



Response  
Employment  
and Training

RTO 90278

# STUDENT HANDBOOK



Response Employment and Training

RTO 90278

[www.responsetraining.com.au](http://www.responsetraining.com.au)

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## Welcome from the CEO



Welcome to Response Services Employment & Training Pty Ltd, trading as Response Employment and Training. Thank you for choosing us as your preferred training provider.

We are excited that you have decided to study with us and that we can support you with your learning journey.

Enrolling in a nationally recognised qualification, skill set, or unit of competency will build your skills and knowledge to be able to perform the duties and tasks required of you in the workplace or gain meaningful employment. You can use the training you undertake as a pathway into further skills development, higher levels of training or to progress your career.

Employers value and respect nationally recognised training and the investment you are taking into your own professional development.

Response Employment and Training has qualifications in community services, disability, aged care, mental health work, cleaning, community safety, business and leadership and work health and safety. Whether you are already in the workforce or looking to find a job, our qualifications can help you on your way.

Our specialist training in remote and regional areas of the Northern Territory is supported through strong partnerships with communities. Our urban-based training in Darwin is informed by extensive consultation and engagement with industry and employers, enabling us to develop training options that effectively meet the demand for a skilled and readily available workforce.

We look forward to sharing your learning journey with you.

*Sally Morris*

Sally Morris  
CEO

## ABOUT US

Response Employment and Training is a local training organisation based in the Northern Territory.

We work with communities, local organisations, government, businesses, peak bodies and workers. Our training helps people learn new skills, get work, and keep jobs.

We deliver training right across the Territory - in towns, communities and very remote areas. We do a lot of our training on Country and in community, so people can learn close to home and stay connected to family and culture.

We deliver outcomes based strong pre-employment and employment programs. We work together with communities to build skills for today and for the future.

Our trainers and staff are skilled, respectful and come from diverse backgrounds. They take time to listen, explain things clearly, and support people to finish their training.

Response Employment and Training has a long-standing history of working with communities. We are recognised for delivering training in a way that is practical, respectful, and focused on supporting individuals to continue learning and progress in their careers.

## OUR MISSION

Our mission is to deliver practical, nationally recognised training that helps people build skills, get work and strengthen their communities.

We work closely with communities, employers and organisations across the Northern Territory to deliver training that is relevant, respectful and fit for purpose. We focus on community services, health and business training that is delivered in ways that work for people - including in regional, remote and very remote locations.

We are committed to quality training, strong support for students, and continuous improvement in everything we do.

## OUR VALUES

### Community First

We put communities at the centre of our work. We listen, build relationships and deliver training that reflects local needs, culture and ways of learning.

### Respect

We treat everyone with respect and fairness. We value diversity, cultural knowledge and lived experience, and create safe learning environments for all students.

## Quality and Integrity

We deliver training that meets national standards and supports real skills for real jobs. We act honestly, meet our obligations and take responsibility for the quality of our training and assessment.

## Innovation

We find better ways to deliver training by listening, learning, and adapting so our training stays practical, culturally appropriate, and responsive to the needs of students and communities.

## Practical Learning

We believe training should be useful and job ready. Our courses focus on practical skills that students can use in the workplace and in their communities.

## Support and Care

We support students through their learning journey. We take time to explain, adapt where possible, and help students overcome barriers to completing their training.

## Working Together

We work in partnership with students, communities, employers and staff. Strong relationships help us deliver better outcomes and build local capability.

# OUR TEAM

The people working at Response Employment and Training are trained and experienced. We understand that everyone learns in different ways. We deliver training that is practical, clear and useful for work and for the future.

Our CEO, Sally Morris, leads the organisation and is also involved in training. She has strong experience working with communities and employers across the Northern Territory. Sally supports training that is done the right way - respectful, practical and focused on real jobs.

Our General Manager, Katie Brown, looks after the day-to-day running of the training organisation. She has worked for many years in aged care, disability services and training industries. Katie works closely with communities and employers to make sure the training meets local needs. She also delivers some training, especially in aged and palliative care.

Our Student Support Officer, Sarah, is there to help you. She can answer questions about courses, enrolment, training, records and results. Sarah is here to listen, explain things clearly and support you during your course.

