



DOMESTIC STUDENT HANDBOOK

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Welcome to KCA Education

Welcome to the first day of your future.

At KCA Education (KCA), we believe that today's learners are tomorrow's leaders. Vocational education plays a critical role in building a strong, healthy economy by equipping people with the skills they need to succeed.

KCA is the trading name of our Registered Training Organisation, Learning Lab Pty Ltd (RTO Code: 91341). It delivers in-demand qualifications highly relevant to industry, ensuring our students can reach their full potential. By delivering each course through the KCA Education experience, we can ensure that we support our students on their education journey.

In this handbook, we not only wish to welcome you to KCA Education and to bid you all the best for a successful qualification and training program, but to make you aware of how we work, how we can and will interact with you, and what we require from you to get the most out of your course.

Whether you are attending classes at one of our campus locations nationwide, in a virtual online class, in your own workplace, or in an employer's or agency training facility, or self-paced online, you are training with KCA Education, and that means getting a great start.

We look forward to supporting you through this journey and becoming a leader of tomorrow.

Best wishes,

Alexandra Sella
Principal Executive Officer
KCA Education

About KCA Education

At KCA Education, we believe in creating better lives and livelihoods, and firmly believe that today's learners are the leaders of tomorrow. We are:

- KCA Education is the trading name of Learning Lab Pty Ltd; our [Registered Training Organisation \(RTO\)](#) no 91341 has been registered since 2007 and regulated nationally by the Australian Skills Quality Authority ([ASQA](#)).
- Learning Lab Pty Ltd is a [Skills Assured supplier](#) (QLD Government funding available to eligible applicants).
- KCA Education is also registered with the Commonwealth Register of Institutions and Courses for Overseas Students ([CRICOS-Provider Code: 03576B](#)) for delivery to international students.
- Our trainers are industry-experienced and fully qualified to train and assess in their respective fields.
- We offer Nationally Recognised Qualifications in accordance with our scope of registration.
- We offer flexible learning options and are committed to a positive learning experience.

Our Core Values

RESPECT	Everyone is unique and valued
INTEGRITY	Always do the right thing
BELIEF	We can make a difference

If you need help or further information regarding your assessment, KCA Education resources or more general questions, please use the following contact options.

KCA Contact Details:

Phone	1300 854 011
Enquiries	International: cso@kca.edu.au Domestic: gld@kca.edu.au
Web Address	www.kca.edu.au
Business Address	Sydney: Level 3, 10 Quay Street, Haymarket Brisbane: 30 McKenchie Drive, Eight-Mile Plains QLD 4113
Postal Address	As above

Using the Student Handbook

This handbook contains very important information about studying with KCA Education, and we strongly encourage you to read it carefully before commencing your course.

The Student Handbook will help you get the most out of your course with us. There is a range of information covered here, including summaries of our policies and procedures, the student code of conduct, and contact information for assistance, complaints, and appeals processes.

It is our determined objective to make your studies enjoyable, productive and successful. Please [contact us](#) if you have any questions, concerns, or issues whatsoever.

Student Support

KCA Education is committed to identifying and responding to student needs to support wellbeing, participation, and successful progression in accordance with the 2025 Standards for Registered Training Organisations (RTOs). KCA Education is also committed to providing an inclusive, safe and supportive learning environment for all students. We aim to ensure that every student has access to the support they need to successfully participate in training, progress in their studies, and achieve their learning goals.

From enrolment through to course completion, students can access support from our Trainers and Assessors, the Administration team, and the Training Coordinator. These staff members are available to assist with academic enquiries, training and assessment guidance, and general student support, and they will proactively engage with students who may be at risk of not completing their training.

KCA Education identifies individual learner support needs at multiple stages, including during pre-enrolment, enrolment, and throughout the training lifecycle. This includes the use of Language, Literacy, Numeracy and Digital (LLND) assessments, enrolment declarations, and ongoing trainer observations. Where support needs are identified, appropriate strategies, adjustments, or referrals are implemented and documented.

We are eager to assist you and committed to your success. Support services may be provided directly by KCA Education or through referral to appropriate external services where required.

Here are some areas where we can provide support:

- Pre-enrolment questions or information.
- Study support and study skills assistance.
- Language, literacy, numeracy and digital (LLND) assistance or referrals to suitable programs.
- Disability support and other learners' processes to ensure your access and equity.
- Learning resource support, policies and procedures.
- Mediation services such as our SAP provider.
- Flexible scheduling and delivery of training and assessment.
- Counselling services or referrals to these services.
- Information and communications technology (ICT) support.
- Learning materials in alternative formats, for example, in large print.
- Learning and assessment programs contextualised to the workplace.
- Any other services that the RTO considers necessary to support learners to achieve competency.
- Guidance on career pathways after the completion of a qualification.

KCA Education provides reasonable adjustments to training and assessment for students with identified needs, while ensuring that the integrity of the training product and assessment outcomes is maintained. Adjustments are made in consultation with the student and are documented.

Student Assistance Program (SAP) and Student Welfare

KCA Education has launched the Student Assistance Program (SAP), a program dedicated to providing new and existing students with free and confidential counselling services to help with their mental health and well-being.

A Student Assistance Program (SAP) is a voluntary, confidential and complimentary counselling service provided by EapAssist for students of tertiary education providers. As a joint initiative with Access EAP, the program is aimed at helping students address an array of life challenges, ideally before they become distractions that affect home life as well as studies with KCA Education. To initially access up to three hours of telephone counselling from 9 am - 9 pm Monday - Saturday, go to the Booking Form at: www.eapassist.com.au/booking-form/ using the allocated Access Code: 0407086000 & the registered company name: KCA Education.

We understand that there is life outside of studying with KCA Education and want to make sure that all our students' mental health and well-being needs are being met. Through the Student Assistance Program, we facilitate our commitment to helping our students grow and be the best they can be when studying with us. Support services provided by KCA Education are generally free of charge; however, costs may apply for external referral services.

Common issues that students can receive assistance with include:

Personal issues	Anxiety
Work/Life effectiveness	Parenting
Relationship issues	Legal concerns
Gambling	Perinatal counselling
Trauma	Grief and loss
Depression	Financial concerns

All new and current students undertaking a course at KCA Education will have full access to SAP services. Students' confidentiality is strictly maintained in accordance with privacy legislation, and personal information is not disclosed to KCA Education without the student's consent, except where required by law.

For further information on SAP, please contact KCA Education on 1300 854 011.

In cases of emergency or where a student is at immediate risk, students are encouraged to contact emergency services (000) or access the national crisis support services such as Lifeline (13 11 14).

Additional Services

Mental Health and Crisis Support

Lifeline Australia

24/7 crisis support and suicide prevention.

13 11 14

www.lifeline.org.au

Beyond Blue

Support for anxiety, depression, and mental wellbeing.

1300 22 4636

www.beyondblue.org.au

Headspace

Mental health and wellbeing services for young people aged 12–25.

03 9027 0100

www.headspace.org.au

Suicide Callback Service

24/7 support for people at risk of suicide.

1300 659 467

www.suicidecallbackservice.org.au

1800RESPECT

National sexual assault, domestic and family violence service.

1800 737 732

www.1800respect.org.au

MindSpot

Free digital mental health assessments and online treatment courses.

1800 61 44 34

www.mindspot.org.au

SANE Australia

Support for complex mental health issues and carers.

1800 187 263

www.sane.org

R U, OK?

Promotes mental health awareness through meaningful conversations, especially in regional and remote areas.

www.ruok.org.au

Momentum

A free online self-help platform for children and adolescents aged 7 to 17, addressing issues like anxiety, depression, and sleep difficulties.

www.momentumhub.org.au

Kids Helpline

24/7 free, private, and confidential phone and online counselling service for young people aged 5 to 25.

1800 55 1800

www.kidshelpline.com.au

Health and Aged Care Australia

MensLine Australia

Free professional support for men, available 24/7 across Australia.

1300 789 978

www.mensline.org.au

ReachOut Australia

Online mental health support for young people aged 14–25.

www.reachout.com

Butterfly Foundation

National eating-disorder helplines provide phone, email & webchat support.

1800 33 4673

www.butterfly.org.au

Blue Knot Foundation

Counselling & advocacy for adult survivors of complex trauma.

1300 657 380

www.blueknot.org.au

GriefLine

Free grief-and-loss telephone counselling.

1300 845 745

www.griefline.org.au

General Health and Wellbeing

Healthdirect

Government-funded health advice and information.

1800 022 222

www.healthdirect.gov.au

QLife

National LGBTI peer support and referral service.

1800 184 527

www.qlife.org.au

Head to Health

Digital mental health resources provided by the Australian Government.

1800 022 222

www.headtohealth.gov.au

Student Wellbeing Hub

Provides age-appropriate information and resources to support student wellbeing and safety.

<https://studentwellbeinghub.edu.au/>

ASK Wellbeing

Offers student wellbeing services through the National Student Wellbeing Program in NSW and QLD.

