

# STUDENT HANDBOOK



1300 554 180

[assessments@absorbenviro.com.au](mailto:assessments@absorbenviro.com.au)

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



## CONTENTS

Introduction .....	4
Code of Ethics .....	4
Absorb Training Role.....	4
Your Role .....	4
Selection .....	4
Course Information – Nationally Accredited Courses.....	4
Course Descriptions .....	4
11007NAT Diploma of Environmental Management .....	5
Duration .....	5
Pre-requisites .....	5
Course content .....	5
Course Units of Competency .....	5
Health and Safety Policy.....	6
Discrimination and Harassment Policy .....	6
Diversity and Inclusion Policy and Procedure .....	8
Wellbeing Policy and Procedure .....	8
Privacy Policy .....	8
Course Fees and Charges .....	12
Additional Fees .....	12
Cross Credit / Credit of Qualifications issued by other RTOs .....	12
Recognition of Prior Learning (RPL) .....	12
Pre-Enrolment Process.....	13
Literacy, Language and Numeracy (LLN).....	13
Flexibility in Learning and Assessment .....	13
What if I am deemed not-yet competent?.....	13
Appeals and Complaints Policy .....	14
Appeals and Complaints Process .....	14
Discipline Policy.....	15
Student Support Services .....	15
Training Guarantee .....	15

<b>Refund Policy .....</b>	<b>16</b>
Securing a place on a course .....	16
Substituting another person on a course .....	16
Transferring to another course date .....	16
Cancellations/Withdrawals .....	16
Details of Refunds .....	16
<b>Student Assessment Records Policy .....</b>	<b>17</b>
<b>Student access to their personal records .....</b>	<b>17</b>
<b>Change of student contact details .....</b>	<b>17</b>
<b>Issuing of Qualifications.....</b>	<b>17</b>
<b>Enclosures:.....</b>	<b>17</b>
Appeal / Complaint Form .....	17
Consent Form - Release of Personal Information – example only .....	17
Payment Schedule .....	17
<b>Appeal / Complaint Form .....</b>	<b>18</b>
<b>Consent Form - Release of Personal Information .....</b>	<b>19</b>
<b>Payment Schedule .....</b>	<b>20</b>

## Introduction

Welcome to Absorb Training. We are a Registered Training Organisation (RTO #110032) that delivers Vocational Education. We are pleased to provide you with necessary information about our training, assessment and services available to you.

## Code of Ethics

Absorb Training agrees to abide by the ITECA Code of Ethics. As part of this commitment, we will act with integrity in all of its dealings with students (past, present, and future), employers, and other organisations.

For further information on the ITECA Code of Ethics, refer to [VET Sector – Code of Ethics](#)

## Absorb Training Role

Absorb Training is responsible for the quality of the training and assessment in compliance with the Standards for Registered Training Organisations 2025 and for the issuance of the AQF certification documentation with respect to the course that you enrolled in.

Absorb Training is committed to ensuring that all students are at minimum risk of the organisation being unable to provide the necessary training and assessment to complete their course.

Absorb also ensures it has sufficient resources in assessment to undertake the necessary reviews of final assessments.

If you feel that you need some extra support to complete your training, let us know. We are pleased to help if we can. We will ensure as far as we can, that all students will be treated with respect, dignity and fairness while under our jurisdiction.

## Your Role

It is your responsibility to complete any tasks or assessments relating to your training program by the assessment date / time. You must attend all assessments and training with completed work as well as any other information that may assist in proving your competency in the unit or course or accredited course you are being assessed for. You will be informed prior to your assessment should any documents be needed on the day of your assessment. Your facilitator is committed to assisting you in whatever way possible, so please let them know if you are experiencing difficulties or if feel you need extra help and support.

It is therefore important for students to:

- Be punctual
- Show respect for each other
- Give support to each other
- Complete written work on time
- Notify us if you cannot attend a session.
- Comply with any reasonable request from a staff member
- Care for each other's property
- Attend arranged meetings

## Selection

### Selection Process

We are committed to providing a fair and open selection processes for prospective clients within VET Quality Framework and training package rules.

Selection of students for courses is based on the specific criteria developed for each course.

If you do not meet the selection requirements, please contact us to discuss your options.

## Course Information – Nationally Accredited Courses

11007NAT Diploma of Environmental Management

For additional information on Nationally Accredited and other training courses offered by Absorb Training visit the Absorb Website [www.absorbenviro.com.au](http://www.absorbenviro.com.au) and follow the links to Training.

## Course Descriptions

These courses are nationally accredited qualifications that provide information to improve knowledge and skills to assist in environmental officers' and management roles.



# 11007NAT Diploma of Environmental Management

## Duration

This course is delivered via an online workshop over 6 days or face-to-face over five days in a classroom setting. A series of short learning activities are required to be completed during the workshop and a presentation assessment task is completed 1 week after. A number of work-based assessment activities will need to be completed to a satisfactory level to gain your qualification. It is expected to take between 6 and 12 months to complete these activities.

## Pre-requisites

There are no specific entry requirements for the 11007NAT Diploma of Environmental Management.