Our Trainers and Assessors are highly qualified professionals with extensive industry experience.

They deliver training through both face-to-face and online formats, taking the time to clearly explain concepts, answer questions, and support learners to progress at their own pace.



In 2026 our training team includes Laura, Alison, Renee, Andrew, Gabby and Jo.

We know that life can be busy and sometimes challenging. Our staff are available during your course to support you and help you stay on track.

Our focus is on delivering training in community across the Northern Territory, working with local employers, and creating pathways into jobs through training and pre-employment programs and supporting the development of a skilled workforce.

We welcome your feedback and use it to make our training and support better.

You can call us on 0447 736 313

You can email us at [support@responsetraining.com.au](mailto:support@responsetraining.com.au)

You can provide feedback by using this QR Code to go straight to the Contact Form on our website.



## OUR TRAINING PROGRAMS

Response Employment and Training have the following nationally recognised training qualifications and Skill Sets on our scope of registration:

- CHC22015 Certificate II in Community Services
- CHC33021 Certificate III in Individual Support
- CPP30321 Certificate III in Cleaning Operations
- CHC35021 Certificate III in Community Safety Services
- HLT33021 Certificate III in Allied Health Assistance
- CHC42021 Certificate IV in Community Services
- CHC43121 Certificate IV in Disability Support
- CHC43315 Certificate IV in Mental Health
- CHC43515 Certificate IV in Mental Health Peer Work
- BSB40120 Certificate IV in Business
- BSB50420 Diploma in Leadership and Management
- CHCCCS000129 – Individual Support – Ageing Skill Set
- CHCCCS000130 – Individual Support – Disability Skill Set
- HLTSS00061 – Food Safety Supervision Skill Set – for community services and health industries
- First Aid – comprising the following units of competency:
  - HLTAID009 - Provide cardiopulmonary resuscitation
  - HLTAID010 – Provide basic emergency life support
  - HLTAID011 – Provide first aid

We can work with people and workplaces to deliver training that suits your needs. This may be the full qualification, or selected units or skill sets, depending on what is needed.

## TRAINING PROGRAMS WITH MANDATORY WORK PLACEMENT HOURS

The following qualifications have a requirement for a mandatory work requirement:

- CHC33021 Certificate III in Individual Support (120 hours)
- HLT33021 Certificate III in Allied Health Assistance (80 hours)
- CHC43121 Certificate IV in Disability (120 hours)
- CHC43315 Certificate IV in Mental Health (80 hours)
- CHC43515 Certificate IV in Mental Health Peer Work (80 hours)

Students are responsible for arranging their own work placement and for covering any costs related to the placement.

Response Employment and Training will collect placement details and work with you to make sure the placement meets workplace and legal requirements.

## INFORMED CHOICE & PRE-ENROLMENT INFORMATION

Response Employment and Training is committed to making sure people have the right information before they enrol in a course.

Before you enrol, we will give you clear information to help you decide if the training is right for you. This information will explain:

- What the course or units are, how long they run, and how the training is delivered
- Any entry requirements or skills you need before starting
- Any work placement that is required, including hours and what you will be expected to do
- How the training and assessment will be done
- Fees, payment options, refunds and your rights as a student
- Learning and support services that are available
- How to make a complaint or appeal, including where to go if the issue is not resolved

You are encouraged to read this Student Handbook, check our website and course information, and ask questions before enrolling.

Enrolment will only go ahead once you confirm that you understand the information and that the course suits your needs and situation.

### ENTRY REQUIREMENTS, COURSE SUITABILITY AND LICENSING INFORMATION

Some courses at Response Employment and Training have entry requirements or other things you need to meet before you enrol.

These may include, but are not limited to:

- Enough reading, writing, number and computer skills to take part in training and assessment
- Physical or workplace requirements for practical tasks or work placement
- Legal or industry rules set by employers or other organisations

Some courses may also be linked to job licensing, registration or other industry requirements. Before you enrol, Response Employment and Training will let you know if:

- A licence or registration is needed to work in a particular job, or
- Getting work depends on rules set by employers, regulators or the industry

Finishing a course does not guarantee a job, licence or registration. These decisions are made by employers or other external organisations.