1300 513 088

<https://askwellbeing.au>

Alcohol and Drug Support

Alcohol and Drug Foundation

Education and support services for substance use.

1800 250 015

www.adf.org.au

National Alcohol and Other Drug Hotline.

Confidential support for alcohol and other drug issues.

1800 250 015

<https://adf.org.au>

Counselling Online

Free and confidential online service providing support for people affected by alcohol or drug use across Australia.

<https://www.counsellingonline.org.au>

Family Drug Support

Offers support for families dealing with drug and alcohol issues, including a 24/7 support line.

1300 368 186

<https://www.fds.org.au>

Youth Support and Advocacy Service (YSAS)

Provides youth-specific alcohol and other drug treatment services across Victoria.

(03) 9415 8881

www.ysas.org.au

Digital Wellbeing Tools for Students

MindSpot

Free online courses and assessments for anxiety, depression, and stress.

1800 61 44 34

www.mindspot.org.au

This Way Up

Evidence-based online mental health programs (free for students with GP referral).

02 8382 1437

www.thiswayup.org.au

Culturally Inclusive Support

13YARN

24/7 crisis support by Aboriginal and Torres Strait Islander people for Indigenous Australians.

13 92 76

<https://www.13yarn.org.au>

QLife

Support for LGBTQIA+ students, including peer support via phone and webchat.

1800 184 527

www.qlife.org.au

Multicultural Australia

Supports culturally and linguistically diverse communities through culturally safe, respectful, and inclusive services.

07 3337 5400

<https://www.multiculturalaustralia.org.au>

Embrace Multicultural Mental Health

Provides a national platform for Australian mental health services and multicultural communities to access resources and services.

131 450

<https://embracementalhealth.org.au>

Youth Off the Streets – First Nations Cultural Support Services

Offers culturally appropriate referrals and support services for First Nations young people.

02 9330 3500

<https://youthoffthestreets.com.au/get-support/cultural-support>

Study and Career Support

Study Australia Support Hub

Central hub for international students with information on living, studying, working, and support services.

www.studyaustralia.gov.au

JobAccess

Support for students with disability, including workplace adjustments and services.

1800 464 800

www.jobaccess.gov.au

StudyAssist

Information on financial assistance for VET students.

www.studyassist.gov.au

SYC – Success and Wellbeing Services

Provides one-on-one support services for individuals facing challenges with their studies.

Year13

Helps young Australians navigate life after school with resources on careers, study options, gap years, apprenticeships, and financial literacy.

www.year13.com.au

MTC Australia

Youth Employment and Education Programs. Offers programs to help young people gain skills for education, employment, and entrepreneurship.

1300 232 663

www.mtcaustralia.com.au/youth

Myfuture

Australia's national online career-information service.

www.myfuture.edu.au

Employment and Skills Support

Headspace – Work and Study Support

Provides work and study support for young people, helping them achieve their goals and build skills.

03 9027 0100

<https://headspace.org.au>

Students Employment Services Pty Ltd

Offers job search assistance and career advice for students and graduates.

(No phone number listed)

<https://studentemploymentservices.com.au>

Sonder – Employment Support for Young People

Provides guidance and support for young people seeking employment or study opportunities.

08 8209 0700

<https://sonder.net.au>

KCA Dedicated Student Care and Assistance

Our Student Support team is dedicated to ensuring that any questions you have regarding your course are answered and addressed effectively and efficiently. You can contact our Student Support team through:

Phone - 1300 854 011

This contact number is available to students between 8:30 am and 5:00 pm AEST. The purpose is to provide students with support alongside their Trainer and Assessor. By calling student support, you will immediately speak with support staff and have your enquiry attended to. All phone calls to this hotline are recorded for quality and coaching purposes. Please note: The student support team DO NOT answer academic-based questions; students can contact a Trainer or Assessor for this additional support.

Student Support Email – NSW: csso@kca.edu.au or QLD: qld@kca.edu.au

If you have an enquiry outside of our Student Support Hotline hours or are unable to give us a call, you can send us an email. Student Support will respond to your email within 2 business days.

Campus support officers

Our campuses have dedicated Campus Support Officers who are available to provide students with face-to-face support. Ask at the reception desk for a Campus Support Officer.

Where the Student Support team cannot resolve a student enquiry or issue, it will be escalated to the appropriate person.

Student Surveys

In the interest of continually seeking to improve the quality of our service, you may be asked from time to time to complete an Evaluation Form or Survey. This may occur during and at the end of your course. Please be assured that completed Evaluation Forms or Surveys remain confidential and are used only to improve the quality of our service. Your employer (if applicable) may also be sent an Evaluation Form or Survey to complete.

We welcome comments that might help us to improve our services, products, and processes at any time.

Feedback collected through surveys is reviewed and analysed as part of KCA Education's continuous improvement processes, and outcomes may inform changes to training, assessment, and student support services.

Drug and Alcohol Abuse Assistance

The use and abuse of alcohol and other drugs can impact health, workplaces, resources, families and communities. If students are experiencing problems associated with drug and alcohol abuse, information, counselling and other assistance is available through The Alcohol and Other Drugs Council of Australia help lines: **National Alcohol and Other Drug Hotline Confidential support for alcohol and other drug issues - 1800 250 015** - <https://adf.org.au>. Please refer to any other support lines in the previously provided list.

Support Services

We currently offer support in:

Pre-Program interviews	Training premises are accessible to people with disabilities
Flexible Learning Options	Web-site information
One-on-one tutoring	Training needs analysis
Alternative assessment strategies	Other support is required
Recognition of Prior Learning (RPL)	

Welfare and Guidance Services

We will endeavour to provide welfare and guidance to all students/course participants wherever possible. This may include:

Workplace Health and Safety	Provision for special cultural and religious needs; and
Review of payment schedules when requested	Provision for special dietary needs. (If meals are included)
Learning pathways and possible RPL & RCC opportunities	Provision for special learning needs
Recognition of Prior Learning (RPL)	

Your Enrolment

Student Selection

KCA Education conducts a course suitability assessment before enrolment to ensure that the training product is appropriate for the learner's needs, existing skills, and career goals.

KCA Education's consideration of offering a training place will take into account various factors when deciding upon which student will be offered a place in a program. Various courses at KCA Education may include additional selection criteria; however, the common selection criteria adopted by us are:

- The ability and commitment of the student to complete the course.
- Qualification and/or Course requirements.
- Positive Working with Children/vulnerable people check, National Police Check; and
- Language, Literacy and Numeracy & Digital skills requirements.

Pre-Enrolment Information

KCA Education ensures that prospective students are given sufficient information before enrolment to enable them to make an informed decision about their course. We are committed to providing clear and transparent information regarding our training programs, services, and the responsibilities of students.

Before enrolment, KCA Education ensures that prospective students are provided with sufficient information to make an informed decision about their course. This includes access to relevant policies and procedures, including the Student Handbook, Fees and Refund Policy, and Complaints and Appeals Policy.

KCA Education will ensure that prospective students are provided with:

- Details of the Registered Training Organisation (RTO).
- Information about the qualifications, course structure, and delivery mode (e.g. online, virtual classroom, or face-to-face).
- Entry requirements, including any prerequisites or mandatory checks (e.g. police check, Working with Children Check, LLND requirements).
- Course suitability advice before enrolment.
- Information on fees, payment options, and any additional costs.
- Information on Recognition of Prior Learning (RPL) and Credit Transfer (CT).
- Information about available support services.
- Information on funding eligibility and associated course fees (if applicable).

Students are encouraged to review all information provided and seek clarification before proceeding with enrolment.

The Unique Student Identifier (USI)

A USI is your individual education number for life. A USI is an online record of your Vocational Education and Training (VET) and Higher Education undertaken in Australia. Introduced in 2015, the USI initiative is supported by the *Student Identifiers Act 2014*. Under the legislation, an education or training provider must not issue a statement of attainment or qualification unless the student has been assigned a USI or is exempt under the Act. If you are studying nationally recognised training in Australia, you are required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript) before enrolling. One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcripts) throughout their lives. You can access your USI account online from your computer, tablet or smartphone anytime. It's free and easy to create your own USI and will only take a few minutes of your time. Alternatively, we can create your USI for you. To do this, we will need your consent to some additional identification information from you, such as your driver's license number. Our enrolment process will clarify what you need to know.

IMPORTANT: When you create your USI, enter your details exactly as they appear on your form of ID.

Student Information for the USI Fact Sheets is available to download from <https://www.usi.gov.au/students>.

Language, Literacy and Numeracy & Digital Literacy

Language, Literacy and Numeracy (LLND) skills are important to the success in the course you have chosen. In each course, every student/course participant has the opportunity to further develop their skills in these important areas and apply them to their own work.