Absorb requires that students should have:

- vocational experience in a work environment in supervisor or on site manager role
- access to environmental work practices, with an appropriate level of work-based projects (as required to demonstrate competency in the units undertaken)
- high level language, literacy and interpersonal skills – sufficient to interpret complex documents and legislation and prepare and present/communicate written reports, policies, procedures and strategies
- computer literacy skills for research and preparation of documentation

## Course content

1. Introduction to Environmental Issues
2. Environmental Management in the 21st Century
3. Sustainability
4. Resource Management
5. Environmental Legislation
6. Pollution
7. Soil Surface Management
8. Environmental Management Systems (EMS)
9. Risk Assessment and Environmental Performance
10. Emergencies
11. Communication
12. More Management Tools

## Course Units of Competency

The Course consists of the following Units of Competency:

Unit Code	Objective
<b>BSBCM511</b> Communicate with influence	This unit describes the skills and knowledge required to present and negotiate persuasively, lead and participate in meetings and make presentations to customers, clients and other key stakeholders.
<b>BSBPMG430</b> Undertake project work	This unit describes the skills and knowledge required to undertake a minor project or a section of a larger project. It covers developing a project plan, administering and monitoring the project, finalising the project and reviewing the project to identify lessons learned for application to future projects.
<b>BSBSUS411</b> Implement and monitor environmentally sustainable work practices	This unit describes the skills and knowledge required to analyse and implement improvements to the environmental sustainability of work practices and monitor their effectiveness.
<b>MSS024026</b> Apply environmental management procedures	This unit describes the skills and knowledge required to apply environmental management procedures to minimise the environmental impact of work activities.
<b>MSS027025</b> Coordinate environmental management activities	This unit describes the skills and knowledge required to coordinate activities to meet environmental management requirements.
<b>MSS027026</b> Implement environmental legislation, codes and standards	This unit describes the skills and knowledge required to interpret and implement environmental legislation, codes and standards into site, project or program procedures.
<b>NWPGEN006</b> Implement and manage environmental management policies	This unit involves the skills and knowledge required to implement and manage environmental management policies.
<b>TLIU5006</b> Conduct environmental audits	This unit involves the skills and knowledge required to conduct an environmental audit in accordance with relevant environmental protection regulatory requirements, standards, codes of practice and workplace procedures.

## Health and Safety Policy

Absorb Training as an employer is committed to providing a workplace which is safe as is practicable in order to achieve its training and assessment goals.

Absorb Training management is accountable for managing the risks in partnership with the staff and students. Absorb Training will meet its legislative obligations and exceed them where feasible. This will be a risk management approach to include the provision of:

1. Safe systems of work, and work environment, both on and off Absorb Training offices / premises
2. Adequate information and training
3. Rehabilitation programs for injured workers
4. Appropriate supervision and enforcement of policies and procedures to ensure safe work practices
5. A risk management approach to hazards identification and management.

Staff, students, and others have an obligation to follow safe work practices, not to act in a manner so as to cause harm to people and property, to report hazards, and not to misuse anything provided in the interests of safety.

## Discrimination and Harassment Policy

Absorb Training is committed to providing an environment free from harassment and discrimination. Behaviour that constitutes harassment and discrimination will not be tolerated.

### Harassment

For the purposes of this policy, the following definitions apply:

A person is subject to 'workplace harassment' if the person is subjected to repeated behaviour, other than amounting to sexual harassment, by a person, including the person's employer or a co-worker or group of co-workers of the person that:

- is unwelcome and unsolicited
- the person considers to be offensive, intimidating, humiliating or threatening
- a reasonable person would consider to be offensive, humiliating, intimidating or threatening

Detailed below are examples of behaviours that may be regarded as workplace harassment, if the behaviour is repeated or occurs as part of a pattern of behaviour. This is not an exhaustive list – however, it does outline some of the more common types of harassing behaviours. Examples include:

- abusing a person loudly, usually when others are present
- repeated threats of dismissal or other severe punishment for no reason
- constant ridicule and being put down
- leaving offensive messages on email or the telephone
- sabotaging a person's work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways
- maliciously excluding and isolating a person from workplace activities
- persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters
- humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other workers
- spreading gossip or false, malicious rumours about a person with an intent to cause the person harm.

### Discrimination

Absorb Training provides equal opportunity to people without discrimination based on a personal characteristic protected under state and federal equal opportunity legislation.

Under State legislation they include:

- age
- breastfeeding
- carer status
- disability
- employment activity
- gender identity
- industrial activity
- lawful sexual activity
- marital status
- parental status
- personal association with someone having any of these characteristics
- physical features

- political activity/belief
- pregnancy
- race
- religious activity/belief
- gender
- sexual orientation

### **Reasonable adjustments**

Reasonable adjustments are changes that allow people with a disability to work or train safely and productively.

Absorb Training will make reasonable adjustments for a person with a disability who:

- applies for a course, is offered a position on a course, and
- requires the adjustments in order to participate in the course process or perform the genuine and reasonable requirements of the course.

Examples of reasonable adjustments can include:

- reviewing and, if necessary, adjusting the performance requirements of the course
- providing course manuals with larger font for students with sight impairment
- approving more regular breaks for people with chronic pain or fatigue
- organise desks with adjustable heights for people using a wheelchair.

When thinking about reasonable adjustments Absorb Training will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a significant cost or disruption to the training environment, it is not likely to be reasonable.

In some cases Absorb Training can discriminate on the basis of disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability could not perform the genuine and reasonable requirements of the course outcomes even if the adjustments were made.

### **Sexual harassment**

Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated such that a reasonable person, having regard to all the circumstances, would have anticipated that the person harassed would be offended, humiliated or intimidated.

### **Workplace strategies to eliminate discrimination and harassment**

Absorb Training will take the following actions to prevent and control exposure to the risk of discrimination and harassment:

- Provide all employees with discrimination and harassment awareness training
- Introduce a complaint handling system and inform all employees, facilitators and course students on how to make a complaint, the support systems available, options for resolving grievances and the appeals process
- Regularly review the discrimination and harassment policy, complaint handling system and training.