## YOUR LEARNING NEEDS

Before you enrol, we want to make sure the course is right for you.

Everyone learns in different ways.

You may have learning support needs due to:

- Health or disability
- Family or work responsibilities
- Past learning experiences
- How much time you have to study
- How you learn best (for example, by doing, listening, reading, or working with others)
- Your work or life experience



You can talk with us about your learning needs at any time.

If possible, we can change how training or assessment is done to support you. This may include extra help, different learning materials, or more time to complete tasks.

You should read this handbook and ask questions before you enrol. If you are not sure the course is right for you, please contact us.

## LANGUAGE, READING, WRITING AND NUMBERS CHECK

Before you enrol, we will do a short check of your reading, writing, speaking, numbers and computer skills.

This is not a test. You cannot fail. The check helps us understand how to support you in your course.

If we see that you may need help, we will talk with you before you enrol. We will explain what support is available and if the course is right for you.

When you enrol, we will ask if you need any learning support. You can share as much or as little as you like.

You can contact Response Employment and Training at any time to talk about learning support or ask for help.

## WORKING WITH OTHER ORGANISATIONS

Sometimes, Response Employment and Training works with other organisations to help with training, assessment, or work placement.

If this happens, Response Employment and Training is still responsible for your training, your assessment results, and your qualification or Statement of Attainment.

Before you enrol, we will tell you if another organisation is involved in your course and explain what they will do. If you have any questions or concerns, you can always contact Response Employment and Training for support.

## COURSE FEES AND PAYMENTS

Our courses may be offered through different pathways. This depends on the course and whether you are eligible for funding.

### FUNDED PLACES

You may be able to get a funded place, depending on the course and your eligibility. If you are eligible, there is no cost to you for the training.

Funded places may be available through Territory or Commonwealth Government funding programs.

You can find more information on our website at [www.responsetraining.com.au](http://www.responsetraining.com.au)

or contact student support officer at [admin@responsetraining.com.au](mailto:admin@responsetraining.com.au)

Before you enrol, we will let you know if you are eligible for a funded place.

### EMPLOYER OR OTHER FUNDED PROGRAMS

Some training programs are paid for by an employer or another organisation. In these cases, there is no cost to you for the training.

### Course Fees

If you are not eligible for a funded place and are not enrolled in an employer-funded program, you can still enrol as a fee-paying student. Course fees will apply and are listed below:

• CHC22015 Certificate II in Community Services	\$ 5,750
• CHC33021 Certificate III in Individual Support	\$10,300
• CPP30321 Certificate III in Cleaning Operations	\$5,900
• CHC35021 Certificate III in Community Safety Services	\$7,600
• HLT33021 Certificate III in Allied Health Assistance	\$8,900
• CHC42021 Certificate IV in Community Services	\$12,200
• CHC43121 Certificate IV in Disability Support	\$12,200
• CHC43315 Certificate IV in Mental Health	\$11,500
• CHC43515 Certificate IV in Mental Health Peer Work	\$11,500
• BSB40120 Certificate IV in Business	\$7,200
• BSB50420 Diploma in Leadership and Management	\$10,800

You may pay for this by cheque, direct deposit, cash or credit card.

These fees are for items such as course materials, administrative support, student services and training and assessment services.

We understand that paying all fees at once can be difficult for some people. Where possible, we can work with you to set up a payment plan that suits your situation.

We want to make sure money does not stop you from accessing training. If you would like to talk about payment options, please contact us at [admin@responsetraining.com.au](mailto:admin@responsetraining.com.au).

For fee-for-service courses, Certificates and Statements of Attainment will only be issued once all course fees have been fully paid.

## When and how do I pay course fees?

Response Employment and Training does not collect full course fees in advance.

Fee paying students must pay the course fees as follows:

On confirmation of enrolment	\$1,450
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The balance of the course payment is to be paid in full one month prior to end of the course.

A monthly invoice will be sent to you for the remainder of the fees after the initial payment has been received. The invoices must be paid within 7 days of receipt of the invoice.

We may cancel an enrolment or discontinue training if fees are not paid as required.

