



Student Handbook



WELCOME TO SET2LEARN

I am pleased to welcome you to Set2learn and would like to take this opportunity to congratulate you on choosing us as your preferred training provider.

Our commitment to providing excellence in delivering training and assessment services ensures a great training experience, whether you are here for a professional development workshop or a full qualification or any one of our short courses.

Our trainers are in touch with the latest trends and practices in the industry and their years on the tools mean they can add those extra tips and tricks that you can only get from someone who has “been there, done that”.

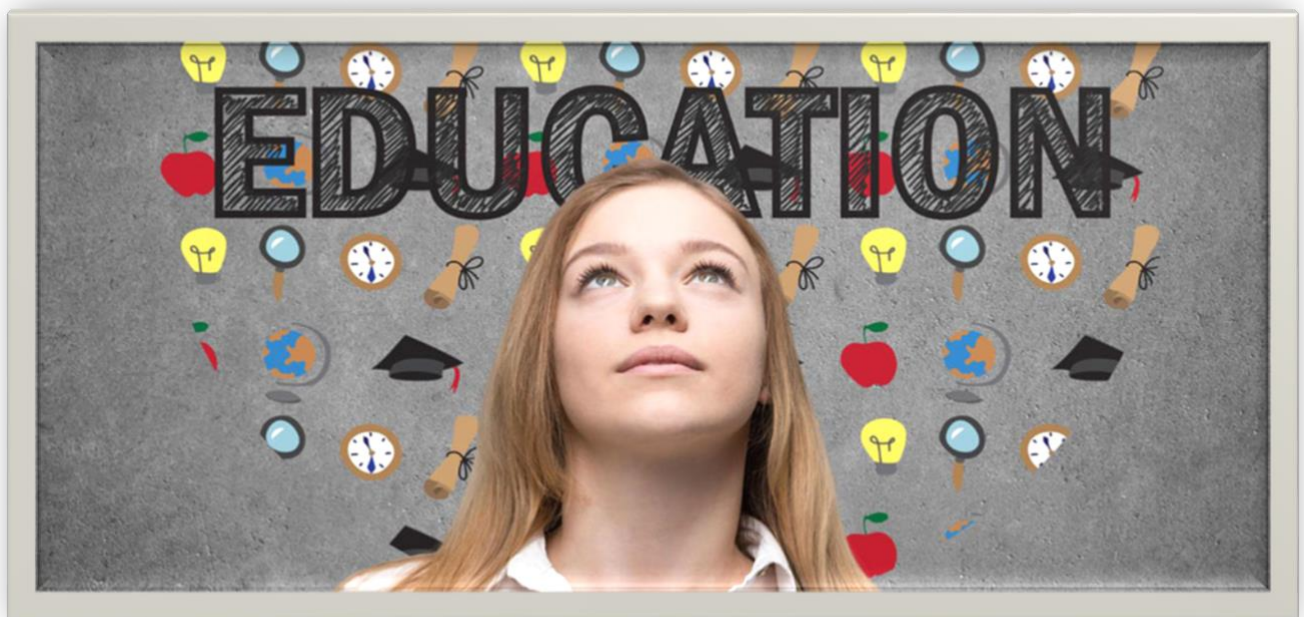
You will be the beneficiary of the years of industry experience and training expertise that set our qualified and skilled trainers apart from the rest.

I know you will enjoy your learning experience.

Regards

Gricel Mendez

Director/CEO



CONTENTS

INTRODUCTION.....	8
Who is SET2LEARN?.....	8
Our Mission.....	8
Our Vision	8
Set2learn	9
Scope of Registration	9
Governance and Fit and Proper Person Requirements	9
Learner Outcomes and Continuous Improvement	10
STUDENT HANDBOOK	11
CODE OF CONDUCT	12
Trainer and Assessor Competency.....	13
ACCESS AND EQUITY.....	13
What is Access & Equity?.....	13
How do we support Access & Equity?.....	13
BEFORE YOU ENROL	15
ENROLMENT	16
Who can enrol with us?.....	16
Pre-requisites.....	16
Entry requirements	16
Enrolment process	16
Unique Student Identifier (USI)	17
PARTICIPANT RIGHTS.....	18
Right to Complain.....	18
Definition of a Complaint.....	18
Before an issue becomes a formal complaint	18

Lodging a complaint.....	19
Right to Appeal an Assessment Outcome	19
General Principles.....	19
Grounds for Appeal.....	19
Process for Appeals.....	19
Right to Be Supported.....	20
General Principles.....	20
Who is Eligible for Support?	20
Support Options	20
Right to Have Your Privacy Respected and Protected.....	21
General Principles.....	21
Types of personal information collected	21
How and why personal information is collected	21
Security of personal information collected	22
Accuracy of personal information.....	22
Access to personal information.....	22
Right to Have Your Existing Skills/Qualifications Recognised.....	22
General Principles.....	22
Applying for Credit Transfer (CT).....	22
Applying for Recognition of Prior Learning (RPL).....	23
Unsuccessful applications for RPL/CT.....	24
Assessment Appeals.....	24
Right to Access Your Records.....	24
Re-issue of Certificates.....	25
Credential Policy (Certificates and Statements of Attainment)	25
Right to Request an Extension of Time for Assessment	25
Right to Re-Submit Assessment.....	25
Right to Receive Feedback.....	26

Right to Give Feedback	26
PARTICIPANT OBLIGATIONS.....	27
Participant Code of Conduct	27
You are responsible for ensuring that:	27
It is expected that you will:	27
You must not.....	27
Appropriate Behaviour.....	28
Some General Tips	28
Consequences of breaches to any of the above behaviours.....	28
No Cheating and/or Plagiarism.....	29
Definitions	29
You have a responsibility to:.....	30
How we manage and deal with cheating and plagiarism	30
Withdrawal due to inactivity.....	31
FEES, CHARGES AND REFUNDS.....	32
Handy definitions	32
Refunds/Cooling Off Period.....	32
Course Postponement.....	32
Cancellation	33
Training Guarantee	33
Consumer Guarantee	33
What happens if this guarantee is not met?	33
Additional Fees	34
Outstanding Fees	35
VARIATION TO ENROLMENT	36
If you wish to vary your enrolment.....	36
Set2learn initiated variation to enrolment.....	36
THIRD-PARTY ARRANGEMENTS	37

HOW TO CONTACT US	38
SUPPORT SERVICES LIST	39

INTRODUCTION

Who is SET2LEARN?

