



**New First Pty Ltd**

**ABN No: 92 164 450 855**

**RTO No: 41019**

**Address: Shop 9.40, World Square  
644 George Street, Sydney NSW 2000**

**Tel: (02) 8542 0099**

**Email: [newfirstto@hotmail.com](mailto:newfirstto@hotmail.com)**

## **Student Handbook**

Throughout this document and associated forms, documents and templates, the term College refers the Registered Training Organisation New First Pty Ltd (RTO ID: 41019) and any trading name associated with this legal entity.

Position titles used refer to the titles used in the College Organisational Chart with duties described in the College Position Descriptions and further elaborated in the Procedures & Policies Manual



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## Document Version Control

This section is to update version control information in accordance with the Level 1 Document Version Control Procedure located in the College Procedures & Policy Manual.

Changes to this section are only to be made by personnel approved to do so by the College and in accordance with the Version Control procedure in the Procedures and Policies Manual

### Instructions

- 1 All changes are made in the **Status** column by selecting the appropriate item and then entering data directly. Be careful not to delete document property fields. Select the text in each cell **not** the whole cell.
- 2 **Document title** is the file name of the document
- 3 **Version number** is a sequential number designating the version of the document.
- 4 **Document status** has 4 options. The current option is to be selected from the drop-down list by the person checking, approving or publishing. The four options are:
  - Draft – selected whilst the document is being reviewed and modified
  - Awaiting approval – selected when all reviews and modifications have been completed
  - Approved for publishing – selected once the document has been approved
  - Published – selected when the document has been published and loaded onto the College Version Control folder
- 5 **Checked by** records the name(s) of the people in the RTO who have checked the document contents. Enter each name directly, separate names with commas. When all people have completed their checks the **Document status** is changed to “*Awaiting approval*”
- 6 **Approved by** records the name of the person in the RTO who approves the document for publishing. The name is entered directly. Change the **Document status** to “*Approved for publishing*” once approval has been granted.
- 7 **Published by** records the name of the person in the RTO who publishes the document. The name is entered directly. Change the **Document status** to “*Published*” once the document is published.
- 8 **Published Date** is the date the document is published.

### Version control record

Item	Status	Approvals	
Document Title	D001_Student Handbook		
Jurisdiction	Australian Skills Quality Authority		
Version Number	Version 4.0 (Updated 12th May 2019)		
Document Status	Final - Published		
Checked by	CEO, Student Services & Student Services & Student Services & Administration Manager, Director of Studies and Compliance Officer	Ray Gu – CEO Ray Schroeder – RTO Consultant	
Approved by	Ray Gu, CEO	Signed: <i>Ray Gu</i>	Date 12.05.19
Published by	Ray Gu, CEO	Signed: <i>Ray Gu</i>	Date 12.05.19
Published Date	12 <sup>th</sup> May 2019		



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## Student Orientation

Students will receive a short orientation session in their first class at the College. The orientation session covers the information listed below. It is important that you attend the orientation program otherwise you may miss out on information that affects your study.

The purpose of the orientation session is to fully inform new students of most aspects of life at the College and to provide an introduction to studying at the College.

### Prior to commencement of class

Please locate and read the following information in this handbook;

- Student support
- Assessment
- Recognition of prior learning (RPL) / Mutual Recognition
- Fees and refunds
- Student complaints and appeals
- College contact people
- Plagiarism and cheating
- Student code of behaviour
- Attendance expectations
- Keeping address and contact details up-to-date
- Student entry requirements

### In your first class

At the commencement of your first session your trainer will detail and explain the following;

- Learning and assessment program
- WH&S
- Facilities and equipment
- Assessment requirements
- Questions

### College contact details

The Chief Executive Officer, Director of Studies and Student Services & Administration Manager can be contacted as indicated below;

Head Office	Shop 9.40, World Square, 644 George Street, Sydney NSW 2000
Course Delivery Location	Bankstown sports club, 8 Greenfield Parade, Bankstown NSW 2200
Phone	02 8542 0099
Email	<a href="mailto:admin@newfirsttraining.com.au">admin@newfirsttraining.com.au</a> or <a href="mailto:newfirstto@hotmail.com">newfirstto@hotmail.com</a>

Send all documents to the Head Office address.



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## Fees and refund arrangements

### Payment schedule

The fees applicable to each course and category of student and fee payment schedules are detailed in the applicable Student Enrolment Form. Contact the College to obtain details.