## Recognition of Prior Learning (RPL) applications

Recognition of prior learning fee for a full qualification	\$2,800
Recognition of prior learning fee for individual units of competency	\$390

## Certificate re-issuance fee

Re-issue of an award (Certificate including the transcript of results, Statement of Attainment)	\$60
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## Can I get a course fee refund?

Yes. Refunds are available in some situations, as outlined below.

- If you cancel your enrolment 10 business days or more before the course starts, you will receive a full refund (100%) of the fees you have paid.
- If you cancel your enrolment 9 business days or less before the course starts, you will receive a 75% refund. The remaining 25% is kept covering staff and resource costs already committed.
- If you cancel your enrolment after the course has started, a refund is not normally available.

In some cases, the Chief Executive Officer may consider a refund after the course has started if there are serious or unexpected personal circumstances. You will need to provide information about your situation for this to be considered.

## Our guarantee to you

If, for any reason, Response Employment and Training is not able to deliver the training or services we have agreed to with you, we will return the part of your fees for training that has not yet been provided.

## How do I get a refund?

If you want to cancel your enrolment and ask for a refund, you need to let us know in writing. You can do this by email or by letter.

Please send your written notice to: [support@responsetraining.com.au](mailto:support@responsetraining.com.au)

If your refund is approved, the money will be paid back to you by bank transfer into the account you nominate. We will make this payment within 14 days from the time we receive your written notice.

## Do I pay GST in my tuition fees?

No – You do not need to pay GST on your training fees. This is because vocational education and training courses are GST-free under Australian tax law.

## Changes to terms and conditions

From time to time, Response Employment and Training may need to make changes to enrolment conditions. If any change affects your training or enrolment, we will let you know as soon as we can, before the change takes effect.

## ENROLMENT

Enrolling in our courses happens in three main steps.

### Step 1 - Let us know you are interested

You can start by going to our website at [www.responsetraining.com.au](http://www.responsetraining.com.au) or using this QR code and filling in the Expression of Interest form.

You can send this form to us online, or you can download it and email it to [admin@responsetraining.com.au](mailto:admin@responsetraining.com.au)



### Step 2 – We chat with you about the course

Once we receive your Expression of Interest, we will contact you to talk about the course, including start dates and what the training will involve.

We will also look at the information you have shared with us to see if you have any learning or support needs, and to work out how we can support you in the best way.

### Step 3 – Complete your enrolment

If you decide to go ahead, we will send you an Enrolment form to complete.

If you are paying fees for the course, we will also send you an invoice for the first payment.

When you enrol, you will need to show proof of who you are, such as a driver's licence or passport. If you do not have these, we can help you find another way to provide identification.

## UNIQUE STUDENT IDENTIFIER (USI)

A USI is your own education number that stays with you for life. It keeps a record of all the nationally recognised training you do in Australia.

If you are doing any nationally recognised training, you must have a USI. Without a USI, we cannot give you your qualification or Statement of Attainment, and you may not be able to get government training support.

You can create a USI for free, or find your existing USI, by going to this website: [www.usi.gov.au/students/get-a-usi](http://www.usi.gov.au/students/get-a-usi) or using this QR code

If you need help to set up your USI or find your number, our team can support you. Just let us know and we will help you through the process.



## PRIVACY PROTECTION

Response Employment and Training respects your privacy. We only collect information that we need to enrol you and support you through your training.

### What information we collect

We may collect information such as your name, contact details, emergency contact details, previous training or qualifications, work details, and the course you are enrolling in.

### How we collect information

We collect this information from you when you fill in enrolment forms, apply online, complete assessments, or talk with our staff.

### Why we collect your information

We use your information to:

- Enrol you and manage your training
- Deliver and assess your course
- Contact you about your training
- Keep student records as required by law
- Report training information to the national training regulator
- Report training information to the government for funded training programs

### Who we share your information with

We may share your information with:

- Our staff who are involved in your training
- Government agencies when the law requires us to
- Other organisations that help deliver your training such as online learning systems

### Keeping your information safe

We take care to keep your information safe. We store it securely and only allow access to people who need it for your training.

### Your right to see your information

You can ask to see the personal information we hold about you. If anything is wrong, you can ask us to fix it.