Welcome to Set2Learn where we strive to create a positive learning culture, providing learners and industry with innovative and effective training solutions that address current and future workforce demands. We aim to provide quality training to the community, disability and aged care sectors.

Set2Learn is run and operated by experienced professionals, many of whom are also parents and carers of people with disability. We understand the challenges first-hand.

Across Australia, more than 4.4 million people, around one in six, live with a disability, and the aged care workforce has grown to over 370,000 workers. Demand for skilled support is rising quickly, with the number of people accessing home care services more than tripling since 2017.

Set2Learn aim to raise the standard of care and improve quality of life for people with disability. We are committed to empowering individuals, families and communities by fostering inclusion, expanding access to services, education and employment, and strengthening the skills of the support workforce.

Our Mission

Innovative- Responsive- Authentic

To lead positive changes in the disability mental health and aged care sectors by providing learners and industry innovative and effective training solutions that address current and future workforce demands.

Our Vision

Set your goals

Learn new skills

Make a difference

To build a positive and inclusive learning culture to connect learners and their communities through meaningful training to create a highly skilled flexible workforce that can respond to the social, economic challenges faced by vulnerable members of our communities. At SET2LEARN we encourage critical and creative thinking to tackle challenges presented by clients and society. We offer project-based learning to provide

Set2learn

As a Registered Training Organisation (RTO), Set2Learn is proud to deliver nationally recognised (accredited) training. We issue Certificates for full qualifications or Statements of Attainment for partial qualifications, in line with our Scope of Registration, as regulated by ASQA.

Our RTO is registered with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator (NVR) Act 2011. We now operate under the 2025 Standards for RTOs, which came into full effect on 1 July 2025, including revised Outcome Standards, Compliance Standards (with Fit and Proper Person Requirements), and an updated Credential Policy. These legislative instruments provide a framework to ensure nationally recognised training is consistent in quality, relevance and outcomes across all States and Territories and all industries. Through regular audits and regulatory oversight, we demonstrate that our training and assessment services meet legislative requirements and deliver value for students, communities and employers.

We offer affordable, flexible and practical training, including full qualifications, short courses, and professional development workshops, especially designed for the disability, aged care and mental health sectors. For current information on course content, delivery options, schedules, pricing, and training locations, please visit our website at www.set2learn.com.au or contact the Set2Learn team on 1300 404 514.

Scope of Registration

As an RTO we must notify ASQA of each of the training products we wish to deliver and provide evidence of our capability to deliver a quality service for these products. Once approval has been granted, these products are added to our Scope of Registration. We cannot deliver training or issue certificates for any training product that has not been approved by ASQA to include on our Scope of Registration.

You can check for the latest information about our Scope of Registration by visiting the National Register at: <http://training.gov.au> and searching for our National Provider Number 45249.

Governance and Fit and Proper Person Requirements

Set2Learn is committed to responsible governance and leadership that meets the requirements of the 2025 Standards for RTOs.

The organisation's Director/CEO and key personnel meet the Fit and Proper Person Requirements as determined by ASQA. Probity checks, declarations of conflicts of interest, and ongoing compliance monitoring are in place. Governance responsibilities include ensuring that Set2Learn delivers training and assessment services with integrity, transparency, and accountability. Risk management and quality assurance systems are regularly reviewed to ensure continuity of services for learners.

Learner Outcomes and Continuous Improvement

In line with the 2025 Outcome Standards, Set2Learn measures and monitors learner achievement to ensure that training leads to quality outcomes.

- Learner outcomes include completion rates, progression through units, learner satisfaction, and employment outcomes.
- Data is collected through surveys, assessment results, and follow-up with learners and employers.
- Outcomes data is used to identify areas for improvement and to ensure that training remains relevant, effective, and aligned with workforce needs.
- A summary of outcomes may be made available to stakeholders in accordance with ASQA reporting requirements.

STUDENT HANDBOOK

This Student Handbook has been written to provide you with important information about undertaking courses and professional development programs with us. Here you will find information about your rights and responsibilities as a participant and our obligations as a Registered Training Organisation, as well as information about our processes and how to access our services.

Please take the time to read this Handbook and ask one of our team members if there is anything you are unsure about.



CODE OF CONDUCT

The Set2learn Code of Conduct guides the actions and behaviour of all who are involved in providing training and assessment services. Development of the code reflects our commitment to all our stakeholders who are:

- Our participants
- Employers
- The industry
- Our members
- Our Staff
- Our registering body – the Australian Skills Quality Authority
- The Consumer – the ultimate beneficiary of our skilled professionals

The following principles provide the foundations for our Code of Conduct:

Integrity & transparency: We will act ethically and honestly in all dealings with learners, employers, industry, regulators and other stakeholders.

Learner-centred practice: We will ensure that all practices are participant-focused, fair, and consistent with our Scope of Registration and the 2025 Standards for RTOs.

Access & Equity: We will provide non-discriminatory access to training and assessment and ensure our systems and processes do not unfairly disadvantage any person.

Accurate information: We will provide clear, accessible and accurate information about the training products and services we offer, including entry requirements, outcomes and support available.

Supportive learning environment: We will maintain a safe and inclusive learning environment that supports the success, wellbeing and participation of every learner.