### **Responsibilities of employees, facilitators and course students**

Absorb Training requires all employees, facilitators and course students to behave responsibly by complying with this policy, to not tolerate unacceptable behaviour, to maintain privacy during investigations and to immediately report incidents of workplace harassment. Employees and facilitators must report any incidents to their supervisor, manager or a senior manager. Course students must report any incidents to the course facilitator or directly to Absorb Training management.

Managers, supervisors, and course facilitators must ensure that employees and course students are not exposed to discrimination and harassment. Management are required to personally demonstrate appropriate behaviour, promote the workplace harassment prevention policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.

### **Commitment to promptly investigate complaints**

Absorb Training has a complaint handling system which includes procedures for reporting, handling, resolving and appealing discrimination and harassment complaints. Any reports of discrimination and harassment will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is witness to discrimination and harassment will not be victimised.

## Consequences of breach of policy

Disciplinary action will be taken against a person who discriminates against, harasses, or who victimises a person who has made or is a witness to a complaint. Complaints of alleged workplace harassment found to be malicious, frivolous, or vexatious may make the complainant liable for disciplinary action.

Any course student or facilitator found to have contravened this policy may be subject to disciplinary action, which may include dismissal or withdrawal from the course as outlined in the complaint procedure below.

## Review of policy

This policy and the actions outlined above will be reviewed annually, unless required earlier because of changes to the risk profile of the workplace or relevant legislation. If necessary, further changes and actions may be introduced to ensure that discrimination and harassment is prevented and controlled.

## Diversity and Inclusion Policy and Procedure

Absorb Training is committed to creating a safe and inclusive learning environment that is welcoming of all students including but not limited to First Nations people

We will seek student feedback to assess the effectiveness of our policies, practices, training environment and materials, in promoting diversity, inclusion and cultural awareness.

If you would like to provide feedback or raise concern about our policy or practices, contact us via email at [assessments@absorbenviro.com](mailto:assessments@absorbenviro.com) or call us on 1300 554 180.

## Wellbeing Policy and Procedure

Absorb Training is committed to the wellbeing of all students and provides a range of support services (refer to Student Support Services section). Our facilitators and administrative staff are available, responsive, flexible and supportive, and all matters raised are treated with respect and privacy is maintained.

As a small RTO with minimal staff, we take a personal approach, supporting all students through their own learning journey. We understand that circumstances may change that can make progression challenging and therefore we will respond with empathy and continued support as far as practical.

If you would like to provide feedback or raise concern about our policy or practices, contact us via email at [assessments@absorbenviro.com](mailto:assessments@absorbenviro.com) or call us on 1300 554 180.

## Privacy Policy

### Personal Information – why do we collect it?

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

**Please Note:** Students who fail to provide their personal information to the RTO, will not be able to be enrolled.

Absorb Training Pty Ltd, Registered Training Organisation (RTO) Number 110032 (PO Box 8099 Woolloongabba) adheres to the Privacy Act 1988 as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

Absorb Training, as an RTO, is required to collect information from students to conduct its training operations in compliance with the directions of the regulating body and for commercial purposes.

As from 1 January 2014, each registered training organisation must collect Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data from their students and provide it to the regulating body.

As we are a Training Organisation we must use students' true identities, anonymity or the use of a pseudonym will not be accepted under Australian Law. Proof of identity is established on the first day of the course by Drivers Licence or similar.


Students who fail consent to all of the requested information on enrolment may be refused entry into an Absorb Training course and also may hinder their access to Government Document retrieval facilities through the Unique Student Identifier. This may also hinder the approval of government funding opportunities.

### How we use your personal information

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

### How we disclose your personal information





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

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

### **How the NCVER and other bodies handle your personal information**

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

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

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

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

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

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

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

### **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

### **Personal Information – What do we collect?**

Absorb Training is required to collect information for AVETMISS data and other relevant student information required for the effective running of the RTO and training courses. This information does include sensitive information. The information we collect includes:


- Personal Details:
  - Full Name,
  - Birth Date,
  - Gender,
  - Residential Address, and
  - Postal Address
- Language and Cultural:
  - Country of Birth,
  - Languages spoken,
  - Aboriginal or Torres Strait Islander origin,
- Disability
- Schooling Level

### **Personal Information – How do we collect it?**

Student information required for AVETMISS data and other relevant student information required for the effective running of the RTO and training courses are collected using our enrolment form, payment gateways, sales processes, and assessment materials.

### **Personal Information – where is it stored?**

Student enrolment information is stored securely on the Absorb Training cloud based server as well as our cloud based Student Management System. The assessment materials are also loaded and managed in our Student Management



System, where the student may access by logging on to their unique Student Portal, via an individual email address and password.

Any written assessments are scanned and loaded onto our Student Management System and our server before being destroyed by a secure document collection agent.

Any information collected by our payment gateways are stored within their secure servers and are not transmitted to us unless provided with the enrolment information.

Any information collected through our sales processes such as by our sales staff and via our website 'contact us' pages are stored on our cloud server.

The Student Management System is stored in multiple secure data centres within Australia.

The Absorb website is stored in multiple secure data centres within Australia.

The Absorb Training cloud server is stored in multiple secure data centres within Australia.

### **Personal Information – what do we do with it?**

AVETMISS data is collected for the identification of students, contact details, recording of assessment results, demographics (used by regulating body for census / statistical records for funding and training development), and reporting to the regulating body.

Personal information may also be provided to organisations that are providing funding for the student if required by legislation. In this event the student will be contacted for approval to release this information.