### Student requested refunds

After a deposit or instalment payment is made the refund arrangements are as follows:

For full details on refunds, please refer to our Policy and Procedure located on our website:

<https://newfirsttraining.com.au/>

- P009\_Fees and Refunds P&P\_17.04.18 Vs1.0

You can request a refund by completing and submitting the refund form located on our website:

<https://newfirsttraining.com.au/>

- F020\_Refund Request Form\_17.04.18 Vs1.0

### Missed payments

Students who do not make instalment payments by the due date will be excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the one-week suspension the student will have their enrolment cancelled.

### Fee changes

Prior to a student enrolling fees may be altered without notice. Once a student has completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student then any fee increases will be required to be paid for the extended component of the course.

### Other information & conditions

Students must notify the College of changes of address, telephone number, email address and fax number within 7 days of the change. This is required so that students can be contacted and receive important information which may affect their course or their enrolment.

A written agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Students completing the training will receive a statement of attainment at no additional cost and students withdrawing before completing the requirements of the unit will receive no recognition.

Students are entitled to 2 assessment attempts for each unit. If the student is unsuccessful after 2 assessment attempts, they will be required to repeat the unit and pay a repeat unit fee.

### Statements of attainment reissue

Statements of attainment will only be reissued after applicants:

- supply a statutory declaration indicating the reasons for applying for a reissue; and
- confirm their identity using the 100 points system of identification service provided to businesses by Australia Post - <http://auspost.com.au/business/in-person-id-checks.html>
- The reissue is approved by the CEO or a person specifically nominated by the CEO to approve a reissued statement of attainment.

New First Pty Ltd does not charge for a reissued PDF statement of attainment.



## Information for Students

### RTO obligations

New First Pty Ltd is responsible for:

- a) The quality of the training and assessment in accordance to the 2015 RTO standards and for the issuance of AQF Statement of Attainments for the qualifications on its scope of registration. More details about the VET Quality Framework can be found on the ASQA website <http://www.asqa.gov.au/vet-registration/understand-the-requirements-for-registration/understand-the-requirements-for-registration.html>
- b) For the issuance of the AQF certification documentation. More details about the AQF certification standards can be found at <http://www.aqf.edu.au>
- c) Advising students, in advance, of any changes to the services, including new subcontracting arrangements or a change to existing subcontracting arrangements. This will be done by an announcement on the College web site.
- d) Advising students about their rights via the Code of Practice published on the College web site
- e) Advising students about the complaints and appeals procedure published on the College web site
- f) Advising students if the College, or a third-party delivering services on behalf of the College, closes or ceases to deliver a unit or units that the learner is enrolled in. This will be done by an announcement on the College web site.
- g) Advising students about any changes to services. This will be done by an announcement on the College web site.

### Course assessment

A number of approaches to course assessment are used by College staff. Assessment approaches may include: observation of performance in class, scenarios; written tests and exams.

Students will be given advance warning of the time and form of any assessment and will not be expected to sit an assessment they have not prepared for.

Students are entitled to a maximum of two assessment attempts for each unit.

If after two assessment attempts students' competence is "not yet competent" they will be required to repeat the unit and pay any fees associated with repeating the unit.

Not attending for a scheduled assessment will be counted as one assessment attempt for each occurrence unless:

- a) the student can provide a certificate from a registered medical practitioner indicating that the student was medically unable to attend the assessment; or
- b) the student can provide independent evidence of exceptional compassionate circumstances beyond the students control, such as serious illness or death of a close family member to explain the non-attendance at the assessment

### Course delivery

A number of approaches to course delivery are used by College staff. Course delivery approaches may include teacher led classroom delivery; Prelearning of subject matter (external study). During class time students will be expected to participate by, for example, answering questions, giving opinions, demonstrating tasks, working with others in groups, and role-playing scenarios.

### Credit transfer

Credit transfer applies to situation where students have completed units identical to those they are currently enrolled for at another provider. Credit will be granted in accordance with the Credit Transfer procedure. To apply for credit transfer students must complete the credit transfer application form and attach copies of verified documents to support the application. There is no reduction in tuition fees if Credit Transfer is applied for or granted



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## Pathways

Graduates of the College may seek credits to the relevant degree programs in Australian Universities. The College has no special arrangements with any Australian University and there is no guaranteed entry into University programs. As a general rule, students with high marks will have the best chance of being accepted by a University.

## Qualifications to be issued

Students completing all assessment requirements for a qualification will be awarded a Statement of Attainment corresponding to the completed units of competency.