Quality assessment & records: We will ensure that training and assessment practices are fair, valid, reliable and flexible, and that records of participant engagement and outcomes are maintained in line with legislative and regulatory requirements.

Continuous Improvement: We will maintain documented systems for quality assurance, compliance, and governance, using feedback and data to drive ongoing improvement.

Accountability: We will be fully accountable to ASQA under the National Vocational Education and Training Regulator Act 2011 and demonstrate compliance through regular audits and reporting.

Continuation of Services: We ensure the continuation of training and assessment services for all participants through responsible financial and business management practices.

Stakeholder Feedback & Continuous Improvement: We actively seek feedback from learners, employers, and stakeholders on all aspects of our training and assessment services. Feedback informs ongoing improvement to meet evolving needs.

Completion and Refund Policy: We make every reasonable effort to ensure participants can complete their enrolled courses. If this is not possible, participants will receive a refund for the proportion of services not delivered, in accordance with published policies.

Transparency & Information Access: Information on these principles, including stakeholder feedback processes, service continuity, and refund procedures, is provided in this Student Handbook and Set2Learn Policies.

Trainer and Assessor Competency

Set2Learn ensures that all trainers and assessors meet the requirements of the 2025 Standards for RTOs, including vocational competency, current industry skills, and recognised training and assessment qualifications.

Trainers and assessors must hold qualifications that comply with Standards 1.14–1.16. Industry currency is maintained through ongoing professional development, industry engagement, and participation in sector updates.

Records of qualifications, vocational competence, and professional development are maintained and regularly reviewed to ensure compliance.

This commitment ensures learners are taught and assessed by professionals who are both qualified and current in their field.

ACCESS AND EQUITY

What is Access & Equity?

Access refers to a person's ability to participate fully in our training and assessment services, regardless of racial, religious, cultural or language backgrounds, as long as they can meet the entry requirements of the Training Package.

Equity refers to how we apply the guidelines and practices that make access possible and that we apply these equally to all persons.

How do we support Access & Equity?

We are fully committed to the entire process for every participant. From the design of our courses through to ensuring Natural Justice when things go wrong, we recognise the barriers that may exist and will take steps to ensure these barriers are identified and removed or reduced.

Our People – We have Policies which guide the behaviour of our people and the culture of our business to ensure that Access and Equity are not just words, but a belief system.

Our Courses – Our courses have flexible pathways and delivery options including course structure, locations and timetabling.

Our Selection, Enrolment and Administrative Processes – The selection criteria for entry into our courses are based on the requirements of the training product. Our administrative processes are designed to be simple and flexible, for example, completion and processing of enrolment documentation may be via electronic or hard copy and will not be unnecessarily complex.

Our Training Environment – We actively promote an inclusive training environment by being supportive, setting standards for all participants, determining any special needs that may exist and ensuring that physical access is available to participants that may have difficulties.

Our Assessment Processes – We will recognise existing skills of our participants and provide them with adequate information about the assessment process and requirements to ensure they are ready for assessment and negotiate the time and place for assessment.

Support – We recognise that from time to time a person may require additional support to enable them to complete the course. We encourage all participants to discuss with us any special needs that they may have and where possible we will make adjustments to the training or assessment to accommodate these needs.

Participant welfare – The welfare of every participant is important to us, and we will not allow bias, discrimination or harassment to interfere with any person's ability to fully participate in the training course.

Natural Justice – And, if things still go wrong, we have a fair and equitable complaints process that will not put any person at a disadvantage or interfere with their course whilst the issue is being resolved.

BEFORE YOU ENROL

Before you enrol with us, we want to make sure that you have been provided with enough information to make an informed decision about undertaking training with us.

The information you need includes:

- The course content and expected outcomes
- Entry requirements
- Training and Assessment arrangements
- Recognition (RPL or CT)
- Any resources or equipment you need to supply
- Fees, payment details and refunds
- Complaints and Appeals process
- Support and guidance services
- Government funding that may be available

Please call us on 1300 404 514 for more information. Our staff are always available to answer any questions you might have if you need further clarification.

To ensure that you fully understand the options available and your rights and obligations, our induction and enrolment process includes discussion with one of our dedicated training team members where you will be provided with this information and given the opportunity to ask questions prior to enrolling in the course.

Once your training commences, we will ensure that:

- The facilities, materials, resources and methods are adequate for the achievement of the required outcomes.
- The learning environment is free from harassment, discrimination and bullying.
- The learning environment does not pose any Occupational Health and Safety/Workplace Health and Safety risks to any persons.
- The course is conducted and completed as agreed.
- The confidentiality, safety and security of your training records are protected.
- You have timely and accurate access to your training records.

ENROLMENT

Who can enrol with us?

Set2learn is committed to non-discrimination and always complies with the equal opportunity and anti-discrimination legislation. Access to our courses is determined by the requirements of the Training Package, the availability of training places and the payment of appropriate fees and charges.

Pre-requisites

In some instances, the Training Package may require pre-requisite units to be completed and formally recognised prior to engagement in the course. We will assist you to achieve these pre-requisites where possible.

Entry requirements

Entry requirements are the informal requirements of the course and may include prior industry experience and Language, Literacy and Numeracy skills appropriate to the employment outcomes of the qualification.

Appropriately qualified persons will assess the extent to which you are likely to achieve the stated competency standards and outcomes of the course, based on your qualifications and proficiencies.

Enrolment process

A copy of this Student Handbook is available to all participants prior to commencement of training. This Handbook also advises about Fees, Charges and Refunds, procedures for Assessment, Assessment Appeals, Complaints and participant support services.

After checking your eligibility listed under Entry Requirements of the course, a completed enrolment form is required by all participants prior to commencement of training. The enrolment form may be obtained by contacting SET2LEARN. You must answer all questions and sign your acceptance of the terms and conditions.