Personal information, course results, and a copy of course qualification may also be provided to employers funding a student's course. In this event the student will be contacted for approval to release this information.

Other personal information collected through the enrolment process is used for the effective running of course including: safety, comfort, learning needs of students, contact information in the event of an emergency and on-going contact for assessment follow-up, feedback, and issue of qualification or certificate.

Personal information is also used in our sales and marketing processes to market other training courses provided by Absorb Training and the products and services provided by our partner organisation Absorb Environmental Solutions. Students may unsubscribe from receiving marketing material at any time.

Payment information that is collected is only used for the payment of the specific course as detailed in the enrolment form.

Assessment information is collected for the purpose of recording and evaluating a student's competence. As part of the assessment process, some of Absorb Training's courses incorporate a site visit. Students are required to sign and submit a Confidentiality Agreement and submit a site report to the premises visited. The Confidentiality Agreement is in place so that students agree not to pass on corporate information about the site. The reports and the Confidentiality Agreement are submitted to the site for their records. The reports have the student's details removed.

Absorb Training does not and will not sell, provide or distribute a student's personal information to any third party for any purpose other than outlined above unless authorised by or under an Australian law or a court/tribunal order or permission is granted by client in writing.

### **Personal Information – who can access it?**

Access to these systems and the information contained within are restricted to Absorb Training Staff, Directors, contracted trainers / assessors in the performance of their duties pertaining to the running of the RTO, the Finance Department of the Absorb Group for the execution of payments / refunds, IT support personnel employed in the management and security of data and Absorb Environmental Solutions sales staff in the performance of their sales duties.

### **Contact information**

At any time, you may contact Absorb Training to:

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

### **Accessing or correcting personal information**

Students requesting to access their personal information will be required to 'show' proof of identity before personal information will be released to them from Absorb Training.

Correcting personal information may be done in one of two ways; a student may access their personal information through the Student Portal in the Student Management System or by contacting the Privacy Officer (Training Officer) and requesting that the personal details be corrected.

- Contact person: Privacy Officer (Training Officer)
- Telephone number: 1300 554 180
- Email address: [assessments@absorbenviro.com.au](mailto:assessments@absorbenviro.com.au)
- Postal Address: PO Box 8099, Woolloongabba Qld 4102

There will be on occasion when the RTO will initiate a request for information to be checked and corrected for the ongoing upkeep of personal information with regard to the RTO day to day operations and compliance requirements.

### **Complaining about a breach of Privacy**

If a student wishes to complain about a breach of privacy, they are to complete the following process:

- The complaint is to be submitted in writing, with a reasonable time to respond to the complaint (usually 30 days).
- In the unlikely event the privacy issue is unable to be resolved between the student and Absorb Training; the student may lodge a complaint to the Office of the Australian Information Commissioner.

A student can Lodge a complaint about a breach of privacy by contacting Absorb Training using the contact information below:

- Contact person: Privacy Officer (Training Officer)
- Telephone number: 1300 554 180
- Email address: [assessments@absorbenviro.com.au](mailto:assessments@absorbenviro.com.au)
- Postal Address: PO Box 8099, Woolloongabba Qld 4102

Contact information for the Office of the Australian Information Commissioner is:

- Website: <http://www.oaic.gov.au/>
- Telephone number: 1300 363 992
- Email address: [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)
- Postal Address: GPO Box 5218 Sydney NSW 2001

### **Unique Student Identifier (USI)**

The USI is a randomly generated alpha-numeric code that is available online and at no cost to the student. That code will stay with that individual student for life and be recorded with any nationally recognised VET course that is undertaken from when the USI comes into effect.

The USI initiative will:

- a. Seamlessly link information about a student's VET achievements, regardless of where they studied
- b. Enable students to access secure digital transcripts of their achievements
- c. Give students access to, and more control over, their educational information.

The USI system has a number of features built into the design to ensure both privacy protection and that students have control over their USI, for example:

- a. Personal information (such as name, date of birth, etc.) will be quarantined and stored separately from education and training records
- b. The USI will be stored with a student's personal information and be held by the Student Identifiers Agency
- c. The USI will also be attached to a student's training records which will be held by the National Centre for Vocational Education Research (NCVER)

Students are able to apply for the USI themselves, or they may request that the RTO submit a request on their behalf. Absorb Training will be required to include the USI as part of its student record keeping information, students will not be able to be issued a VET qualification unless they have obtained and recorded a USI.

### **Retention of Information**

Absorb Training is required to retain student information including course results for a period of thirty years in accordance with the direction from the regulating body.

### **Concerns of Personal Information**

If you have any concerns regarding the Absorb Training Privacy Policy or other policy information please contact Absorb Training at [assessments@absorbenviro.com.au](mailto:assessments@absorbenviro.com.au) or 1300 544 180.

### **Changes to the policy**

We may update, modify, or remove this policy at any time without prior notice. Any changes to the privacy policy will be published on our website.

If you have any comments on the policy, please contact our privacy officer on the contact details above.

### **Enclosure:**

Click on the following link [Consent Form- Release of Personal Information](#) to access the document.

## Course Fees and Charges

Course Fees and Charges are detailed in the [Payment Schedule](#) at the end of this Handbook. Course costs are free of GST unless otherwise stated.

## Additional Fees

Reprinting of Certificate, Transcript or Statement of Attainment. Refer to Payment Schedule.