## Recognition of prior learning (RPL)

The first Aid Code of Practice requires that the HLTAID. (HLTAID001 Provide cardiopulmonary resuscitation, HLTAID003 Provide first aid) units of competency be refreshed at regular intervals to maintain industry currency and competence. Therefore, in accordance with legislation and work, health and safety requirements, Recognition of Prior Learning (RPL) is not normally offered for this course. However, if a possible RPL applicant would like to proceed with the RPL process, then New First Pty Ltd's RPL Policy and Procedure will apply.

Recognition of Prior Learning (RPL) is a process designed to recognise previous formal or informal learning, work and life experiences that the student may have had to the extent that they are relevant to the course outcomes. The RPL process allows students to receive recognition under these circumstances and therefore enable them to focus more on areas they need to achieve competencies in order to gain their qualifications. Students who believe they already have some of the competencies in the course may apply for Recognition of Prior Learning (RPL). An essential requirement of RPL is that you can prove that you currently have the required competencies in the unit applied for.

An RPL application may only be made after enrolment and payment of fees and must be made using the College RPL application form which will be available during orientation. RPL in a unit will only be granted if students complete the College RPL assessment requirements for that unit.

## Reasonable Adjustment

Reasonable adjustment will be provided for learners with a disability or learning difficulty according to the nature of the disability or difficulty. Reasonable adjustments are made to ensure that the Learner is not presented with artificial barriers to demonstrating achievement in the training program. Reasonable adjustments may include the use of adaptive technology, educational support, and alternative methods of assessment such as oral assessment.

While adjustments can be made to assessment procedures, the integrity of the unit of competency and/or qualification must be upheld. Students still need to achieve the standards that employers and training providers expect. A Learner with a disability or special requirements can have training and assessment that is fair depending on the College's attitude, preparation and application of adjustments.



## Student support, welfare and behaviour

### Access and equity policy

The College Code of Practice includes an access and equity policy. This document is available on request. It is the responsibility of all staff to ensure the requirements of the access and equity policy are met at all times.

### Student support

The College will provide ongoing support for students during their enrolment/study period. Where needed support is outside of the College's expertise, a Student Support Services Register can be found on our website and utilized to access the required professional help. Note that some organisations may charge a fee for their services.

Website: <https://newfirsttraining.com.au/>

- R015\_Student Support Services Directory\_16.08.18 Vs1.2

### Complaints and appeals procedure

For full details on our Complaints and Appeals Policy and Procedure, please refer to our Policy and Procedure located on our website:

<https://newfirsttraining.com.au/>

- P002\_Complaints and Appeals Policy\_16.08.18 Vs2.1

You can request an assessment appeal, make a complaint or make a final appeal by completing and submitting the appropriate forms located on our website:

<https://newfirsttraining.com.au/>

- F019\_Assessment Appeal Form\_07.02.18 Vs1.0
- F004\_Complaint Form\_17.04.18 Vs 1.1
- F005\_Appeal Form\_17.04.18 Vs1.1

### College contact

Contact the Student Services & Administration Manager ( Miss Kelly Ding ) if you require any assistance.

Phone: 02 8542 0099

Email: [admin@newfirsttraining.com.au](mailto:admin@newfirsttraining.com.au) or [newfirstto@hotmail.com](mailto:newfirstto@hotmail.com)

During normal business hours: Monday to Friday 9.00am to 5.00pm

### Relevant legislation and information

A range of legislation is applicable to all staff, clients and students. Information on relevant legislation can be found at our website.

<https://newfirsttraining.com.au/>

- P003N\_Commonwealth and NSW State Legislation\_19.04.19 Vs1.5

It is the responsibility of all staff to ensure the requirements of relevant legislation are met at all times. Use the web sites indicated, or contact the Student Services & Administration Manager if you require further information.

There may be additional, course-specific, legislation that is relevant. Information about this legislation will be communicated during the course.

### Plagiarism and cheating

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a students' exclusion from a unit or a course. When students have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a student can be suspected of plagiarism or cheating:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another student.
- Presenting the work of another individual or group as their own work.
- Allowing another student to copy your work
- Handing up assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Legitimate cooperation between students on assignments is encouraged, since it can be a real aid to understanding. It is legitimate for students to discuss assignment questions at a general level, provided everybody involved makes some contribution. However, students must produce their own individual written solutions. Copying someone else's work is plagiarism, and is unacceptable.

### **Student code of behaviour**

The Student Code of Behaviour requires the following rights and expectation to be respected and adhered to at all times.