After completing your enrolment form, return it to SET2LEARN together with other required documentation.

All learners will be asked to participate in a Pre-Training Review and complete a Language, Literacy, Numeracy & Digital (LLND) assessment or alternatively provide a copy of a Certificate or Statement of Attainment for a Certificate IV qualification or higher. This is to ensure we meet your needs as a learner, and you are suitable for the course.

You will then receive notification of the outcome and confirmation of fee arrangements if you are accepted.

Unique Student Identifier (USI)

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation (RTO) you will need to have a Unique Student Identifier (USI).

Your USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

SET2LEARN is unable to issue you with any nationally recognised VET qualification or statement of attainment without your USI.

If you do not have a USI:

- you can apply for it by visiting [**https://www.usi.gov.au/students/create-your-usi**](https://www.usi.gov.au/students/create-your-usi)
- you can authorise Set2learn to apply for it on your behalf

Please see our enrolment form for further details and instructions.

PARTICIPANT RIGHTS

Right to Complain

Set2learn is committed to maintaining an effective, timely, fair and equitable complaints handling system which is easily accessible.

The following principles apply to our Complaints handling:

- All our clients and participants have the right to raise any complaints or grievances without fear of retribution or threat to continuation of service.
- All complaints will be given due consideration with the primary objective of the complaints process being to find an immediate solution which is agreed to by all parties.
- Complaints handling and resolution processes are participant focused and help to prevent complaints from recurring.
- The views of each complainant and respondent are respected and all parties to a complaint are free from discrimination and victimisation.
- Written records are kept of all complaints and maintained in our Complaints Register.
- We respect the right of the complainant to seek the assistance of an external organisation to resolve the complaint, grievance or appeal.

Definition of a Complaint

A complaint can be defined as your expression of dissatisfaction with any aspect of our services and activities including:

- The enrolment, induction/orientation process
- The quality of training or assessment provided
- Our trainers, assessors or other staff
- A third-party providing services on our behalf
- Access to personal records
- The way someone has been treated

Before an issue becomes a formal complaint

You are encouraged, wherever possible, to resolve your concerns or difficulties directly with the person(s) concerned. Our staff are available to assist you to resolve the issues at this level.

Lodging a complaint

If you wish to lodge a formal complaint, your enrolment will be maintained throughout the process. There is no cost to you to lodge a complaint.

All complaints must be submitted by completing our Complaints and Appeals Form. You can request a copy of the form by contacting SET2LEARN office. This form has the full details of the Complaints process. You can also request a copy of our formal Complaints Policy.

Right to Appeal an Assessment Outcome

General Principles

We will ensure that all assessment appeals will be handled in a fair, equitable and consistent manner and ensure that your rights are always preserved.

Our goal is to provide excellent service to our participants, and we seek to prevent the occurrence of appeals by ensuring that you are fully prepared for assessment. We will ensure that you are aware of the requirements of the assessment and will negotiate assessment arrangements, including timeframes and readiness for assessment, with you.

Grounds for Appeal

An application for appeal will be considered where you

- claim disadvantage because the trainer did not provide, in either written or verbal form, a subject outline
- claim disadvantage because the trainer varied, without consultation or in an unreasonable way, the assessment requirements as specified in the subject outline
- claim disadvantage because assessment requirements specified by the trainer were unreasonably or prejudicially applied
- are of the view that a clerical error has occurred in the documenting of the assessment outcome
- claim there is a discrepancy between the practical observation and the formal assessment

Process for Appeals

If you wish to appeal an assessment outcome, you are encouraged to first discuss the issue with your Trainer/Assessor. If you are still not satisfied with the outcome you can proceed with the Assessment Appeals process by completing the Assessment Appeals Form. You can request a copy of this form by contacting the SET2LEARN office on 1300 404 514.

Assessment Appeals must be submitted within 10 business days from the date of notification of the original assessment outcome.

There is no cost for an appeal, and your course will continue without interruption while the appeal is being assessed.

All Appeals must be submitted by completing our Assessment Appeals Form. This form contains the full details of the Appeals process. You can also request or download a copy of our formal Assessment Appeals Policy.

Right to Be Supported

General Principles

If you have met the entry requirements for a course, you will also have access to a range of academic support options to provide you with the best opportunity to successfully complete your course.

We will seek to establish during your pre-training review if there are any support requirements that may exist and continue to monitor your academic progress to identify potential obstacles to successful completion of the course.

Who is Eligible for Support?

Our support options are available to any currently enrolled participant.

We will provide a supportive learning environment to the best of our ability and resources. However, there may be support and welfare needs which are beyond our scope of expertise and you may be referred to an external provider.

Where possible, support will be provided by us at no additional cost to you. However, where support services are provided by an external provider the cost of accessing those services will be your responsibility.

Provision of personal counselling or personal support is beyond our scope of expertise.

Support Options

Achievement of academic goals may be jeopardised by difficulties arising from several circumstances which may include:

- Language, Literacy and Numeracy
- Disabilities (both physical and psychological)
- Cultural
- Socio-economic
- Personal or environmental difficulties

Set2Learn provides systematic support to all learners to maximise their opportunities for success. Support needs are identified during enrolment and through ongoing progress monitoring.

Where learners are identified as “at risk” of not completing, Set2Learn implements intervention strategies such as:

- Individual academic support sessions
- Extended timeframes for completion of assessment tasks
- Alteration to training delivery timetables
- Reasonable adjustment to assessments
- Referral to external support services

Progress is reviewed regularly to ensure learners are on track.

This approach ensures that every learner has access to the support they need in line with equity and fairness principles.

Right to Have Your Privacy Respected and Protected

General Principles

We gather personal information from staff, participants, potential participants and other stakeholders. We respect the privacy of the personal information gathered and take the storage and security of this information seriously.