## Cross Credit / Credit of Qualifications issued by other RTOs

Absorb Training recognises qualifications and Statements of Attainment, within the Australian Qualifications Framework (AQF), issued by any other RTO. Whilst Absorb Training accepts and provides credit to student for units of competency undertaken prior, due to the completely holistic delivery and assessment models of the accredited courses that we provide, credit arrangements do not always translate into a reduction in fees, training duration or reduction in assessment.

## Recognition of Prior Learning (RPL)

Absorb Training recognises Certificates for Qualifications and Statements of Attainment, within the VET Qualifications Framework (VQF) (includes reference to Australian Quality Framework), issued by any other Registered Training Organisation (RTO) and authenticated VET transcripts issued by the Registrar (Student Identifiers Registrar per the Student Identifiers Act 2014.), that is Standards for Registered Training Organisations 2025 and/or Australian Quality Training Framework (AQTF) compliant; that are applicable to programs, courses or Statement of Attainment subjects offered by Absorb Training. Such information is to be authenticated by contacting the organisation that issued the document and confirming the content is valid.

Where prospective students have undertaken studies at other non-accredited or higher education institutions both domestically and internationally these qualifications (information sessions) are also assessed against Absorb Training's courses to enable Recognition of Prior Learning (RPL) to be processed and appropriately granted if competency is met. This may include but not limited to competency conversations and possible GAP training.

Absorb Training provides a Recognition of Prior Learning (RPL) application form B detailing the units of the accredited course the applicant is applying against, the required types of documentation required to support the application, and further information requested to be supplied by applicants wishing to utilise this process.

Recognition of Prior Learning (RPL) exists in a number of forms:

1. formal training in a similar course/institution,
2. formal training in a related course, or unit of competency,
3. work experience in the profession/industry/in-house training,
4. work experience in a related profession/industry, and
5. life experience.

Where an applicant claims exemption from or credit for, a unit or units on the basis of life experience or work experience, evidence of that experience is required.

Documents submitted in support of an application must include reference and/or referees who are contactable. Applicants will be required to show evidence of completed training (1 & 2 above) in the form a Transcript. Validation of the completed training must be arranged through the institution concerned, with the applicant's written consent.

Where no supporting documentation is available, if deemed suitable the applicant may be required to complete a competency conversation with the assessor and submit supporting workplace evidence along with gap training and gap assessments.

### The procedure a person must follow to be considered for RPL:

In an assessment-only or RPL pathway, the candidate provides current, quality evidence of their competency against the relevant unit of competency. This process may be directed by the candidate and verified by the assessor, such as in the compilation of portfolios; or directed by the assessor, such as through observation of workplace performance and skills application, and oral and/or written assessment. Where the outcomes of this process indicate that the candidate is competent, structured training is not required.

As with all assessment, the assessor must be confident that the evidence indicates that the candidate is currently competent against the unit of competency. This evidence may take a variety of forms and might include certification, references from past employers, testimonials from clients and work samples. The onus is on candidates to provide sufficient evidence to satisfy assessors that they currently hold the relevant competencies.

In judging evidence, the assessor must ensure that the evidence of prior learning is:

- Authentic (the candidate's own work).
- Relevant (directly related to the current version of the relevant unit of competency).
- Valid (directly related to the current version of the relevant unit of competency).
- Reliable (shows that the candidate consistently meets the requirements of the relevant unit of competency).



- meets the unit of competency).
- Current (reflects the candidate's current capacity to perform the aspect of the work covered by the unit of competency).
- Sufficient (covers the full range of elements in the relevant unit of competency and addresses the four dimensions of competency, namely task skills, task management skills, contingency management skills and job/role environment skills).

### **Formal training in a similar course/institution**

It is possible for an applicant to gain credit in an area or subject that has been covered at another institution or on another course. Each case for this is viewed separately according to its merits. Proof of credit must be arranged through the institution concerned, with the applicants' consent.

Transfers, credits, and exemptions follow a common procedure, but each individual is subject to individual assessment. Each application will be mapped against the Performance Criteria of units of competency being applied against; this will form Section G of the application.

### **Work Experience in Industry**

Credit for any competency is by negotiation in light of the individual's experience, combined with gap tests, competency conversations, documented/recorded in house training; the applicant and assessor then arrive at a mutually agreeable arrangement. Applicants in this category will need to submit support documentation from their employment history from a relevant industry.

### **Life Experience**

Where an applicant claims exemption or credit of unit/s on the basis of life experience, documentary evidence of the experience is required. The documents must include references and referees who are contactable.

### **Cost of RPL**

In the case of RPL, the cost of assessment will incur a fee as per the [Payment Schedule](#) for:

- 11007NAT Diploma of Environmental Management, and
- payable by the applicant to cover the cost of the assessment, verification/validation and/or gap test. The applicant will be informed in writing, prior to assessment, of fees to be charged. Part A & part B of the application attract different charges due to the nature of the review. All applicants are informed of the pricing should they wish to proceed with an application.

### **Pre-Enrolment Process**

After an enrolment form has been received, a pre-enrolment process will be completed to ensure the training product is suitable for the applicant. The process will assess whether the applicant:

- has access to the required resources to complete the course (if applicable),
- Has the required pre-requisites (if applicable),
- Has an appropriate background, industry experience or capability (if applicable), and
- May need to be assessed for Literacy, Language and Numeracy (LLN) and digital literacy

### **Literacy, Language and Numeracy (LLN)**

To ensure the suitability of training with consideration to skills and competencies, students may be required to complete a pre-enrolment assessment including but not limited to LLN proficiency and digital literacy.

### **Flexibility in Learning and Assessment**

Flexibility during learning and assessment are allowed for within packaging rules. Special learning needs are identified prior to training.