### Privacy concerns

If you have any concerns about your privacy, please contact our Student Support Officer at [admin@responsetraining.com.au](mailto:admin@responsetraining.com.au)

## RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning, called RPL, means we can look at the skills and knowledge you already have from work, community roles, caring, volunteering, or past training.

You can ask for RPL for one unit, several units, or sometimes a whole qualification.

To apply for RPL, you will need to share evidence of what you already know and can do. This might include work records, certificates, letters from employers or supervisors, or examples of your work. We may also ask to speak with a supervisor, team leader, or employer to help confirm your experience.

A qualified assessor will look at your evidence and decide if it meets the requirements of the training.

RPL helps you avoid repeating training you already know. This can save you time and, in some cases, money.

After the assessment, one of these things will happen:

- You may be found competent
- You may be found not yet competent
- You may be asked to provide more evidence

If you believe you already have the skills and knowledge for the course, please contact the Student Support Officer at [support@responsetraining.com.au](mailto:support@responsetraining.com.au)

## CREDIT TRANSFER (CT)

Credit Transfer means we can recognise units you have already completed with another Registered Training Organisation.

If you have a qualification or Statement of Attainment that includes the same or similar units to your current course, you can ask for credit transfer. This may reduce the time you need to study and the amount of training you need to complete.

If you believe you already have the skills and knowledge for the course, please contact the Student Support Officer at [support@responsetraining.com.au](mailto:support@responsetraining.com.au)

## LANGUAGE, LITERACY, NUMERACY & DIGITAL SKILLS

Everyone has different learning strengths and needs. To make sure the course is right for you, we may ask you to do a simple check of your reading, writing, numbers, and computer skills.

It is not a test and it is not meant to stop you from enrolling. It helps us understand what support you might need to succeed.

We can adjust the way training and assessment is delivered where possible. This may include extra time, different learning materials, verbal assessments, or other supports.

We provide help for students who need support with language, reading, writing, maths, or digital skills. If we cannot provide the support ourselves, we can help connect you with other services that can.

All training and assessment is delivered in English unless we say otherwise. Reasonable adjustments may be available depending on your needs.

If you would like help or want to talk about your learning needs, please contact the Student Support Officer at [support@responsetraining.com.au](mailto:support@responsetraining.com.au)

Our aim is to support you to learn and succeed, no matter where you are starting from.

## ACCESS AND DIVERSITY

Response Employment and Training is committed to treating everyone fairly and with respect. We welcome students from all backgrounds. This includes people of different cultures, ages, genders, abilities, and life experiences.

All students have the right to learn in a safe place, free from bullying, discrimination, or harassment. Our trainers and staff take learning needs into account when planning and delivering training.

If you feel you are not being treated fairly, or if you have concerns about access or equity, please contact us at [support@responsetraining.com.au](mailto:support@responsetraining.com.au)

## STUDENT SUPPORT

We understand that life can be challenging at times. We work closely with community organisations and support services to help students stay on track with their training.

### LEARNING SUPPORT

If you are having trouble with your course, we encourage you to talk with your trainer or a staff member. We can offer support such as:

- Extra help outside class
- Review of learning materials
- Mentoring or coaching
- Help with reading, writing, or numbers

- Verbal assessments instead of written ones
- Access to a reader or writer (scribe)

If needed, we can also help you connect with other support services.

## PERSONAL SUPPORT

Sometimes personal or family matters can affect your study. If this happens, please let us know. We will listen and work with you to find the right support.

Together, we can talk about what help is needed and what support we or other services can provide, so you have the best chance to continue and complete your training.

## COMPLAINTS, APPEALS AND ASSESSMENT APPEALS

Response Employment and Training is committed to listening to students and handling complaints and appeals in a fair and respectful way. We understand that a complaint is different from an appeal, and each one is handled in the right way.

### What is a complaint?

A complaint is when you are unhappy about something and want us to look into it. This could be about:

- Training or assessment
- Learning materials or resources
- Support services
- Behaviour of staff or trainers
- Discrimination, bullying, or sexual harassment
- Another organisation helping deliver training

### If you have a complaint

If something is worrying you, we encourage you to let us know. We are here to listen and try to sort things out.