Types of personal information collected

We collect personal information that allows for positive identification of each participant such as:

- Name, address, contact number, occupation, gender, date of birth, email address, literacy level, course results, credit card details and welfare information.

How and why personal information is collected

We collect personal information directly from you as part of services delivered. In some instances, personal information is sourced from a third party that has been referred to us by you.

We only collect personal information that is necessary to perform functions and duties such as:

- Conduct business as an education provider
- Determine eligibility for a course
- Analyse your needs
- Comply with specific reporting requirements of NCVER
- Comply with requirements from the National VET Regulator (ASQA)
- Comply with the requirements of USI registrar

Security of personal information collected

We are committed to protecting your rights to privacy and will take all reasonable steps to ensure personal information is stored in a secure environment protected from unauthorised access, modification and disclosure. When we no longer require your personal information, we will dispose of the records in line with our Records Management Policy.

Accuracy of personal information

We will take reasonable steps to ensure that the personal information we collect, use and disclose is accurate, complete and up to date. If you feel that your personal information is not accurate, complete or up to date, you can request that the information be amended.

Access to personal information

You can request access to the personal information held by us. The request must be made in writing using the Access to Records Request Form. You can request a copy of this form by phoning our office on 1300 404 514. There is no charge for you to access personal information; however, we may charge a fee to make a copy of this information.

Right to Have Your Existing Skills/Qualifications Recognised

General Principles

Set2Learn recognises the skills and knowledge participants have gained through previous training, work, and life experiences, ensuring that participants are not required to undertake training for which they can already demonstrate competency. We recognise AQF qualifications and Statements of Attainment issued by any other RTO, and participants may apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT) for any nationally recognised course offered by Set2Learn prior to enrolment. Only qualifications or units of competency completed within the Australian Qualifications Framework (AQF) are eligible for recognition. Participants are informed of the availability of RPL and CT during the pre-training induction and have the right to apply at any time before or during their course. Applications for RPL and CT are assessed in a fair, transparent, and consistent manner, using documented procedures and the evidence provided by the participant. This policy ensures compliance with the 2025 Standards for RTOs, supporting high-quality, relevant, and efficient training, while keeping participants fully informed of their rights and options.

Applying for Credit Transfer (CT)

If you have previously completed some of the units contained in your chosen training course, you can complete an Application for Credit Transfer form or indicate on the pre-training induction paperwork that you wish to apply for Credit Transfer.

To apply for Credit Transfer (CT), participants must provide evidence that the relevant unit(s) of competency have been successfully achieved. Acceptable evidence may include a Statement of Results or a Statement of Attainment issued by a recognised RTO. Where CT is sought for units with different unit codes and there is insufficient correlation between the previously attained unit and the unit being sought, participants will be referred to the Recognition of Prior Learning (RPL) process.

Set2Learn will verify all evidence for authenticity, validity, and sufficiency before granting CT, in accordance with the 2025 Standards for RTOs, ensuring that the evidence accurately reflects the competency achieved. Applications are assessed in a fair, transparent, and consistent manner, and participants are notified of the outcome.

Successful CT applications mean that participants are not required to attend classes or complete assessments for the recognised unit(s) and may result in a reduction of the total course fees. This process ensures compliance with the 2025 Standards for RTOs, maintaining the integrity of qualifications while recognising prior learning.

Applying for Recognition of Prior Learning (RPL)

In order to apply for an RPL, you must supply evidence to demonstrate prior learning and relevant skills and knowledge gained through work and life skills. Evidence for this may include:

- Position descriptions from current/previous employment
- References from current/ former employers
- Work samples
- Resume

If you feel that you have gained the required skills and knowledge for some of the units contained in your chosen training course, you can complete a Request to Apply for RPL form or indicate on the pre-training induction paperwork that you wish to apply for RPL.

An RPL kit for that unit(s) of competency will be provided. The kit explains the process and outlines the evidence required to assess RPL. Complete and submit the RPL kit and all the evidence to us.

Fees are payable for this RPL service prior to assessment.

A qualified assessor of Set2learn team will assess the application and notify you of the outcome.

If the evidence is sufficient to demonstrate current competency against the unit(s) of competency requirements, RPL will be granted, and you will be notified.

If your RPL application is successful, you will not need to attend classes or complete assessments for that unit(s) of competency.

Unsuccessful applications for RPL/CT

If you are unsuccessful in the RPL/CT applications, then you will have to enrol and attend training for those units of competency.

Assessment Appeals

If you are not satisfied with the outcome of your RPL/CT application, you can access our Assessment Appeals Policy and appeal the outcome.

Right to Access Your Records

Our policies and procedures ensure that you have timely access to records related to your participation, progress and final outcomes upon written request. We will manage current and past records of your participation in training to ensure their accuracy, integrity and privacy at all times.

Your records will be managed in line with the following principles:

- Our records management processes meet all regulatory and legislative requirements
- Records are kept in a consistent and easily accessible format
- Records are routinely checked for accuracy and currency
- Records are secure and protected
- Only authorised staff have access to participant records
- Set2learn offices and work areas are secure and limited to authorised personnel
- Electronic records are routinely backed up

During the period of your enrolment, we will provide information on the status of your training and assessment to ensure that you are able to progress through the course in accordance with the training schedule as discussed at your enrolment.

If you require access to your training records held by us, you will need to apply in writing using the Access to Records Request Form. This form can be obtained by calling us on 1300 650 620. You will need to provide evidence of your identity prior to the release of the records.

We will provide the records to you via email, over the phone and/or hard copy via regular post.

Should you wish another person to receive your records on your behalf, you will need to provide the details of that person on the form, and they will need to provide evidence of their identity before the records will be released to them.

There is no charge for you to access personal information; however, we may charge a fee to make paper copies of this information.

Re-issue of Certificates

In line with our Privacy Policy, Certificates and Statements of Attainment are considered personal information.