### **What if I am deemed not-yet competent?**

Students who are deemed not-yet competent will be given opportunities to be re-assessed and to re-submit their assessments after being provided with feedback from their assessor. If after three submissions the student is still deemed not-yet competent, the student will be referred to a lead assessor for further consultation and feedback and be asked to submit their assessment to the lead assessor for a final time. If the lead assessor deems the student not-yet competent at this point the student will be given the option to engage in additional training, this can be provided in the following manner:

- Individual Gap Training @ \$220.00 per hour, or
- Attendance at another course or part there of as discussed between Absorb Training management and the student (cost to be discussed at time of inquiry).

## Appeals and Complaints Policy

The purpose of the Absorb Training Appeals and Complaints Policy is to outline the process for students to have appeals or complaints addressed efficiently and effectively when:

- a. A complaint is made involving the conduct of Absorb Training's:
  - i. RTO, trainers, assessors or other staff,
  - ii. third party marketing conducted by Absorb Environmental Solutions, or
  - iii. a student of Absorb Training
- b. a student appeals a decision including with regard to an assessment ruling.

Absorb Training uses the same process for managing both appeals and complaints.

### Appeals and Complaints Process

In the majority of cases, appeals and complaints are of a minor nature and can usually be resolved verbally and informally with the trainer or staff member.

If a complaint or appeal cannot be resolved informally the details of the complaint must be submitted in writing to the Training Coordinator; or should the matter relate to the Training Coordinator, the issue submitted to the CEO of Absorb Training using the Appeals / Complaints Form. All complaints received will be acknowledged in writing and will be addressed and finalised as soon as practicable.

Complaints can be submitted on the Appeal / Complaint Form which can be found as an enclosure to the Student Handbook which is accessible during the on-line enrolment and also sent to each student on confirmation of enrolment.

All written appeals and complaints will be managed in a timely and constructive manner. This means that the appellant / complainant will receive written confirmation of their appeal / complaint within one working day and the matter should be resolved with one working week where possible. Anonymous appeals or complaints will not be dealt with; however any person wishing to lodge an appeal or complaint will have their anonymity assured.

The person receiving the written appeal or complaint will ensure that the entire process is documented for audit purposes. The appellant / complainant will be provided a copy of the resolution in writing including the reason/s for the decision.

Regardless of the outcome all parties are to be notified of the outcome within 21 days.

Upon receipt of a written appeal / complaint, the CEO will promptly respond to the complaint in writing confirming that it has been received, recorded and will be addressed. The response will be actioned within one working day of the receipt of an appeal / complaint.

If the student wants to appeal the outcome of this decision they are to do so in writing to the CEO within 7 days.

Students also have the option to:

- a. proceed through an external organisation, in this instance a mediator can be provided by the Australian Mediation Association ([www. http://ama.asn.au/](http://ama.asn.au/)) whereby Absorb Training agrees to pay the cost of one mediation session, should the matter require further mediation it will be at the cost of the appellant / complainant; and / or
- b. consult the Australian Skills Quality Authority (ASQA) by completing a complaint about a training organisation operating under ASQA's jurisdiction form.; and / or
- c. complaints can also be submitted to the National Training Complaints Hotline (<https://www.education.gov.au/NTCH>) Monday – Friday 8.00 AM – 6.00 PM Phone 13 38 73 or email - [NTCH@education.gov.au](mailto:NTCH@education.gov.au)

If it is expected that the appeal / complaint will require more than 60 days to process and finalise Absorb Training will inform the appellant / complainant in writing detailing why more than 60 days are required and will provide regular progress updates to the appellant / complainant.

Absorb Training will immediately refer the matter to an appropriate authority if the complaint involves an alleged breach of any state or federal law. This may need to be reviewed for sufficiency. This may include (but not limited to) such things as assault, discrimination, bullying and sexual harassment.

Employees including contractors and course participants should feel confident that any appeal / complaint they make is to be treated as confidential as far as possible.

## Discipline Policy

We support the discipline policies adhered to by the companies our students are employed by and will, whenever necessary, consult with appropriate management about discipline issues involving their employees.

There are 3 levels of misconduct that will result in a disciplinary action:

1. Minor - may result in a verbal or written warning.
2. Serious - may result in termination of training/assessment session, final warning, and/or notification of employer.
3. Major - may result in termination of training/assessment program, and notification of employer.

Misconduct according to the three categories of severity includes but is not limited to:

### **MINOR misconduct**

- a. Lateness
- b. Failure to attend arranged meetings, assessments, or training.
- c. Failure to complete written work within allotted time frames.
- d. Refusal to comply with a reasonable request from a staff member or one of its representatives.
- e. Minor breach of the employer's policies and procedures.

### **SERIOUS misconduct**

- a. Serious breach of the Absorb Training Policies and Procedures.
- b. Repeated minor breaches
- c. Any form of harassment directed at any staff member or associate of Absorb Training

### **MAJOR misconduct**

- a. Cheating
- b. Offer of monetary or other reward to influence a staff member or associate of Absorb Training with the goal of influencing a decision made in regard to an assessment result.
- c. Any major breach of the employers' policies and procedures.
- d. Creating or ignoring a potential or actual dangerous situation.
- e. Abusive or threatening behaviour.
- f. Repeated serious breaches.