During enrolment, an assessment of your LLND skills will be conducted before Enrolment to assess your ability in the core skills of learning, writing, reading, oral communication, numeracy and digital literacy. Your enrolment will not be finalised until we have initially assessed your skills. The process is as follows:

1. Before course commencement, you will be given access to our LLND system or documentation to complete an LLND quiz to identify any potential LLND concerns that may inhibit you from completing your course.
2. Once you have completed the LLND, your results will be saved for course commencement. All results are reviewed by qualified staff to determine whether the student meets the required skill levels for the course.
3. Your Trainer and Assessor will then determine if there are any areas in which you require assistance. If you and your Trainer and Assessor determine you require extra internal support, you may be provided with contact details of an external organisation to improve your Language, Literacy, Numeracy and Digital Skills where required.
4. Based on the outcome, one of the following actions will occur:
 - The student proceeds with the course without additional support.
 - The student proceeds with identified support strategies.
 - The student is advised of alternative course options if the course is not suitable.

Based on the level of support identified in the Assessment, and/or subsequent Training, students may be supported by the Trainer and Assessor during the Training and /or be referred to a Government agency(s) or a specialist Registered Training Organisations who can assist in Workplace English Language and Literacy (WELL) program, Adult Migrant English Program (AMEP) and Language, Literacy and Numeracy Program (LLND).

Where required, reasonable adjustments will be applied to training and assessment to support student needs, while maintaining the integrity of the training product. Where additional support is required, KCA Education may provide referrals to suitable external support services.

Below are the links to some of the relevant Government agencies:

1. Department of Education, Skills and Employment <https://www.dese.gov.au/>
2. Centrelink www.humanservices.gov.au
3. Department of Immigration and Citizenship www.immi.gov.au/amep/
4. Reading and Writing Hotline Telephone: 1300 655 506 Website: info@literacyline.edu.au

Recognition of Prior Learning (RPL) and Credit Transfer (CT)

Credit Transfer (CT)

Credit transfer is training credit for a unit of competency or module previously completed by a student. Credit transfers are essentially administrative processes. These are not formal enrolments in the normal sense, because they involve neither delivery nor assessment of the student's knowledge. KCA Education will not require students to repeat any unit or module in which they have already been deemed competent, provided that the unit is equivalent. When applying for a credit transfer, the applicant must attach a certified copy of the previous qualification, including a transcript of the course which cites the exact unit of competency they are applying for. No fees will apply to this. In some cases, licensing or regulatory requirements may prevent a unit from being awarded through a credit process.

If you would like to apply for Credit Transfer, please complete the Credit Transfer Application Form available through your LMS, attach a copy of your qualification (Certificate and Transcript, or Statement of Attainment), and submit it. Alternatively, please contact our office, and our friendly staff will explain the process further.

Example: A forklift driver is applying for one unit credit transfer for the unit TLILIC0003 Licence to operate a forklift truck as part of the Certificate III in Warehousing Operations. The student needs to present the original Certificate/Academic Transcript/Statement of Attainment listing the unit to be credited. This will be copied, and a declaration will be noted on it stating the original has been sighted.

Recognition of qualifications issued by other RTOs

KCA Education recognises Qualifications and Statements of Attainment issued by other RTOs under the Australian Qualifications Framework (AQF). You may use Qualifications and Statements of Attainment to gain credit towards programs offered by KCA Education.

Before providing credit based on a qualification, Statement of Attainment, or record of results, KCA Education will need to authenticate the information by verifying the Qualifications, Statements of Attainment, or Transcripts with the issuing RTO/ training organisation.

Recognition of Prior Learning (RPL)

RPL is an assessment process that assesses an individual's formal, non-formal and informal learning (life experience) to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a VET qualification. By providing us with the evidence of skills, knowledge and experience, students can gain credit towards all or part of a relevant qualification. Forms of evidence may include a portfolio of evidence, third-party reports, oral questioning, practical tasks, etc.

Example: A person who has been working as a manager for several years has applied for RPL in order to obtain a Diploma of Management. A recognition assessment planning interview is set up between the candidate and the Trainer and Assessor. The purpose of this meeting is to:

- Help the candidate identify appropriate forms of evidence.
- Guide the candidate on the use of recognition tools.
- Inform the candidate about the assessment process.

You may apply for Recognition of Prior Learning for existing competencies which you have gained through previous studies and/or through life and work experience. Competency is demonstrated through a portfolio of evidence mapped against the qualification. Evidence must be valid, sufficient, authentic, and current to demonstrate competency.

KCA Education's RPL process is as follows:

1. Enquire about the process through your Trainer and Assessor or the nearest KCA Education office.
2. We will provide you with relevant information relating to the qualifications you're interested in and the recognition process.
3. Work with your assigned Trainer and Assessor to prepare a portfolio of evidence.
4. Pay the applicable RPL assessment fee.
5. Submit the portfolio for assessment.
6. Interview with your Trainer and Assessor.
7. Assessment and written report to the student.
8. Award of Qualification/SOA, or resubmission of evidence to your Trainer and Assessor.

RPL can be granted for units of competency and for complete qualifications.

For more information on recognition of Qualifications and Statements of Attainment issued by other RTOs, Credit Transfer and RPL, please contact the KCA Education Student Support Team via email NSW: cs@kca.edu.au or QLD: gld@kca.edu.au.

Enrolment Process

Stage 1: Pre-Enrolment

As part of the pre-enrolment process, KCA Education conducts a course suitability review with each prospective student. This may include an interview or discussion to confirm the student's goals, existing skills, entry requirements, support needs, and suitability for the training product before enrolment is accepted.

Prospective students are required to complete the online Student Application Form before the commencement of training. The Application Form collects all information required under the current AVETMISS standards and may also collect data required by the State Government Registered Body.

Students are required to produce the following

- Photo ID (i.e. Driver's License, Passport).
- If not a permanent resident, current passport and visa information.

Students are provided with access to relevant policies and procedures, including the Fees and Refund Policy, Complaints and Appeals Policy, and Student Handbook, prior to enrolment, which are all available on KCA's website.

Your Course Careers Advisor and our Admissions team will work with you to help you complete the online Application Form and ensure all necessary evidence has been attached.

This may include ensuring you:

- Have provided all necessary ID documents.
- Have a valid USI number.
- Have completed and submitted the application form.
- Have met the eligibility requirements.

Enrolment is only finalised once the student has reviewed all relevant information and has provided informed consent to proceed.

Stage 2: Enrolment

Before enrolment is finalised, KCA Education provides prospective students with clear information about course requirements, delivery mode, duration, assessment methods, fees, funding implications, refund arrangements, available support services, privacy, and any work placement, licensing or additional requirements relevant to the course.

Once all the above have been completed and approved, your enrolment will be processed by our administration staff. This part of the process involves:

- Receiving your classroom-based study details, if applicable.
- Being assigned to your Trainer and Assessor.

Enrolment will only proceed once all required documentation has been received and verified.

Stage 3: Post-Enrolment

Once your enrolment has been finalised, you will be contacted by our team to welcome you to your course. This will involve the following:

- Receiving a Welcome Call/Email: During this process, you can ask our team any questions/concerns you may have regarding your course.
- Access to the Learning Management System (if applicable).
- Information on how to access support services.
- Course commencement details.

Orientation

Before your first training session, you will receive:

- Course resource materials within the LMS.
- A full face-to-face orientation before your start day. An Orientation session is arranged for all students, unless they are studying via distance, in which case they are able to attend the Orientation online.

The Orientation program is designed to provide you with key information to familiarise yourself with KCA, your course, and support services. This includes:

- Understanding the information contained in the Student Handbook, including your rights as a student.
- Becoming familiar with the facilities, classes and resources.
- Meeting your Trainer and Assessor and additional support staff.
- Understanding your course timetable, class requirements and attendance expectations.
- Understanding your overall course assessment requirements, including work placement if applicable.
- Providing you with essential evacuation and emergency plan procedures, and safety protocols.
- Practical placements (if applicable) and associated assessment requirements.
- Discussing on-the-job training requirements for traineeships or flexible workplace-based learning modes.
- Outlining traineeship requirements if enrolled as part of a traineeship.
- Knowing where to access more information, support services, and welfare assistance.

Nationally Recognised Training

Nationally Recognised Training (NRT) is training that leads to the award of vocational qualifications in accordance with the Australian Qualifications Framework (AQF), recognised across Australia. Training Organisations must be registered to deliver Nationally Recognised Training.

Each student will be informed of the relevant Training Package and AQF level of their qualification prior to enrolment. All Assessments undertaken in relation to any nationally recognised training course by KCA comply with Training Package requirements and may include observation, oral and written questioning, project work and both individual and group work tasks and workplace-based assessment tasks.

Your KCA Trainer and Assessor will inform you about:

- How and when Assessments will occur for your course.
- Assessment expectations, methods, and submission requirements.
- Support options if additional assistance is required.

All assessments are conducted to ensure **competency outcomes are valid, reliable, fair, and sufficient**, in line with 2025 Standards for RTOs and AQF requirements.

Your Learning Journey

Ensuring that your learning journey with KCA Education is as rewarding and as productive as possible is at the forefront of everything we do.

Studying with KCA Education requires many skills which you would be expected to be able to demonstrate in your role at work. For example, the ability and discipline to:

- Plan tasks.
- Prioritise tasks.
- Manage your time.
- Organise information logically and clearly.