Replacement certificates can only be re-issued where the details provided on the form match the details we have on record. You can request a replacement certificate or statement of attainment by completing a Request for a Replacement Award form.

If you have changed address, we can send the replacement certificate to the new address as long as you have also provided the address that we have on record.

The name on the certificate must match the identification provided at enrolment. It is not permissible to alter the name unless it is to rectify a clerical error.

Re-issued or replacement certificates will indicate that the parchment is a re-issue.

Please contact your local SET2LEARN office for details about the cost of a replacement certificate.

Credential Policy (Certificates and Statements of Attainment)

Set2Learn issues Certificates and Statements of Attainment in compliance with the updated ASQA Credential Policy (2025).

- All credentials are issued securely, with unique identifiers, to protect against fraud and unauthorised reproduction.
- Digital credentials may be issued alongside hard copy testamurs, allowing learners to store and share achievements securely online.
- Replacement or reissued credentials will be clearly marked as a reissue.
- Learners' personal details are verified prior to issuing credentials to maintain integrity and accuracy.

Right to Request an Extension of Time for Assessment

We understand that there may be occasions where events can interfere with your ability to complete assessment tasks in the timeframes originally agreed.

Requests for an extension must be made no later than 3 business days prior to the assessment due date. Failure to submit the assessment by the due date or request an extension may result in an outcome of Not Competent awarded for the unit(s).

Right to Re-Submit Assessment

Specific information about the completion of assessments is contained within each assessment booklet.

If you submit an assessment task that has incorrect answers, or answers that are incomplete or do not address the requirements of the unit(s) of competency you will be given the

opportunity to re-submit the assessment.

A maximum of two re-submits are allowed. Should the assessment still not meet the requirements of the unit(s), further training may be recommended. You may be charged for any additional training required.

Right to Receive Feedback

Receiving feedback on progress is a fundamental concept of adult learning. You will be provided with feedback on the assessment work you submit.

This feedback is designed to provide acknowledgement of achievement of competency and guidance on areas which may need improvement.

Right to Give Feedback

We welcome all feedback from our stakeholders as this provides us an opportunity to improve our training and assessment services.

At the end of your course, you will be asked to complete a survey either in the classroom or online. These surveys can be submitted anonymously or if you wish to be contacted, just include your name and contact details.

Additionally, the National Centre for Vocational Education Research (NCVER) may contact you directly for your feedback about the training you received.

PARTICIPANT OBLIGATIONS

Participant Code of Conduct

You are responsible for ensuring that:

- You attend training sessions regularly and maintain satisfactory progress
- You discuss any personal/medical circumstances with the Training Manager as soon as they become known, medical conditions or personal circumstances which have not been declared, cannot normally be considered in assessing performance on the course
- You are aware of the correct time, date and location of all training sessions and assessments tasks that you are required to attend
- All course work, assessments and portfolios of evidence are in concise and accurate English and your own work
- You behave in a way that is respectful of fellow participants and Set2learn staff
- You take care of the training venue by keeping it clean and tidy and take care of the amenities that are provided for participants

It is expected that you will:

- Treat all Set2learn staff, participants and the general public with respect, fairness and courtesy
- Be punctual and regular in attendance
- Submit assessment events by the due date or seek approval for an extension of time
- Observe safe practice standards by wearing appropriate clothing and footwear, using protective equipment and following instructions.

You must not

- Smoke in any designated non-smoking areas
- Litter
- Harass fellow participants, Set2learn staff or the general public
- Use mobile phones, pagers or similar devices in the training room or during assessments – or use cameras or recording devices in mobile phones without the consent of the person being photographed or recorded
- Damage, steal, modify or misuse SET2LEARN property

- Be under the influence of alcohol or illegal drugs
- Engage in behaviour which may offend, embarrass, threaten or harm other participants

Appropriate Behaviour

We provide a learning/training environment which aims to ensure the health, safety and respect of all participants. We seek to create an inclusive and productive learning environment at all courses for everyone.

To do so, we request that all participants ensure their behaviour is appropriate for an adult learning environment.

Some General Tips

Noise levels – Please be aware of noise levels and be respectful of your fellow participants and any other occupants of the training venue.

Presence of non-participants - Due to the distraction and disturbance to other participants, no children or pets are to be brought to training rooms.

Dress Standards – You are expected to dress in an appropriate manner.

Drugs and Alcohol - The use of illegal drugs and alcohol may impair an individual's capacity to learn safely, efficiently and with respect for other participants. The use of such substances may result in the risk of injury or a threat to a participant's well-being or that of other parties.

No participant is to attend training whilst under the influence of alcohol or illegal drugs.

Prescription medication – The use of prescription pharmaceuticals is not prohibited. You should check with your doctor that the prescription medication will not impair your study performance ability or put others at risk.

Sexual harassment - Set2learn is committed to ensuring that its training environments are free from sexual harassment. Sexual harassment will not be tolerated under any circumstances, and disciplinary action will be taken against any participant who breaches this policy. Sexual harassment in education is illegal under the Sex Discrimination Act 1984. Some forms may constitute a criminal offence.

Consequences of breaches to any of the above behaviours

Set2learn will assess each breach individually and consider the disciplinary action based on:

- Level of breach
- Extent of breach
- Participant's history with Set2learn

Disciplinary action may include:

- A verbal warning
- A written warning
- Exclusion from enrolling in a particular competency and/or course
- Exclusion of the participant from Set2learn

No Cheating and/or Plagiarism

Set2Learn has a zero-tolerance policy towards cheating and academic dishonesty. Participants will not be awarded a Competent result for any unit where cheating is confirmed. All participants are informed of the implications of cheating, and measures are in place to minimise opportunities for deliberate or accidental breaches.