## Student Support Services

General Enquiries: 1300 554 180 or email [assessments@absorbenviro.com.au](mailto:assessments@absorbenviro.com.au)

Courses are designed to meet individual needs and goals. Student Support is available to students by appointment, telephone or email. The Training Administrator or Training Officer are able to assist student with the following:

- |  |   |
|--|---|
| ▪ Course dates   | ▪ Administrative matters  |
| ▪ Course selection   | ▪ General counselling on students matters. Our courses are designed to meet individual needs and goals. |
| ▪ Specific students concerns, i.e. problems with lecturers, assessments, administrative problems |   |

## Training Guarantee

Absorb Training guarantees to provide all students who commence a course delivered by Absorb Training the opportunity to complete their course while the course is held on our scope of registration. Once a course is removed from its scope students will enter a teach out period.

To fulfil this guarantee, Absorb Training maintains multiple qualified trainers in all courses offered by Absorb Training so that in the event of a trainer being unable to deliver a course, Absorb has the capacity to replace the trainer, this also applies to the assessors for each course on offer.

In the event that Absorb Training is unable to run a course the student will be offered a transfer to the next suitable course or receive a refund for the payments already received by Absorb Training.

In the event that the student is unable to attend a course due to a death or illness whilst enrolled or engaged in an Absorb Training course the student will be offered a position on the next suitable course with no additional tuition fees to be incurred by the student. Absorb Training will assess each case individually; proof of illness or death may be required.

If either of the two events described above occur and there are no suitable courses scheduled the student will be offered alternative options to complete their training course.



## Refund Policy

Absorb Training Pty Ltd has a fair and equitable Refund Policy guaranteeing the refund of fees to course students under reasonable circumstances.

Absorb Training is a Pty Ltd company and guarantees that it is in a sound financial position and clients' fees are safeguarded until used for training and assessment.

The following terms and conditions apply to all Absorb Training Courses.

### Securing a place on a course

To secure enrolment, an organisation or individual must:

#### Attendee -Self Funded

- pay a deposit as published on the Course Enrolment Form (to an amount no greater than \$1000 per person) for the Diploma course; or

#### Attendee -Company Funded

- provide a copy of their organisation's official Purchase Order.

### Substituting another person on a course

An organisation or individual can substitute another person prior to the course commencement date should the nominated person be unable to attend at no additional cost, as long as notification is provided in writing via email to [assessments@absorbenviro.com.au](mailto:assessments@absorbenviro.com.au) prior to commencement of the course including an enrolment form for the individual being substituted.

### Transferring to another course date

Transferring to another course date applies to public courses such as the Diploma course.

Transfer requests received 10 working days or greater prior to the commencement of a course may be approved for a course scheduled for a later date at no additional cost.

Transfer requests to later courses made inside 10 working days prior to the commencement of the course may attract a financial penalty as outlined in the [Payment Schedule](#) to recover costs which have been committed.

All transfer requests must be received in writing via email to [assessments@absorbenviro.com.au](mailto:assessments@absorbenviro.com.au).

### Cancellations/Withdrawals

Absorb Training reserves the right to cancel or postpone a course to an alternative date. All enrolled students affected by such changes will be offered the opportunity to transfer to the next available course program or receive a full refund.

In the event that Absorb Training cancels a course, registration fees that have been paid will be refunded in full, or can be carried forward to a future course.

Students will be able to withdraw or cancel their enrolment at no cost 10 working days or greater prior to the commencement of public courses that have a face to face delivery component such as the Diploma courses. Requests to withdraw or cancel enrolment received within 10 working days may incur a financial penalty as outlined in the [Payment Schedule](#) to recover costs which have been committed.

Students will be able to withdraw or cancel their enrolment from an online course at no cost prior to accessing the course through the online portal for the first time. Requests for withdrawal or cancellation received after this time will incur a financial penalty as outlined in the [Payment Schedule](#).

Organisations who wish to cancel an in-house course will incur a financial penalty as outlined in the [Payment Schedule](#) to recover costs which have been committed.

All cancellation requests must be received in writing via email to [assessments@absorbenviro.com.au](mailto:assessments@absorbenviro.com.au).

### Details of Refunds

Detailed amounts for refunds for individual courses are detailed in the document [Payment Schedule](#).





## Student Assessment Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity, and currency of records without jeopardising the confidentiality of the records or our student's privacy. Individual student records including assessments are scanned and stored electronically. Our electronic records are stored and backed up weekly and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

Our software systems will retain student results for a period of not less than 30 years.

Access to individual student assessment records will be limited to those who require those records for specific purposes including:

- trainers and assessors to access and update the records of their students with whom they are working,
- management and administration staff as required to ensure the smooth and efficient operation of the business,
- Officers from ASQA (the registering body) or their representatives,
- Or those required by law such as:
  - people as are permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act), or student's authorising release of specific information to third parties in writing.

## Student access to their personal records

In addition, Absorb Training is also able to provide access to student records by providing access to their personal records via the SMS Student Portal via a student password, on confirmation of attendance on the first day of training.

Students may also obtain access to their student records by requesting in writing to the Absorb Training Registered Training Organisation Administrator or Training Officer at the following email address [assessments@absorbenviro.com.au](mailto:assessments@absorbenviro.com.au).

## Change of student contact details

While undergoing training you are required to inform Absorb Training if any of the following information changes:

1. your address,
2. phone/mobile phone numbers,
3. email address,
4. name, and
5. employer details

In addition, you will need to maintain your Unique Student Identifier records.

## Issuing of Qualifications

Students will be issued their Qualification or Statement of Attainment once the following points have been met:

- full payment has been received for course in which student is enrolled,
- all assessment items have been received and processed as satisfactory,
- the student has provided a Unique Student Identifier to Absorb Training, and
- the student has confirmed their current postal/mailling address (to enable correct delivery of documents).