KCA Education provides access to a range of support services to assist students in completing their course. Please refer to the Student Support section of this Handbook for further information.

Our Trainer and Assessors

Each student has an allocated Trainer and Assessor to assist and direct them throughout their studies. Your Trainer and Assessor is your first point of contact for questions regarding your assessments and course content. You will receive your Trainer and Assessors' contact details and be able to contact them within business hours.

To deliver nationally recognised training, our Trainer and Assessors must meet rigorous criteria of competency checks as per the following criteria.

- Hold the Certificate IV in Training and Assessment (TAE40116) or its successor, or an equivalent qualification as specified by the Standards for RTOs; and the Credential Policy.
- Must be able to demonstrate industry competencies, skills and knowledge relevant to and at least the training product being delivered.
- Be able to demonstrate how they are continuing to develop their VET knowledge and skills, as well as maintaining their industry currency and Trainer and Assessor competency.
- KCA Education ensures all trainers and assessors undertake ongoing professional development and maintain current industry skills and knowledge relevant to the training products they deliver.

Flexible Learning

Flexible learning and assessment procedures form part of the delivery and assessment strategies adopted and implemented by KCA Education. We customise our learning resources to meet the specific needs of all our students, ensuring a flexible learning process.

Depending on the degree of flexibility involved, additional fees may be incurred, but in such an instance, you will be made aware of this and the circumstances requiring any such charges will be documented with you and agreed to.

You may have the option to study through the following delivery modes (depending on the course):

- Classroom-based and virtual classroom-based: Face-to-face learning in the classroom, with online learning and assessment materials.
- Online: Online Learning and Assessment materials.
- Workplace: Face-to-face learning in the workplace, with online learning and assessment materials.

Please discuss your delivery and assessment requirements with your KCA Education Trainer and Assessor, and, where possible, alternate delivery/assessment strategies can be provided, which may include components of on-the-job, off-the-job, assignments, distance education and e-learning. Online Learners' Guides and course support material are available for all units.

KCA Education is committed to providing reasonable adjustments to training and assessment to support individual learner needs, including language, literacy, numeracy and digital support, where required.

Attendance

KCA Education expects students to attend all scheduled training sessions or visits. Non-attendance will impact your ability to complete assessments and/or the course successfully. Student attendance and progression are recorded and monitored for all courses to ensure timely course completion and to identify where additional support may be required.

Students are obliged to notify their Trainer and Assessor if they know that they are going to be absent from any session or visit, or to call KCA Education to advise course administration staff.

In the unlikely event that KCA Education is compelled to postpone a course/training session, then our administration staff will contact the students/course participants/clients as soon as practicable, either by phone or text message and by email (if available), to advise of any change and the circumstances requiring it.

For government-funded students - attendance and participation requirements may impact ongoing eligibility and course progression.

Rights and Responsibilities

Every student has the right to be treated fairly and equitably. Students also have a responsibility to respect the rights of others, including fellow students, staff and representatives of KCA Education, as well as contractors.

KCA Education is committed to providing a safe, respectful and inclusive learning environment where no student is placed in a situation that compromises their dignity, wellbeing or safety.

Discrimination, harassment, bullying or vilification of any kind, including race, religion, antisemitism or any other form of ethno-religious hatred, culture, gender, sexual orientation or any other protected attribute, is not tolerated at KCA Education. Such behaviour is unacceptable and may create an offensive, intimidating or hostile environment, and is contrary to the educational and operational policies of KCA Education.

Every Student of KCA Education is encouraged to be sensitive to and towards their training environment, their student cohort, their Trainer and Assessors, people working within KCA Education and with whom they may have contact. Misconduct as such may lead to the suspension and/or cancellation of the students' studies.

KCA Education and our personnel and representatives will go out of our way to respect, uphold and protect your rights, and we expect no less from you in return.

Your Rights

All students have the right to:

- Expect the education and training they receive will be of a quality consistent with the 2025 Standards for RTOs, and contractual requirements by relevant state funding guidelines.

- Be informed about personal information that is collected about them and the right to review and correct that information.
- Access to a provider's consumer protection complaints system.
- Be provided with clear and accurate information about courses, fees, and outcomes before enrolment.
- Receive training, assessment and support services that meet their individual needs.
- Access support services, including language, literacy, numeracy and digital assistance, where required.
- Provide feedback and make complaints or appeals without fear of disadvantage.
- Have their personal information protected in accordance with privacy legislation.
- Receive AQF certification documentation in accordance with regulatory requirements.

Your Responsibilities

All students have responsibilities, including but not limited to:

- Provide accurate information to the provider.
- Behave responsibly and ethically.
- Participate actively in training and assessment activities.
- Complete assessments within required timeframes.
- Treat others with respect and not engage in bullying, harassment or discrimination.
- Follow all policies and procedures of KCA Education.
- Maintain academic integrity (no plagiarism or cheating).

Our Responsibilities

Employers must provide appropriate supervision, facilities, workplace opportunities and support to enable the student to develop and demonstrate workplace competency in accordance with the Training Plan.

All providers have obligations, including but not limited to:

- Provide the training and support necessary to allow the student to achieve competency.
- Provide quality training and assessment experience for all students.
- Provide a clear and accessible feedback and consumer protection system.
- Maintain information and provide feedback.
- Provide any additional support or reasonable adjustment required during training, such as assistance with literacy, numeracy or digital literacy or other special needs that you may have.
- Provide you with all learning and assessment resources.
- Assist in identifying current skills and knowledge and arrange any recognition of prior learning and credit transfer towards any qualification.
- Provide all students with the right to work and learn in a positive and engaging environment free of discrimination, antisemitism or any form of ethno-religious hatred or harassment.
- Report training activity and progress as required by government funding and regulatory bodies.
- Protect your personal information in accordance with privacy laws.

Access and Equity

KCA Education provides equal opportunity and affirmative action in employment and education. All of our personnel have a responsibility to uphold and maintain the highest possible standards of access and equity for all learners and clients. All staff are required to act in accordance with our Code of Practice, and all students/course participants/learners and clients are made aware of their rights and responsibilities through this student handbook. We recognise the principles of access and equity and the rights of all people to be treated in a fair and equitable manner. KCA Education undertakes to ensure all students and employees are treated equitably and are not subject to discrimination or harassment.

KCA Education also ensures that people who make complaints are not victimised in any way. KCA Education strives to provide full and equal participation for all students and staff and to foster a learning and working environment which values diversity, encourages acceptance, is free of discrimination and free of harassment.

Outcomes for priority student groups, such as First Nations learners, students with disability and learners from culturally and linguistically diverse backgrounds, will be reviewed as part of KCA's quality assurance processes. KCA Education will make reasonable adjustments to training and assessment to support individual learners' needs where required.

Consumer Protection

Students as consumers play an important role in promoting quality training. This is why it is important for you as a student to know your rights when undertaking training and how to provide us with feedback to help resolve any issues you may have.

Student Code of Conduct

This Student Code of Conduct outlines the expected standards of behaviour for all students enrolled with KCA Education (KCA). The Code supports a safe, inclusive, respectful, and productive learning environment and reflects KCA's commitment to delivering quality training and assessment outcomes in accordance with the 2025 Standards for RTOs and/or its successor.

This Code aims to:

- Promote respectful and professional behaviour.
- Protect the rights, safety, and well-being of all learners and staff.
- Support academic integrity and quality learning outcomes.
- Ensure fair, transparent, and proportionate management of student conduct.

This Code of Conduct applies to all students:

- While attending training and assessment at KCA premises or third-party delivery sites (including workplaces and industry placements).
- During online learning, virtual classrooms, assessments, and digital engagement.
- When participating in RTO-related activities, events, or communications.
- When using KCA systems, facilities, equipment, and digital platforms.

Guiding Principles

Students are expected to conduct themselves in accordance with the following principles:

Integrity

Act honestly and ethically in all learning and assessment activities, including maintaining academic integrity and providing genuine evidence of competence.

Respect

Treat all individuals with dignity, fairness, and courtesy, regardless of background, identity, or beliefs, and contribute to an inclusive learning environment free from discrimination, bullying, or harassment.

Responsibility

Take responsibility for learning progress, attendance, participation, and compliance with course, safety, and assessment requirements.

Professionalism

Behave in a manner consistent with workplace expectations, including appropriate communication, conduct, presentation, and adherence to reasonable instructions.

Standards of Conduct

Academic Integrity and Learning Engagement

Students must:

- Submit assessment work that is their own, original, and authentic.
- Not engage in plagiarism, cheating, collusion, contract cheating, or falsification of evidence.
- Appropriately acknowledge and reference external sources or authorised collaboration.
- Use digital tools (including AI-assisted tools) ethically and in accordance with assessment requirements and KCA Policies.
- Attend scheduled training and assessment activities and meet course participation requirements.
- Submit assessments by agreed-upon due dates or approved extensions.