You can make a complaint:

- By email to [admin@responsetraining.com.au](mailto:admin@responsetraining.com.au)
- By letter
- In person
- Or through a support person speaking for you

You do not need to write your complaint in a formal way.

Once we receive your complaint, we will:

- Let you know we received it within 2 working days
- Look into the issue carefully
- Talk with you if we need more information
- Aim to finish the process within 60 days

If it takes longer, we will tell you and keep you updated. You will have the chance to explain your side of the story.

When the complaint is finished, everyone involved will be told the outcome in writing. Your complaint will be kept private and handled respectfully.

### Appeals including assessment appeals

An appeal is when you ask us to look again at a decision that has been made.

An assessment appeal is when you do not agree with an assessment result.

If you have an assessment concern, you should first talk with your trainer or assessor. If you are still not happy, you can make an appeal.

You can:

- Make the appeal in writing or by speaking with us
- Ask a support person to help you

Appeals must be made within 60 days of being told about the decision.

Your appeal will be reviewed by someone who was not involved in the original decision.

There is no cost to make a complaint or an appeal.

Please send appeals to: [support@responsetraining.com.au](mailto:support@responsetraining.com.au)

You can ask for a copy of our Complaints and Appeals Policy at any time.

### If your complaint is not fixed (External Review)

We ask students to first talk with Response Employment and Training so we can try to fix the problem together. If you are still not happy after our process, you have the right to take your complaint to another organisation called ASQA, the National VET Regulator.

ASQA checks that training organisations are doing the right thing and following the rules.

You will not get into trouble for making a complaint or for contacting ASQA.

You can call ASQA on 13 38 73

You can complete an online complaint form by using this QR code to take you straight to the form on the ASQA website.



## OUR RESPONSIBILITY TO YOU

Response Employment and Training is responsible for making sure your training and assessment is delivered properly and meets national rules. We are also responsible for issuing your qualification or Statement of Attainment when you successfully complete your course.

We follow Australian laws and national training standards that apply to Registered Training Organisations. These rules are in place to protect students and make sure training is safe, fair, and of good quality.

We regularly check our own work to make sure we are meeting these standards and doing the right thing by our students.

### Laws we must follow

Response Employment and Training must follow laws about training, safety, privacy, and fair treatment. These laws explain what we must do as a training provider and what rights students have.

Some of the main laws we follow include laws about:

- National vocational education and training
- Work health and safety
- Discrimination and equal treatment
- Privacy and protection of personal information
- Fair work and employment
- Copyright and use of learning materials

These laws can change over time. When this happens, our staff are informed and our practices are updated.

### Work Health and Safety

We work to keep training spaces safe for everyone. We regularly check our equipment, materials, and training activities to reduce risks and keep people safe.

Our trainers and staff explain safety rules during training. It is important that students listen, understand, and follow these instructions.

Students are also expected to look after their own safety and the safety of others.

If you see something that could be unsafe, please tell your trainer or the Student Support Officer so it can be fixed.

You can find more information about work health and safety at:

- [www.safeworkaustralia.gov.au](http://www.safeworkaustralia.gov.au)
- [www.worksafe.nt.gov.au](http://www.worksafe.nt.gov.au)

## Student safety

We are committed to providing a safe, respectful, and supportive learning environment. Keeping everyone safe is a shared responsibility. We encourage students to stay aware of their surroundings and look out for one another.

## Letting you know about changes

If there are any changes to:

- The RTO
- Your course
- Training times or schedules
- Training or assessment arrangements

We will let you know as soon as we can.

We may contact you in person, by phone, email, letter, or text message. Please make sure we always have your current contact details so we can reach you.

## Privacy

We respect your privacy and keep your personal information confidential.

We will not share your personal details with anyone unless:

- You give us written permission, or
- The law requires us to share information with government or regulatory bodies

Your information is handled carefully and used only for training and legal purposes.

## Student Awards

### Jacqueline Florance

### Winner Vocational Student of the Year – Northern Territory 2025



*"I tell everyone about the course, about how good my experience was, the trainers and the support I got from Response. I have encouraged others to study and to contact them to join their training programs.*

*One of my colleagues has followed my advice and he started studying a few months ago. He was new to the industry, and I told him how educational the course was and would help him understand the right and wrong way of doing things. He told me he had some learning difficulties and wasn't sure about it; I shared some of my challenges with him and assured him that the trainers would understand and give him extra assistance and one on one support outside of class. He's doing really well and enjoying the course."*

## TRAINING AND ASSESSMENT

### Our promise to you

Once your course is confirmed, Response Employment and Training will do everything reasonable to deliver that course as planned.