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial and sexual differences, age, disability or socio-economic status
- The right to be free from all forms of intimidation
- The right to work in a safe, clean, orderly and cooperative environment
- The right to have personal property (including computer files and student work) and the Registered Training Organisation property protected from damage or other misuse
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the complaints and Appeals Procedure)
- The right to work and learn in a supportive environment without interference from others
- The right to express and share ideas and to ask questions
- The right to be treated with politeness and courteously at all times
- The expectation that students will not engage in copyright breaches, cheating or plagiarism
- The expectation that students will submit work when required.
- The expectation that students will maintain consistent participation by attending all required classes and assessments.
- The expectation that students will attend all required classes and assessment as part of the requirement to progress through the course satisfactorily and complete the course in within the time frame notified on the student enrolment form.

For non-compliance with the Student Code of Behaviour the following procedure for discipline will be followed except in situations where the CEO determines that the behaviour is sufficient to warrant expulsion. Where a student has been expelled, they will be unable to attend class however they will have a right of appeal under the Complaints and Appeals Procedure:

- A member of the Registered Training Organisation staff will contact students in the first instance and arrange a counselling meeting to discuss the issue or behaviour & to determine how the issue might be rectified. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 1)
- Where there is a second breach of the Student Code of Behaviour, students will be invited for a personal interview with the Director of Studies to discuss the breaches further. This meeting and its outcomes will be documented, signed by all parties and included on the student's personal file. (Step 2)
- Should a third breach of the Student Code of Behaviour occur after the stage 2 meeting, the student will be provided with a final warning in writing & a time frame in which to rectify the issue. A copy of this letter will be included on the student's personal file. (Step 3)



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- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be provided with a student suspension or cancellation letter.
- After the three steps in the discipline procedure have been followed, and breaches of the Code of Behaviour still continue, training services will be withdrawn and the student will be sent a student suspension or cancellation letter.
- Failure to attend scheduled meetings may result in the College deciding to suspend or cancel a student's enrolment
- At any stage of this procedure students are able to access the College complaints and appeals procedure to settle any disputes that may arise.



## Other Information

### Change of address and contact details

You are required to advise the College of your residential address and telephone number and of any subsequent changes to your residential address and telephone number whilst enrolled in a course. It is your responsibility and in your own interests to ensure that you always update your address details at the College to ensure you receive important information that the College may send to you from time to time.

### Student initiated deferral or suspension of enrolment

Students may initiate a request to defer commencement of studies or withdraw from their studies. Students wishing to defer the commencement of studies or withdraw from their studies must apply to do so in writing to the College using the student withdrawal/deferral application form located on our website:

<https://newfirsttraining.com.au/>

- F022\_Withdrawal & Deferment Form\_06.06.18 Vs1.0

### Student cancellation of enrolment

Cancellation of enrolment will trigger the refund arrangements in the agreement between the College and the client organisation. Students who cancel their enrolment and think a refund is due must apply for a refund. Refund applications must be made in writing to the College Administration Coordinator. The refund application form, available from the College, should be used as the written application.

For full details on refunds, please refer to our Policy and Procedure located on our website:

<https://newfirsttraining.com.au/>

- P009\_Fees and Refunds P&P\_17.04.18 Vs1.0

You can request a refund by completing and submitting the refund form located on our website:

<https://newfirsttraining.com.au/>

- F020\_Refund Request Form\_17.04.18 Vs1.0

### College initiated suspension or cancellation of enrolment

The College may decide to suspend or cancel a student's enrolment on its own initiative as a response to breaching the student code of behaviour through misbehaviour, a poor academic record or poor attendance by the student. If the College is intending to initiate a suspension or cancellation of enrolment a warning letter will be sent to the student's currently notified address and the student will have 20 working days from the date of the warning letter to complain or appeal against the College suspension or cancellation.

### College deferral of commencement

The College may also decide to defer the commencement of a course. If the College defers the commencement of a course the provider default conditions in the agreement between the College and the client organisation will be triggered and the College will be obliged to repay any unspent pre-paid fees received by the College in respect of the student within 14 days of the date of deferral unless alternative arrangements can be made which are acceptable to students.

### Use of personal information

It is a requirement of the Australian Quality Training Framework that students can access personal information held by the College and may request corrections to information that is incorrect or out of date. Apply to the Administration Coordinator using the Student records request form if you wish to view your own records. Once the request has been approved the Administration Coordinator will arrange a time for you to view your own records. You must view your records at the College and you cannot take records away from the College. For full details on our Privacy Policy, please refer to our Privacy Policy located on our website:

<https://newfirsttraining.com.au/>

- P006\_Privacy Policy and Procedure\_16.04.19 Vs1.1