Respect, Inclusion, and Communication

Students must:

- Treat staff, students, visitors, and industry partners with respect and courtesy.
- Refrain from discriminatory, harassing, bullying, intimidating, or victimising behaviour, including cyberbullying.
- Communicate respectfully in all forms (verbal, written, and digital).
- Use inclusive and non-offensive language and respect cultural diversity.

Furthermore, students must:

- Comply with all Work Health and Safety (WHS) requirements and KCA safety procedures.
- Follow instructions related to safe work practices, including the use of Personal Protective Equipment (PPE).
- Immediately report hazards, injuries, or unsafe conditions to staff.
- Not attend training, assessment, or work placement while under the influence of alcohol, illegal drugs, or substances that may impair safety.
- Refrain from violence, threats, aggressive behaviour, or conduct that may endanger others.

Use of Property, Facilities, and Resources

Students must:

- Use Training Formation facilities, equipment, learning resources, and digital systems responsibly and for their intended purpose.
- Not damage, misuse, steal, or interfere with KCA Education property or the property of others.
- Comply with relevant laws, policies, and reasonable directions when at KCA Education or third-party facilities.

Breaches of the Code and Disciplinary Action

Any alleged breach of this Code will be managed fairly, consistently, and in accordance with principles of procedural fairness and natural justice, under Formation's Student Discipline and Misconduct Procedure.

Breach Management Process

Where a breach is alleged:

- The matter will be investigated by an authorised staff member.
- The student will be informed of the concerns and provided a reasonable opportunity to respond.
- The student may have a support person present during formal meetings.
- Decisions will be evidence-based, proportionate to the nature and risk of the behaviour, and documented.

Possible Disciplinary Outcomes

Depending on the severity and circumstances, outcomes may include:

- Verbal or written warnings.
- Requirement to undertake counselling, well-being support, or behavioural improvement actions.
- Requirement to resubmit assessment or complete remedial activities (for academic misconduct).
- Temporary suspension from classes, training activities, or premises (including immediate suspension where required to manage safety risk, pending investigation).
- Cancellation of enrolment in serious or repeated cases.
- Referral to external authorities (e.g. police) where required.

Appeals

Students have the right to appeal disciplinary decisions in accordance with Training Formation's Complaints and Appeals Policy. Appeals will be handled independently, fairly, and without victimisation.

Student Support

KCA's Training recognises that behavioural issues may arise due to personal, academic, or well-being challenges.

Where appropriate, students may be supported through:

- Referral to internal or external support services.
- Reasonable adjustments.
- Early intervention strategies to support successful course completion.

Examples of Misconduct

The following examples outline behaviours that may lead to disciplinary action:

Academic Integrity

Academic misconduct, including plagiarism, copying, copyright infringement, cheating, or submitting work that is not your own composition or that is substantially derived from another source, is not accepted. This includes the use of generative AI such as ChatGPT, Microsoft Copilot, and Google Gemini, which forms any substantial part of an assessment artifact submission. To clarify, AI content, influence, or composition must not form any substantial part of your submitted assessment. Any content influenced or derived from AI must be properly referenced and will not form part of the assessment's overall word count (which is standard for any referenced material) used in the assessment submission.

Attendance and Participation

- Continued lateness, inadequate personal hygiene, or inappropriate attire for class or work placement.
- Failure to attend the required number of either online or in-person classes or work placement hours to achieve sufficient learning outcomes or meet the nominal hours required as per the Training Package and/or requirements of funding arrangements.

Substance Use and Safety

- Being affected by alcohol, illicit drugs, or impairing medication during or immediately before class or work placement.
- Smoking, vaping, or the use of prohibited or illegal substances in work placement facilities or at KCA Education premises.

Behaviour and Respect

- Inappropriate, offensive, or disruptive behaviour in class, at a work placement facility, or other public spaces. This includes abusive conduct, actions, verbal abuse, or hostile conduct.
- Any behaviour, action, or inaction that disrupts the learning of other students unnecessarily.
- Physical assault, neglect, or any act (or perceived act) that causes, or could cause, harm, threat, or offence to others or animals.
- Discriminatory, bullying, harassing, or criminal behaviour.

Property and Legal Compliance

- Actions or inactions causing damage, loss, or risk to equipment, facilities, resources, or personal property, including misuse of safety systems or emergency services.
- Theft or unauthorised use of any property at KCA Education or work placement locations.
- Possession or use of weapons or dangerous articles.
- Not adhering to health, safety, and relevant local, state, and national laws or any reasonable instructions or directives from work placement staff, KCA Education staff, or authorities.

Students will be instantly dismissed from training as a result of

- Attending classes/industry placement or training sessions as a trainee under the influence of drugs or alcohol.
- Any violence or perceived violence to staff or other clients.
- Deliberate or willful damage to property.
- Theft of items from other clients, staff, the training Centre, or any workplace accessed for Industry Placement.

Inclusion and Communication Expectations

KCA Education values and respects the beliefs and cultures of all individuals. Students are expected to demonstrate tolerance towards the views of others and to communicate using inclusive, non-gender-specific language.

Discriminatory and judgmental statements should be avoided, and non-gender-specific language should be used in all assessments. Where conduct does not meet these expectations, students may discuss concerns with their Trainer / Assessor. If the matter remains unresolved, it will be escalated to the Training Coordinator, and if necessary, to the Training Manager or General Manager. Disruptive behaviour or inappropriate language may lead to a verbal warning or a request to leave the class or campus.

Studying Online

To participate in online learning, students must have access to a reliable internet connection, a suitable device (e.g. laptop or tablet), and basic digital literacy skills.

Participants enrolled in online education bring to their studies widely different skills, experiences, motivations and goals. The amount of time people require to complete the program varies considerably.

We recommend you prepare a plan in which you allow time for scheduled events, such as holidays, and also allow time for contingencies. Don't let your assessments build up. Time management is essential for productive online learning. The time you require to understand and apply the topic will vary depending on your present experience and skills.

Please note that not all competencies or qualifications are available through the online delivery mode. Please refer to our website at <https://www.kca.edu.au> before proceeding with an online learning option.

Online learning requires a high level of self-discipline and time management. Students should be prepared to dedicate sufficient time to complete their studies.

Privacy of Student Information

KCA Education takes the privacy of students' information very seriously and complies with all legislative requirements. These include the *Privacy Act 1988* and Australian Privacy Principles (effective from 12th March 2014).

Here's what you need to know:

- KCA Education will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, demographic information, and individual support needs your educational background. We will also retain records of your training activity and are required to do this in accordance with the *National Vocational Education and Training Regulator Act 2011*.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the application form and through your completion of administrative-related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets, which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server, which is secure. KCA Education takes reasonable steps to protect personal information from misuse, interference, loss, unauthorised access, modification or disclosure.
- KCA Education is required by the *National Vocational Education and Training Regulator Act 2011* to securely retain your personal details and AQF Certification records for a period of 30 years from the date your enrolment is completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research, State Governments under funding arrangements or the Australian Skills Quality Authority and other government agencies that request information. In all other cases, KCA Education will seek the written permission of the student for such disclosure. If you require your records to be accessed by people such as your parents, you need to authorise this access; otherwise, this access will be denied.
- KCA Education may also provide information to the participants' employer, where applicable, for training purposes only.
- You have the right to access information that KCA Education is retaining that relates to you. Further instructions are provided on how to access records within the section titled "Access to your records".

If you have concerns about how KCA Education is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act), you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>

Access to Personal Records

KCA Education ensures that all information and documents related to you are kept private and confidential. All records are retained in accordance with ASQA's General Direction on Retention of Records. Requests for access to personal records will be processed within a reasonable timeframe.

Before allowing access to personal records, KCA Education will confirm your identity by ensuring you have submitted:

- The access to the personal information form has been signed and submitted.
- A current copy of your photo ID.

If a third party is requesting information regarding your studies, KCA Education will ensure:

- The third party provides a signed release of personal information form. This form is provided by the organisation that acts as an agreement between the organisation and the student, allowing the organisation to access their records.

All forms will be saved to your file to ensure that only verified and approved documents and information are released. If you require access to your information in regard to your studies, please contact Student Support.

Electronic Equipment

The use of electronic devices must be appropriate and relevant to learning activities. Devices such as mobile phones should not disrupt training sessions.

Please note the following:

- Laptops or tablets are permitted to be used, provided they are relevant to the class.
- The use of a dictionary and calculator by students/course participants in any class is permitted.
- Students may connect their laptop or tablet device or any other portable device to the KCA Education Student Wi-Fi access point, where their class requires internet access.
- Students may not utilise the KCA Education Student Wi-Fi access points for non-course purposes, including but not limited to the download of movie or music files, or any other use deemed inappropriate by KCA Education staff. Where use of the KCA Education Wi-Fi access points is deemed to be improper or inappropriate, KCA Education will take necessary action, which could include counselling, verbal warning, written warning and/or removal from the course.
- Students will need to ask their Trainer and Assessor for access details.

