	Clear and accurate advice and information is provided to all enrolling students at Nara Training and Assessing. Initial contact, induction and the commencement of training is supported by the provision of timely information concerning enrolment procedures, fees and charges, access and equity, guidance and support, complaints and appeals, recognition of prior learning, credit transfer, access to online learning and training, and assessment procedures.
Legislative compliance	Nara Training and Assessing conducts periodic internal audit processes to its training and assessment procedures, processes and judgements. Periodic review is applied to all policies and procedures to ensure that the registered training organisation is compliant with all state and commonwealth legislative requirements.
Consumer Law	Nara Training and Assessing complies with relevant consumer protection legislation, including Australian Consumer Law. This means that students are provided with the required 'cooling off period' and are entitled to refunds where Nara Training and Assessing is unable to deliver the training and assessment services to the student as agreed.
Marketing Accuracy	Nara Training and Assessing is committed to ensuring that all marketing information is accurate, ethical and compliant with the Standards for Registered Training organisations.
Complaints and Appeals	<p>Nara Training and Assessing Complaints and Appeals Policy ensures that all complaints are dealt with in a constructive and timely manner.</p> <p>What if I don't agree with the final decision?</p> <p>If you have used Nara Training and Assessing's internal process and you are still unhappy with the final result, you have the right to seek an independent review from an external body. You can contact the National Training Complaints Hotline to register your complaint about VET training or our services:</p> <ul style="list-style-type: none"> • Phone: 13 38 73 • <u>The Hotline will guide you to the correct government body for your issue.</u>
Other Policies and Procedures	<p>The following Policies and Procedures support the operations of Nara Training and Assessing and protect its students. Please contact one of our Training Support Staff for more information about:</p> <ul style="list-style-type: none"> • Access and Equity Policy • Complaints and Appeals Policy • Assessments Policy and Procedure • Marketing Policy • Policy for Student Conduct • Workplace Health and Safety Policy