Investigations into suspected cheating, including plagiarism or unauthorised use of AI tools, are conducted fairly and respectfully. The severity, intent, and impact of the misconduct are considered when determining penalties, which may range from counselling and warnings to a Not Yet Competent (NYC) result, and repeated offences may result in withdrawal from the course. Participants must disclose any AI-assisted work, and AI detection tools may be used to ensure assessment integrity. Staff uphold a learning environment that maintains fairness and compliance with the 2025 Standards for RTOs.

Definitions

AI Tools (Artificial Intelligence Tools): Software applications that use machine learning, natural language processing, or other AI technologies to perform tasks such as generating text, analysing data, or assisting with research and assessment.

Cheating is an attempt to obtain or give credit for work, or any improvement in evaluation of performance, by any dishonest or deceptive means. The most common form of cheating is plagiarism.

Plagiarism means knowingly presenting the work or property of another person as if it were one's own without appropriate acknowledgement or referencing. It includes:

- Word for word copying of text from one or more sources which are the work or data of other persons
- Closely paraphrasing sentences, paragraphs or themes
- Using another person's ideas, work or research data without due acknowledgment
- Submitting work which has been produced by someone else as if it were the work of the participant
- Copying or submitting computer files in whole or in part without indicating their origin

In the case of collaborative projects, falsely representing the individual contributions of the collaborating participants where individual contributions are to be identified

You have a responsibility to:

- Ensure that you have knowledge of what constitutes cheating and plagiarism
- Clarify/check what actions could be interpreted as cheating and plagiarism
- Produce original work with appropriate and correct citations where work, information or ideas are taken from any source
- Take careful notes of ideas or information are sourced

How we manage and deal with cheating and plagiarism

We will not suspend any training whilst investigating alleged cheating. However, no further assessment submissions will be accepted until the matter under investigation is resolved.

The following procedures describe the process for managing alleged cheating and plagiarism:

- When cheating is suspected, the staff member will report the incident, together with relevant evidence, to the Training Manager.
- On receiving details of alleged cheating, the Training Manager, together with the staff member reporting it, will decide whether plagiarism has occurred.
- If plagiarism has not occurred, there will be no further action
- If cheating or plagiarism has occurred; the Training Manager will provide appropriate educational or remedial advice to you.
- You will be:
 - given written notification of the nature of the fault in your work
 - provided with the opportunity to correct your work
 - given the opportunity to re-submit the assessment (or part thereof) for remarking
- Repeat offences may result in your withdrawal from training and your enrolment cancelled

Withdrawal due to inactivity

Set2Learn reserves the right to withdraw a student from a course, in cases of inactivity, Set2Learn will attempt to contact the student three times in writing and will issue a final warning, with the opportunity to respond, before issuing a formal notice of withdrawal.

All decisions are made fairly and transparently in accordance with the 2025 Standards for RTOs, ensuring the student is informed of the reasons for withdrawal and provided with the opportunity to appeal the decision. Withdrawals are documented and recorded in the student's file, and any applicable refund or credit is processed according to Set2Learn's published policies.

FEES, CHARGES AND REFUNDS

Handy definitions

Tuition Fee/Course Fee/Student Contribution Fee:

The full fee charged for the delivery of the training and assessment and is inclusive of all administration and materials costs.

Commencement Date:

The date of the first training session of the first short course.

Accredited Courses:

Courses which provide state and or/national recognition in accordance with the Australian Qualifications Framework.

For the purpose of applying these guidelines, please note that you will become liable for the full course fee upon enrolment. Whether you have agreed to pay the full course fee prior to commencement or have agreed for payments to be made in stages, as per the signed Course Fee Agreement, these guidelines apply.

Refunds/Cooling Off Period

Prior to Commencement Date

For written cancellations received greater than five (5) business days prior to the course commencement date, we will refund all monies paid for that enrolment.

Once training has commenced

Once the course has commenced, refunds may be made in the following circumstances:

- a. Participants have overpaid the administration charge
- b. Participants enrolled in training that has been terminated by SET2LEARN
- c. Participant advises SET2LEARN 48 hours prior to course commencement that they are withdrawing from the course
- d. If the participant withdraws from a course or program due to illness or extreme hardship as determined by SET2LEARN
- e. In the event that SET2LEARN fails to provide the agreed services

Course Postponement

If we postpone a course, you have paid for to an alternative start date you will receive a refund for that course or be offered an opportunity to transfer to the next available course.

Cancellation

If we cancel any part of your training, you will not be liable for costs associated with that portion of the training. You will be provided with a Statement of Attainment for all completed units of competency and offered the opportunity to re-enrol with us or another RTO with full recognition of that statement.

Training Guarantee

SET2LEARN will guarantee to complete all training and/or assessment once the student has commenced study in their chosen qualification or course of study, unless the student submits a formal written request notifying SET2LEARN that they wish to withdraw. If a student voluntarily drops out, this guarantee is valid for a maximum of six months from initial course commencement date. In the event of SET2LEARN not being able to provide the training that the student has enrolled, SET2LEARN will provide a full refund or pro-rata of any units not completed. Please refer to the Refund procedure for further information on refunds.

Consumer Guarantee

SET2LEARN guarantees that the services provided by us will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training).

On the Enrolment Agreement Form the supply of services states when the services will be provided and the date they will be completed. If the Enrolment Agreement Form does not include the dates, i.e. for RPL or on the job training, SET2LEARN guarantees to supply the service within a reasonable timeframe. What is 'reasonable' will depend on the nature of the training and other relevant factors such as the students' ability to complete the training and assessment.

What happens if this guarantee is not met?

In the first instance, the student should submit a complaint to SET2LEARN identifying where we have not met requirements against the Consumer Guarantee.

If a student believes that SET2LEARN has failed to meet one or more of the consumer guarantees, he/she is entitled to a remedy – for example, a refund, a further service to rectify the problem and in some circumstances compensation for consequential loss. In line with our Complaints and Appeals process, SET2LEARN will provide the appropriate remedy.