Work Health and Safety (WHS)

KCA Education is committed to providing a safe and healthy workplace for all students/course participants, clients, employees, contractors and visitors and we adhere to all relevant government legislation. Individuals have a responsibility to take care of the health and safety of themselves and others and to comply with the company's Workplace Health and Safety policy and risk management procedures. In the interests of staff and student safety, our enrolled participants must ensure that their friends and family members, who are not themselves enrolled, do not attend training sessions facilitated by KCA Education. All accidents, near misses, unsafe working practices or conditions must be immediately reported to your Trainer and Assessor.

Expectations of students and employers (Traineeships)

The training delivered by KCA Education is competency-based, which means that students/course participants are assessed on the skills that they can demonstrate, the tasks that they can perform and any underpinning knowledge they have gained to effectively perform their work.

For traineeships, training and assessment are delivered in accordance with the agreed Training Plan. Students and employers must be familiar with the requirements outlined in the Training Plan and this Student Handbook.

KCA Education is to be notified of any changes in circumstances or problems that affect the ability of the student/course participant to complete the traineeship or course.

All parties must comply with the agreed Training Plan and traineeship obligations as outlined by the relevant State Training Authority.

The student is obliged to:

- Maintain regular contact with your Trainer and Assessor via face-to-face visits, phone or email to keep them informed of your progress.
- Gather a range of evidence as you progress through your Course.
- Complete the training and assessment tasks set for you and ensure you have the tasks completed as directed by the Trainer and Assessors and bring the tasks to the next session/visit.
- Seek feedback from your workplace supervisor (if applicable) and the Trainer and Assessor on your progress.
- Meet attendance and behaviour requirements and adhere to the Student Code of Conduct.
- Seek assistance if you are experiencing difficulties - refer to the section on Support Services.
- As a student/course participant, you are responsible for notifying your Trainer and Assessor if you are unable to keep an appointment with a minimum of 24 hours' notice.
- Participate in workplace training and apply learned skills in the workplace.
- Follow all workplace policies and procedures, including work health and safety requirements.

Employer Responsibilities for traineeships and on-the-job training

- Providing a safe working environment.
- The provision and delivery of instruction in the on-the-job training.
- Providing 'hands-on' experience and a full range of work and appropriate facilities for the learner to acquire the knowledge and skills needed to complete the traineeship/course.
- If you are on a traineeship, provide trainees with sufficient time for the purpose of undertaking formal training/learning/assessment activities and developing competencies aligned to work-based tasks (as per the Traineeship - Training Plan).
- The supervision, practice and support needed to develop skills.
- Co-ordinating workplace training and assessment so that it fits in with the learner's everyday work and their training.
- Liaising with the Trainer and Assessor regarding formal assessment times and methods.
- Signing the learner's training plan, assessment visit reports and supervisor reports.
- Retaining a copy of the Training Plan in the workplace and having this documentation available if a State Training Services training officer asks to see a copy.
- Support the student to achieve the outcomes of the Training Plan.
- Provide the student with adequate time during work hours to participate in training and assessment activities.
- Monitor the students' progress and provide feedback to both the students and KCA Education.
- Ensure the student is supervised by a suitably qualified or experienced person in the workplace.

Successful completion of a traineeship requires cooperation between the student, employer and KCA Education.

Your Assessment Process

Where possible, in relation to workplace-based education, Assessment tasks are designed for completion as work-based tasks, allowing students to apply their learning in their day-to-day work situations.

Vocational competency is defined as broad industry knowledge and experience, usually combined with a relevant industry qualification. A person who has vocational competency will be familiar with the content of the vocation and will have relevant current experience in the industry. Vocational competency must be considered on an industry-by-industry basis and with reference to any guidance provided in the relevant Training Package or Accredited Course.

In competency-based Assessment, you may be deemed as 'competent' or 'not yet competent'. If you are deemed 'not yet competent', additional support will be provided to help you to complete the particular unit and prepare for an additional Assessment event. Assessment in a Unit of Competency is made up of several tasks. You will need to complete and be found satisfactory in each task in order to fully complete the Unit of Competency and receive a Competent result.

Progression

Your progression through your chosen course will be monitored at all times. If you fall behind the benchmarked progress targets, your Trainer and Assessor will contact you to discuss any difficulties you are having and what support we can provide to assist you in maintaining your progress towards completing your training.

You will be considered to be making unsatisfactory course progression if you:

- Have not engaged in any learning or assessment activities for three consecutive months, and/or
- Fail to achieve competency in the same unit threetimes; or
- Do not complete your program of learning within the maximum course duration as specified in the course information provided in the relevant course outline, and on the website; or
- Are deemed to be an unsafe practitioner at any point during or following work placement/work experience.

If you are at risk of not making satisfactory course progression, you may be offered extra support through the implementation of an intervention strategy. The extra support may include one or more of the following:

- Learning support / Academic skilling
- Strategies identified by the LLND instrument completed by the student for the qualification they are enrolled in.
- Counselling
- Disability support
- IT support
- Academic program support

Your progression will be monitored based on your course results in relation to your progress and professional practice in relation to work placement/work experience. Primary consideration is given to academic progress and engagement, while support is available for students experiencing difficulties in line with KCA Education policies.

If you are having trouble, please don't wait to be identified as at risk of not progressing. Talk to your Trainer and Assessor about additional support that may be suitable for you or speak to the Student Support team.

How much time should I spend on my Assessments?

Depending on the level of the qualification you are studying, your Trainer and Assessor will use different criteria to assess your work. Generally, the higher your qualification is, the more time will be required to successfully achieve the qualification. The qualification is made up of assessments that comprise either one unit of competency or a cluster of competencies. Generally, participants enrolled in a qualification will be made aware of their course's schedule in advance, including the assessment due dates. KCA Education recommends participants work out a study plan, as time management is incredibly important. We fully appreciate that sometimes it's not all that easy to combine work, family and study. With employment-based learning, we recommend talking to your manager about study time and assessment due dates. Remember, your employer wants you to achieve qualifications and develop your skills – if you don't seek their understanding and support, then they can't help you.

What am I being asked to do?

The table below describes key assessment terms:

Term	Meaning
Analyse	Break the subject down into its parts and then consider each individually and/or the inter-relationships which exist between all or each of those parts.
Choose	Carefully consider, then pick one.
Comment	Make sound, logical and considered critical observations or comments about the subject.
Describe	Describe facts, processes and events. Do not attempt to explain, interpret or analyse them; be objective.
Discuss	Examine both sides of the concept or theory, for and against. Back up with examples of what happens in your workplace. Or use the "strengths and weaknesses" format to do so.
Explain	In your own words, clearly describe the details/facts of the scenario or concept by using relevant workplace examples.
List	Make a dot point list of items, one after another.
Outline	A snapshot or an overview that covers the broad points, but without going into too much detail.
Review	Re-examine, analyse and comment briefly, in an organised sequence and in an objective manner, on the major points of an issue.
State	In your own words, clearly and objectively.

Participant Responsibilities

The integrity of KCA Education's qualifications is maintained by the rigorous application of assessment principles. It is the responsibility of participants, their manager and/ or Learning and Development person to ensure they meet specified course requirements in order to achieve the desired qualification. Prospective participants can obtain a copy of these requirements before enrolment.

We offer assistance from our qualified staff wherever we possibly can, and they can assist participants with advice and support throughout their program of study. It is essential that participants have the ability to work independently in preparation for assessment tasks.

Pressures of work and business commitments cannot be taken into consideration in the marking of the assessment, and therefore, when attending face-to-face programs at KCA Education, participants should aim to maintain a minimum of 80% classroom attendance.

It is highly recommended that you always keep a copy of your assessments in case your work is lost in transit.

WHAT WILL THE TRAINER AND ASSESSOR BE LOOKING FOR?

This depends on the level of your qualification. Use the table below as a reference to guide you with your assessment.

Handwritten work is generally only acceptable up to Certificate III level, as it has little emphasis on the use of technology to support business operations; Certificate III onwards requires demonstration of technology, which can be supported by submitting your assessments electronically whenever possible.

In the case of handwritten work, it is your responsibility to ensure you have a copy of your work in the event of your assessment being misplaced or lost in transit.