Qualifications and Statements of Attainment will be issued within 10 working days of the RTO Administrator receiving completed and assessed student records from the student's assessor.

## Enclosures:

[Appeal / Complaint Form](#)

[Consent Form - Release of Personal Information – example only](#)

[Payment Schedule](#)

## Appeal / Complaint Form

**Complete ALL sections and send via Fax: 1300 139 886 or Email:**

[training@absorbenviro.com.au](mailto:training@absorbenviro.com.au)

Absorb Training Staff will contact you shortly

### COURSE DETAILS

Course name			
Course Date		Course Location	

### STUDENT INFORMATION

Title		Given Name/s		Family Name	
Address					
	Suburb		State		Postcode
Company Name				<input type="checkbox"/> Male	<input type="checkbox"/> Female
Job Title			Date of Birth		
Home Phone			Work Phone		
Mobile			Fax		
Email			Cc Email (if appl)		
Nature of appeal / complaint					
Special circumstances or conditions					
Supporting evidence or documentation					

If there is insufficient space please attach a separate page ☐ please ✓

By signing this form you declare that all information on the form is accurate and true.

Signature		Date	
-----------	--	------	--

### For Office Use Only:

Training Coordinator		Date Received	
CAR No		Date Close out	
Results of investigation			
Action Required			
Training Administrator		Date Filed	

## Consent Form - Release of Personal Information

I, (Students Name Inserted here) of (Students Company Name inserted here) hereby give permission for Absorb Training Pty Ltd to:

- ☐ provide relevant Personal Information from my course [Class Name to be inserted] to Funding Body [Funding Body to be inserted] for the purpose of record management being:
  - ☐ AVETMISS Report,
  - ☐ Copy of my Course Qualification and / or
- ☐ provide Absorb Training Pty Ltd my employer, relevant Personal Information, being:
  - ☐ AVETMISS Report,
  - ☐ Transcript of my Academic Record,
  - ☐ Copy of my Course Qualification,
  - ☐ Enrolment Form, and
  - ☐ Other. [inserted as required]

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
STUDENTS NAME

Dated:     /     /     .

Please Note:

You may have to download images for the ticks in the checkboxes above to be visible if using Microsoft Outlook.

This information is used in accordance with Absorb Trainings [Privacy Policy](#) which can be accessed on the Absorb Website:

<http://www.absorbeviro.com.au/trainingpolicies>

# Payment Schedule

## 11007NAT Diploma of Environmental Management - \$4900

### Fees and Charges

Standard Fee for each student to complete a qualification in 11007NAT Diploma of Environmental Management is \$4900.00. This fee includes all administration, materials, and assessment fees. This fee is payable to Absorb Environmental Solutions as a partner of Absorb Training.

Discounted fees for this course will be accepted based on formal written proposal to a student or their organisation by Absorb Environmental Solutions.

### Payment Terms

**Attendees – Self Funded.** A deposit of \$1000.00 for this course must be paid in full on enrolment. The balance of the course fee is payable on the first day of the course, - exception may be granted by negotiation.

**Attendees – Company Funded.** Organisations are required to make full payment on enrolment, or they may provide a purchase order for the course fees in lieu of full payment subject to an approved credit application with Absorb Environmental Solutions.

### Transfer, Withdrawal and Cancellation Fees

Students will be able to transfer, withdraw, or cancel their enrolment at no cost 12 working days or greater prior to the commencement of a public course (15 working days for courses in WA/SA). Requests to withdraw or cancel enrolment received within 12 working days (15 working days for courses in WA/SA) will incur a financial penalty of \$400.00 plus GST which will be deducted from the deposit payment or invoiced against the purchase order received, to recover costs which have been committed.

Students who wish to withdraw or cancel their enrolment from a distance / correspondence course will incur no cost if withdrawal or cancellation is received prior to the despatch of course materials. Requests for withdrawal or cancellation once course materials have been despatched and online access to the student portal has been issued will not qualify for any refund as the entire course content has been made available.

Organisations who wish to cancel an in-house course will incur a financial penalty equal to any costs which have been committed such as mobilisation or venue fees.

### Reprinting of a Certificate and transcript

A copy of each Certificate and transcript is scanned and is stored. An administration fee of \$25.00 is applicable for reprinting and postage of a Certificate and transcript in the event of loss or damage to the original. There is no fee for forwarding of the electronic version.

### Payment Schedule for RPL

The following costs apply to requests for Recognition of Prior Learning (RPL) for Absorb Accredited courses:

- Preliminary Review. Review of relevant qualifications, statements of attainment, transcripts and resume. Free of Charge.
- Initial Assessment of Section B – Candidate Information and Application Form as per the Accredited Course RPL Kit, Gathering, and review of information supplied from the candidate, including supporting documentation, against the requirements of the qualification - \$500.00.
- Formal conduct of RPL evaluation - Completion of the remaining sections of the RPL kit. Detailed review of information supplied by the candidate and mapping against the requirements of the course. Undertaking of competency conversations between the assessor and the student to determine depth of knowledge against the requirements of the course. Identification of any areas where further training and assessment evidence is required (Gap training and assessment), cost to be calculated @ \$220.00 per hour.
- Implementation of Gap Training - Formal training is provided to the candidate to cover the knowledge gaps identified in the RPL Evaluation, - cost to be calculated @ \$220.00 per hour.
- Assessment of Gap Training - Additional assessments are completed by the candidate and assessed by the Assessor, to cover the skill and evidence gaps identified in the RPL Evaluation, - cost to be calculated @ \$220.00 per hour.