If the problem is minor and can be fixed, SET2LEARN will choose how to fix the problem.

The consumer cannot cancel and demand a refund immediately, SET2LEARN must have an opportunity to fix the problem. If the complaints process takes too long, the consumer is eligible to cancel the service and request a refund.

In the event of a **major** problem, and SET2LEARN is unable to fix the training service, the consumer can choose to:

- terminate the contract for services and obtain a full refund, or
- seek compensation for the difference between the value of the services provided compared to the price paid.

A purchased service has a major problem when it:

- has a problem that would have stopped someone from purchasing the service if they had known about it
- is substantially unfit for its common purpose, and can't easily be fixed within a reasonable timeframe
- does not meet the specific purpose the consumer asked for and can't easily be fixed within a reasonable timeframe
- creates an unsafe situation.

SET2LEARN is not required to provide a remedy or refund if a consumer:

- simply changes their mind, decides they do not wish to go ahead with the training
- discovers they can buy the training more cheaply elsewhere

Additional Fees

There may be some additional costs to you which are not included in course fees. These might include specialist equipment which you retain after the training or optional charges for additional resources beyond or in a different format from what is provided as part of the course. Any additional costs will be explained prior to being charged.

There may be additional fees incurred for additional LLND support services. All services will be discussed with you before you're required to make any commitment.

Fees for RPL will be assessed on an individual basis. Credit Transfer will not incur any additional fees.

Outstanding Fees

Your course may be suspended if payment has not been made in accordance with your signed Course Fee Agreement.

We will attempt to recover outstanding fees by contacting you directly via the contact details you provided to us at enrolment (or updated throughout the training period).

Where applicable, we will discuss payment plan options and personal circumstances. If payment is not received in full at completion of training, any testamurs (Certificates, Diplomas or Advanced Diplomas) or Statement of Attainment will be withheld until all outstanding fees have been received.

If payment is still outstanding six (6) months from the planned completion date or the date upon which you were deemed competent in all units (which ever comes later), we will engage the services of a debt collecting agency to recover outstanding fees.

VARIATION TO ENROLMENT

If you wish to vary your enrolment

If you wish to vary your enrolment in a course or professional development program that has not yet commenced, you must do so at least 5 working days prior to the course commencing. Depending on the nature of the variation, you may be asked to complete a new enrolment form.

If a refund is requested, SET2LEARN's Fees Charges and Refunds Policy will apply.

You may request deferment of a course on the grounds of compassionate or compelling circumstances (at the discretion of Set2learn). The length of time you may have your enrolment deferred is at the discretion of the Training Manager but may not exceed six (6) months. Deferral does not automatically entitle you to a refund.

You are advised to retain your original documents (e.g. medical certificates) for your own records and submit copies with applications for deferment or cancellation. Please note that Set2learn may ask to see the original documents.

You will be advised in writing of the outcome of your request for variation to your enrolment. If you are dissatisfied with the outcome of your request, you can access the complaints process.

Set2learn initiated variation to enrolment

Set2learn may defer, vary or cancel your enrolment in the following instances:

- Your failure to uphold and maintain the Set2learn policies and procedures as set out in this Student Handbook
- Repeated plagiarism or copying
- Cheating in an assessment task which has been reported by his/her trainer/assessor and following investigation, is proved to be correct
- As part of an intervention strategy for unsatisfactory course progress
- In compassionate and compelling circumstances
- Demonstration of serious misconduct as outlined in this Student Handbook
- Erratic course progress (for example, consistent unsatisfactory course progress or continuous absence from scheduled sessions)
- Non-payment of fees – courses are to be paid strictly in accordance with the Set2learn enrolment terms and conditions
- In the case of a government funded training place, where a participant has been adequately informed of the requirements of the funded place but refuses to meet these requirements

THIRD-PARTY ARRANGEMENTS

Set2Learn currently delivers and assesses all training directly and **does not engage any third-party organisations** for training or assessment services.

If in the future third-party arrangements are established:

- Learners will be fully informed before enrolment.
- The third-party will be monitored to ensure compliance with the 2025 Standards for RTOs.
- Set2Learn will remain fully accountable for the quality and integrity of all training and assessment services.

HOW TO CONTACT US

For more information about this qualification or other training delivered by SET2LEARN contact us at:

Phone: 1300 404 514

Email: info@set2learn.com.au

Website: www.set2learn.com.au



SUPPORT SERVICES LIST

Language, Literacy & Numeracy Support

- The Reading Writing Hotline - 1300 655 506 or <https://www.readingwritinghotline.edu.au/>

Counselling/Personal Support

- Lifeline - 13 11 14 or www.lifeline.org.au
- Relationships Australia - 1300 364 277 or www.relationships.org.au
- MensLine Australia (For men of any age) - 1300 78 99 78
- Kids Helpline (For young people aged 5-25) - 1800 551 800

Mental health websites

- Mindhealthconnect.org.au

Launched as part of the Australian Government's National E-Mental Health Strategy, this site is a trusted gateway to issues surrounding mental health care and a first step to finding relevant support and resources to meet mental health needs.

- Beyondblue.org.au

Beyondblue's work is aimed at achieving an Australian community that understands depression and anxiety, empowering all Australians, at any life-stage, to seek help.

- Anxietyonline.org.au

Anxiety Online provides information, assessment, referral and treatment for Panic Disorder, Social Anxiety Disorder, Generalised Anxiety Disorder, Obsessive Compulsive Disorder and Post-Traumatic Stress Disorder.

- Headspace.org.au

Headspace provides mental and health wellbeing support, information and services to young people aged 12 to 25 years and their families.

- Reachout.com

ReachOut.com is Australia's leading online youth mental health service. It's a perfect place to start if not sure where to look. It's got information on everything from finding motivation, through to getting through really tough times.