Certificate II (AQF level 2)	- Your answers may include lists using bullet points, sentences and short paragraphs, tables, etc. - Examples of how you perform a range of tasks, where you choose between appropriate options. - If you use material from other sources, the material must be referenced. For example: Smith, J (2012) assessment for BSBWHS201
Certificate III (AQF level 3)	- Your answers may include lists using bullet points, sentences and short paragraphs, tables, etc. - Examples of how you perform processes using your developed skills whilst demonstrating discretion and professional judgement within your role. - If you use material from other sources, the material must be referenced. For example: Smith, J (2012) assessment for BSBADM302
Certificate IV (AQF level 4)	- Your answers may include lists using bullet points, sentences and short paragraphs, tables, etc. - Examples of how you apply concepts at work are required, utilising a wide variety of contexts. The examples you give must be realistic and achievable for the organisation where you work. - If you use material from other sources, the material must be referenced. For example: Smith, J (2012) assessment for BSBADM409
Diploma (AQF level 5)	- Reference to training concepts and how you have applied (or may apply) them at work is expected. Answers may include bullet points; however, descriptive answers are expected. Your work should also be typed. - Work-based examples are expected. A complete description of any attachments is expected. - Examples of how you have analysed, diagnosed, designed and executed accountability and understanding of a wide range of specialised technical, creative and conceptual skills. - Your work must be clearly referenced. For example: Smith, J (2012) assessment for BSBPMG522
Advanced Diploma (AQF level 6)	- Your answers must demonstrate your understanding of the specified knowledge from the area you are studying. - Examples of how you have analysed, diagnosed, designed and executed accountability and understanding of a wide range of specialised technical, creative and conceptual skills. - Work-based examples are expected. A complete description of any attachments is expected. - Your work must be clearly referenced. For example: Smith, J (2012) assessment for BSBWHS604

What is evidence? When do I include evidence in my assessment?

The term Evidence refers to the collection of documents and possibly other materials that you compile and submit to support your demonstration of competency.

Evidence is required for all Tasks/Workplace projects within an assessment; it is proof that you can put what you are saying into practice. Your evidence should reflect and support your answer for the task and be referenced clearly.

Types of evidence that you choose to include in your assessment may include (but are not limited to):

- Samples of work completed
- Minutes of meetings
- Corporate policies
- Planning schedules
- Calendar notations
- Completed answers within your learning materials provided
- Descriptions by you of relevant experiences
- Copies of emails that demonstrate processes undertaken in the example/s discussed in your assessment response
- Video of you demonstrating the skills being assessed
- Any other 'evidence' that you feel will adequately demonstrate competency

Please ensure that you reference all evidence that you use.

How do I choose what evidence to include in my assessment?

When deciding what evidence to include in your assessment, consider the “**show and tell**” approach:

Tell us... This is your assessment answer. It is sometimes called a narrative. (anecdotal evidence)	• Self-assessment/narrative. Tell us: 1. What do you know 2. What you can do 3. What you have done Some of this content could be addressed by you answering the questions in your learning material • Third-party reports (i.e. reference letters, performance reviews, etc.). Someone else tells us: 4. What do you know 5. What you can do 6. What you have done.
Show us... (documentary evidence)	• Documents or other forms of evidence that demonstrate what you can do and have done. Here, consider evidence of both products and processes: For example, when compiling evidence of your ability to develop a project plan: 1. An example of a product as evidence is the project plan 2. Examples of a process as evidence may include your story describing the process you went through to develop the plan, plus: 3. Copies of emails that document discussions or debates about the development of the project plan content and/or 4. Minutes of meetings discussing division of tasks, etc. Previous drafts of the project plan with hand-written edits. You must ensure that you never send any commercially sensitive documents such as financial statements or strategic plans. Sensitive elements can be deleted; alternatively, in some instances, a hypothetical example may be sufficient. Also, please ensure you always keep copies of all attachments and any pieces of evidence you provide.

How do I know if I have the ‘right’ evidence?

Your Trainer and Assessor will evaluate the quality of the evidence that you submit. When you have compiled your assessment and are ready to submit it, first consider asking yourself the following questions:

1. **Is it valid?** Does it demonstrate the skills and knowledge that I am being assessed in, and no other, irrelevant skills and knowledge?
2. **Is it current?** Was most of my evidence completed within the past five years, and was a significant portion of my evidence completed within the past year?

***Important Note:** Some Industry sectors (Training Package owners) may only accept evidence from the last 12 to 24 months.*

3. **Is it sufficient?** Does it:
 - a. **Address all the required Elements** of competency.
 - b. Provide a picture of consistent performance of the assessed competencies over time?
4. **Is it authentic?** Can I prove that the evidence submitted is my own work?
5. **Does it show that I can perform the task(s) being assessed?** Copies of actual documents or, in some situations, a well-written reference letter from your current employer may be enough to demonstrate this. In some situations, it can be attendance records and observation findings from your work experience placement.

If you can answer “yes” to all of the above questions, then you have probably selected the ‘right’ evidence, but please don’t rely on this to determine suitability; you must objectively assess the relevance of the precise material you intend to submit. It is your responsibility to do this.

Referring to your evidence

When arranging your assessment for submission, you need to ensure you reference your evidence clearly and logically:

- Where you discuss evidence in your assessment answer, make sure you label this clearly and refer to the correct appendix/attachments
- In the Appendix/Attachments ensure the evidence is also labelled with the task/s the evidence is referring to.

For example:

- In the assessment answer:

"I sent out a meeting agenda outlining the process I planned for the team to go through to develop a new team mission statement. During this meeting, I took comprehensive minutes reflecting what was said and produced during the meeting (please see Appendix 2 for a copy of the meeting agenda and the minutes.)"

Helpful Tips for Completing Assessments

Here are some tips for completing your assessments.

Be Professional	If the quality of your work is not acceptable to a manager, then it is unlikely to meet the assessment standards required. Make sure your work is organised and easy to read.
Read the Instructions	Make sure you understand what is required. Read through the tasks when you receive them. If you are unsure of what is required, ask your Trainer and Assessor for clarification. Make sure you are on the right track by asking your Trainer and Assessor for feedback before submitting your final answer.
Obtain all necessary signatures and dates	Make sure you and your workplace supervisor, if applicable, have signed and dated Your assessment is everywhere you're asked to. Signatures and dates are also vital in the attached evidence relating to any agreements or action plans made with staff.
Making a Copy	Make a copy of your assessment. If your assessment is misplaced, it is your responsibility to provide another copy.
Proofread	Proofread written answers; check that what you've written says what you mean.
Participate Fully	Participate fully in any group assessment and ensure your answers are in your own words. Remember, the assessment is designed to prove you have the skills and knowledge required, not that you can get the answers from other people.
Answer ALL the questions FULLY	You are expected to attempt every question and task. If you are unable to answer based on your current role, please think about the future. One-word answers are not acceptable unless asked for. Sometimes a question may have more than one part to it, so always be careful to study and consider the question before preparing your response. For example: List the three barriers to communication and discuss one method to overcome each of those barriers'.
In your Own Words	Copying directly from the manual or other sources will result in you having to resubmit the assessment. If working with a colleague or in a group, make sure you each answer in your own words. You are not permitted to share or trade answers unless specifically prearranged with your KCA Education Trainer and Assessor.
Answer from YOUR perspective	Use "I" wherever possible because your Trainer and Assessor want to know what YOU did, how YOU did it, why YOU did it and how well YOU did it.
Be specific	When asked to provide an example from your workplace, be specific . Try to avoid broad, generalised statements about what happens generally in the workplace. Discuss a specific actual example. Explain clearly – remember that your Trainer and Assessor do not know about your workplace's processes and procedures unless you tell them.

Provide proof	Evidence is proof of what you are saying that you can put into practice. You <u>MUST</u> provide evidence for all workplace tasks/projects.
Complete templates	If you are attaching templates , please fill out and complete the templates showing what you have done/would do in the workplace to show how you have/would use the template. Empty templates are not acceptable.
Type Your Answers	Handwritten work is generally only acceptable up to Certificate III level.
Practice	Practice practical skills so you are comfortable performing the required tasks during your assessment.
Label your evidence clearly	Please label attachments clearly with the unit's code/name, question or task number and add a heading including a brief description (one sentence) to each piece of evidence to explain what the evidence is showing and why or how it is relevant.
Submit your assessment correctly	Make sure you understand how your final answer is to be submitted.
Plan	Make sure your Trainer and Assessor receive your assessment by the due date. Plan around any family or work commitments and give yourself enough time to complete them. Your Program Outline will give you the dates your assessments are due. If you're unsure, check with your Trainer and Assessor.
Don't Leave it to the Last Minute	If required, give your supervisor as much time as possible to complete any supervisor's reports.
Don't Let Assessments Build Up	If you are experiencing difficulties, talk to your Trainer and Assessor.
Double Check	Check your assessment before you submit it. Make sure that you have: • Completed all the tasks. • Put your name on each assessment task, unless you submit it online. • Securely attached all documentation if handing in paper-based assessments.

Submitting your Assessment to KCA Education

Submitting Hardcopy Assessments

Make sure you have:

- Followed the Helpful Tips above.
- Made a copy of your entire assessment, including all attachments, appendices, evidence and annexures. If your assessment is misplaced for any reason, it is your responsibility to submit it again. If you make a copy, you won't have to redo it.
- Organise and label your assessment and attachments so your Trainer and Assessor can understand what you are submitting.
- Staple all your paperwork together securely.
- Do not submit assessments in display books, binders, folders, or only clipped together.

You can submit your assessments by:

- Handing your assessment to your Trainer and Assessor.
- Mailing to your local Campus.
- Making sure the envelope is addressed to your Trainer and Assessor.
- Refer to the Office Locations at the beginning of this Handbook for your campus address.
- Handing your assessment to the reception at your local Campus.
- Make sure you place your assessment in a sealed envelope clearly addressed to your Trainer and Assessor.