If, for any reason, we cannot run the course at the agreed time, we will talk with you about your options. This may include rescheduling the course or providing a refund.

We work together with students and offer support to help you complete your training within the agreed time.

### When courses change (Transition Arrangements)

We make sure we only deliver current, nationally recognised training.

If your course is updated or replaced while you are enrolled, we will talk with you about what happens next. You may be able to:

- Finish your course within the allowed time, or
- Move to the new qualification, if we are approved to deliver it

We will explain your options and support you to make the best choice.

### Training

Training is based on the skills and knowledge needed to do the job properly in the workplace. Your course is designed using national training packages. These set out what you need to know and what you need to be able to do.

Training is planned to help you build confidence and skills for work. We work with industry and employers to make sure our training is relevant and practical.

Training may include:

- Group and individual learning
- Discussions and case studies
- Caching and demonstrations
- Practice in real or simulated work settings

Training will take place at an agreed location and may include classroom and practical activities.

### Assessment

Assessment is how we check that you can do the required tasks and understand the required knowledge.

Assessment may include:

- Written or spoken questions

- Practical demonstrations
- Logbooks or workplace evidence

Some assessments may happen in the workplace or in a simulated environment.

Most units have three or more assessments. After each assessment, you will be marked as:

- S – Satisfactory, or
- NS – Not Satisfactory

You must receive a Satisfactory result for all assessments to be marked competent in the unit.

You are usually given two chances to complete each assessment. If you are still not able to show competence after this, you may need to re-enrol and complete the training again. Re-enrolment fees may apply.

### Your course progress

We keep track of attendance and progress during your course.

If we see that you are having trouble keeping up, your trainer or the Student Support Officer will contact you. We will talk with you and offer support to help you stay on track and complete your course.

## CERTIFICATES/STATEMENT OF ATTAINMENT

When you successfully complete your training, Response Employment and Training will issue your qualification or Statement of Attainment.

We will issue your Certificate and Record of Results, or Statement of Attainment, within 30 days of receiving your final assessment results, as long as:

- All course requirements are completed
- All fees have been paid (if you are a fee-paying student)
- You have provided a valid Unique Student Identifier (USI)

If you complete all units in a qualification, you will receive:

- A Certificate, and
- A Record of Results

If you complete only some units, you will receive:

- A Statement of Attainment showing the units you have completed

## STUDENT RIGHTS

As a student with Response Employment and Training, you have rights.

These rights are here to make sure you are treated fairly and kept safe while you are learning.

### Your right to be treated fairly

- Be treated with respect, fairness and kindness at all times
- Be treated the same as everyone else, no matter your:
  - Age
  - Culture or race
  - Gender or sexuality
  - Disability
  - Religion or where you come from
- Learn in a place where there is no bullying, no shame and no harassment

### Your right to safe learning

You have the right to:

- Learn in a place that is safe, clean and comfortable
- Feel safe to speak up, ask questions and get help
- Have training that supports you to do your best

### Your right to good training

You have the right to:

- Be taught and assessed by trainers and assessors who are properly qualified and experienced
- Get clear information before you enrol about:
  - The course
  - Costs and payments
  - Support available
  - What is expected of you
- Get the services and support that were promised to you when you enrolled

### Your right to ask for help

You have the right to:

- Ask for learning support or extra help at any time
- Get advice about your training if you are struggling
- Talk to staff about what support might help you finish your course

### Your right to change your mind (cooling-off period)

You have the right to:

- Change your mind after enrolling, as long as you tell us in writing within the allowed time

- Get a full or partial refund, depending on when you tell us
- Know clearly how much money you will get back and when it will be paid
- This is called a cooling-off period.
- It is your right - no one will pressure you to stay if the course is not right for you.

### Your right if training does not go ahead

You have the right to:

- Get your money back for any training that has not been delivered
- Be told as soon as possible if:
  - A course is cancelled
  - Training dates change
  - The training cannot be continued
- Be offered a refund or another option if the training cannot be completed

### Your right to complain or appeal

You have the right to:

- Make a complaint or appeal if something is not fair
- Ask someone to help you make a complaint
- Use the complaints and appeals process for free
- Be treated fairly while your complaint or appeal is being looked at
- No one is allowed to treat you badly because you make a complaint.

### Important to remember

These rights belong to you.

If you are not sure about anything, ask us.

We are here to help you understand your rights and support you through your training.

# STUDENT CODE OF CONDUCT

The Student Code of Conduct explains how students are expected to behave while studying with Response Employment and Training. These rules help keep the learning place safe, respectful, and good for everyone.

## How students are expected to behave

### Respect for others

- Be respectful to trainers, staff, other students, and visitors.
- Do not bully, threaten, harass, or use rude or offensive language.
- Respect other people's opinions, culture, and background.

### Honest study and assessments

- Do your own work and be honest in all assessments.
- Do not cheat or copy someone else's work.
- Say where information comes from if you use other people's ideas or words.

### Attendance and being on time

- Come to all classes and training sessions.
- Let us know as early as possible if you cannot attend.

### Safety

- Follow all safety rules explained by your trainer.
- Wear safety clothing or equipment when required.
- Tell a staff member straight away if you see something unsafe.

### Being Professional

- Show a positive attitude and behave in a respectful way.
- Dress in a way that is suitable for training and the workplace.
- Bring what you need to class and be ready to learn.

### Communication and Responsibility

- Take part in learning and ask questions if you are unsure.
- Talk with your trainer or staff if you are having trouble.
- Take responsibility for your own learning and behaviour.

## If the Code of Conduct Is Broken

If a student does not follow the Student Code of Conduct, there may be consequences. These may include:

- A verbal warning
- A written warning
- Being suspended from classes
- Being withdrawn from the course

## Attendance

Students are expected to attend all classes. We keep records of attendance and where required also provide records of attendance to your employer if they are paying for you to attend training.

If you know you will be away, please contact the Student Support Officer at:

[support@responsetraining.com.au](mailto:support@responsetraining.com.au)

We check attendance and will offer support if a student is having trouble attending or keeping up with the course.

## Access to your records

You can ask to see your student records at any time, free of charge.

To do this, contact the Student Support Officer at [support@responsetraining.com.au](mailto:support@responsetraining.com.au)

An appointment will be organised within 5 working days. You will need to bring photographic identification with you.

## Student Misconduct

Students must follow the Student Code of Conduct. If a student behaves in a way that is not acceptable, this is called misconduct and may affect their ability to continue the course.

Misconduct includes cheating, plagiarism, and collusion.

### Cheating

Cheating means trying to get an unfair advantage in an assessment. This can include:

- Copying answers off another student
- Using a phone or device when it is not allowed
- Bringing prepared answers into a closed-book assessment
- Having someone else do your assessment for you

If cheating is found, the assessment will not be accepted.

### Plagiarism

Plagiarism means using someone else's work or ideas and saying they are your own. This includes:

- Copying from books, websites, or other students
- Not saying where the information came from

If you use someone else's words or ideas, you must say who they belong to.

Plagiarised work will not be accepted.

## Collusion

Collusion means working with someone else on an assessment when you are not allowed to.

This includes sharing answers or working together when the task is meant to be done on your own.

If collusion is found, the assessment will not be accepted.

## Serious Breaches

Cheating, plagiarism, or collusion are serious breaches of the Student Code of Conduct.

These may lead to:

- Failing the assessment
- Having to redo the assessment
- Suspension from study
- Cancellation of enrolment

If enrolment is cancelled for misconduct, no refund will be given.

## LOCATION AND CONTACT DETAILS

### Our office and training venue

16/59 Bayview Boulevard  
Bayview NT 0820

### Hours of Operation

Monday to Friday  
8:00am to 4:00pm

### Reception

Phone: 0447 736 313  
[admin@responsetraining.com.au](mailto:admin@responsetraining.com.au)

### Student Support

[support@responsetraining.com.au](mailto:support@responsetraining.com.au)