Submitting assessments using the online Learning Management System (LMS)

KCA Education retains assessment records and evidence in accordance with regulatory requirements.

Make sure you have;

- Followed the Helpful Tips above.
- Kept a copy of any evidence you upload. If these are misplaced for any reason, it is your responsibility to submit them again. If you make a copy, you won't have to redo it.
- Make sure you save your assessment. Click the box "Save My Answer" before you click the box "Submit Assessment".

Re-Submission and Re-Assessment Guidelines:

There are two (2) assessment outcomes for each task:

- Satisfactory (S)
- Not Yet Satisfactory (NYS)

A unit outcome is recorded as:

- Competent (C) – when all assessment tasks have been completed satisfactorily
- Not Yet Competent (NYC) – when one or more assessment tasks are not yet satisfactory

Re-Submission

If your assessment task has been returned marked 'Not Satisfactory', please DON'T PANIC!

'Not Yet Satisfactory' could simply mean your Trainer and Assessor need to see more information, or it could be that you've missed a part of the questions. You can resubmit your assessment.

Resubmissions must be completed and returned within the timeframe advised by your Trainer and Assessor.

You are allowed two (2) re-submissions. If you're unsure or have any questions, your Trainer and Assessor are available and happy to assist you.

Re-Assessment

Reassessment occurs when a student has received an overall unit outcome of Not Yet Competent.

Students will be allowed one (1) further attempt at an assessment for which the outcome is Not Yet Competent. An additional fee for reassessment may apply.

Make sure you refer to the tips for completing your assessment above; they also apply to any resubmissions.

Before resubmitting any assessment, please ensure you complete the checklist below.

Tick when Complete	Work through the following steps to complete your resubmission
☐	Please ensure you present your work to a standard that would be acceptable in your workplace. If your manager does not accept your work, then it is unlikely that it will be acceptable to your Trainer and Assessor.
☐	- Read all the comments from your Trainer and Assessor. This will identify exactly what you need to resubmit to KCA Education. - If you are uncertain, please contact your Training Coordinator.
☐	- Label your new work as a <u>Re-submission Assessment</u>. - Clearly label each element of the resubmitted work (i.e. Question 1, Task 2, etc.) - If you include additional documents, label each one clearly and identify the Questions or Tasks to which they relate.
☐	Include a brief note to the KCA Education Support Team, advising that you are lodging a resubmission and date and sign the note accordingly.
☐	- When re-submitting your assessment, please return to KCA Education the following documents: - A covering letter or a note from you identifying resubmitted sections clearly referenced. - The original assessment, which will include the Trainer and Assessor's Comments and Comments Cover Page. Your new resubmission documents/evidence.
☐	Keep a copy of your re-submission, as well as the original submission. This will ensure that if it goes missing, you will have a copy on hand, so as to avoid having to redo the whole assessment again.
Please contact the KCA Education Student Support Team. We're here to help QLD: gld@kca.edu.au or NSW: cso@kca.edu.au	

Plagiarism

You should not attempt to pass off the work of another person as your own. It should be possible for a reader to check the information and ideas that you have used by referring to the source material.

In this regard, you must make notes and acknowledge material or content from a third-party source, of any nature, used by you, and that notation should be sufficiently accurate to enable the source to be easily located and checked. If you are unsure of how to make an acknowledgement, then please ask your KCA Education Trainer and Assessor.

If plagiarism is discovered, the offending assessment involved will be deemed as being "not yet competent", and penalties may apply. These can include formal counselling, a verbal and written warning and removal from the course. You will be instructed to resubmit a completed and compliant assessment task should you not be removed from the course.

Copyright

KCA Education complies with the *Copyright Act 1968*. Students must not reproduce, distribute or share course materials, textbooks, assessment tools or learning resources without permission, except as permitted under Australian copyright law.

Unauthorised use or distribution of copyrighted materials may result in disciplinary action.

Work Placement

Work Placement allows students to gain skills, knowledge and experience within their chosen field of study. It also allows students to put into practice the theoretical components of the qualification they are completing.

Work placement is a compulsory requirement for selected qualifications and/or units of competency delivered by KCA Education, where applicable.

Qualifications
CHC50125 Diploma of Early Childhood Education and Care
CHC52025 Diploma of Community Services
CHC30125 Certificate III in Early Childhood Education and Care
CHC33021 Certificate III in Individual Support (Ageing & Disability)
CHC43315 Certificate IV in Mental Health

Students are encouraged to take part actively seeking a suitable work placement, close to their home. However, KCA Education will provide students with securing an appropriate work placement.

The required number of work placement hours will be outlined in your Training Plan and/or Program Outline.

Working With Children/ Vulnerable People Requirements

Where required for your course or industry, you must obtain and maintain a valid Working with Children Check (WWCC), National Police Check, or other relevant clearances before commencing work placement. It is your responsibility to ensure these checks remain current for the duration of your placement.

Failure to provide required checks may prevent you from commencing or completing your work placement.

Students must also meet any industry-specific suitability requirements, which may include vaccinations, medical clearances, or other regulatory requirements relevant to the workplace.

Work Placement Pack

You will receive the following to complete the work placement:

Work Placement Pack- Including:

- your Work Placement Agreement form
- Employer Guide
- Relevant placement workbooks and paperwork
- Details of insurance coverage arranged by KCA Education (where applicable)

Responsibilities In Work Placement

While on work placement, or wearing the KCA Education Work Placement Shirt, you are representing yourself and KCA Education. You are expected to behave in a respectful, professional manner at all times.

While on work placement, you are expected to;

- Follow the host organisation's rules and follow all reasonable instructions of the organisation and its staff.
- Be punctual, courteous and act in a manner appropriate to a workplace for allocated shifts and roster times as determined by the host organisation. For example, telephone the host organisation and the KCA Education contact person if you are going to be absent, preferably in advance, otherwise as early as possible.
- Comply with all legislative and policy requirements of the host organisation. Such requirements may include occupational health and safety matters, maintaining commercial confidentiality or privacy of personal information.
- Comply with all work health and safety policies and legislation, including wearing protective clothing and using safety equipment as directed by the host organisation or their staff.

- Take reasonable care to protect your own health and safety and the health and safety of others in the workplace. This includes not consuming alcohol or drugs, which may constitute a risk to personal safety or the safety of others.
- Report all incidents and accidents to the host organisation and to KCA Education as soon as possible after the event. A KCA Education incident form must be completed to document this, as well as any other reporting requirements of the host organisation.
- If you are injured while on placement, you must seek appropriate medical treatment. Students are responsible for any medical costs not covered by Medicare or private health insurance.
- Maintain appropriate professional boundaries at all times and ensure the safety, dignity, and well-being of clients, children, or vulnerable people in your case.
- Complete all required tasks, logbooks and assessments as part of your course requirements.

KCA Education will advise students of any insurance arrangements in place for work placement, including any limitations of coverage. You must refer to and comply with the Work Placement Agreement, which outlines the roles and responsibilities of you, KCA Education and the host organisation. Referring to your Work Placement Agreement, which fully outlines your responsibilities while on work placement, as well as those of KCA Education and your host organisation

Your Graduation

Issuing Qualifications and Statements of Attainment

KCA Education will issue the relevant AQF certification documentation within 30 calendar days of a student being deemed competent in all units and signed off by the Trainer and Assessor, provided the student has paid all their required tuition fees. Assessment determines whether a student is Competent (C) or Not Yet Competent (NYC) for each Unit of Competency.

On successful completion of their course, this includes successful completion of all required units of competency, work placement and any mandatory assessment requirements. Students will be issued a certificate and a transcript listing the units deemed competent.

A Statement of Attainment will be issued to students who have completed one or more units of competency but have not completed the full qualification.

Reprints of Qualifications

At any time after completing your Course, you may request a re-print of your Qualification or Statement of Attainment. The request must be in writing, and a fee of \$50 per re-print applies, plus any postage fees. Proof of identity is required when requesting a re-print.

To request a re-issue or re-print of your Qualification or Statement of Attainment, please contact our office. Please allow ten (10) business days for receipt of your replacement Qualification or Statement of Attainment.

Quality Assurance and Regulatory Oversight

KCA Education, as a registered Training Organisation (RTO), complies with the [Outcome Standards](#) and [Compliance Requirements](#) for the *2025 Standards for RTOs*, adheres to strict regulatory requirements and monitoring by ASQA (the national regulator), and places clear emphasis on self-assurance.

We regularly conduct internal audits against these Standards to ensure compliance and that our policies and procedures are being correctly implemented. This includes a focus on continuous improvement and evidence-based self-assurance practices. Learning Lab Pty Ltd, as an RTO, is subject to external audits conducted from time to time by state training authorities, ASQA and independent financial auditors.

Quality at KCA Education is about us providing students/course participants and client companies with a service that meets their needs. To do so, we constantly seek to improve our service capability. Feedback from students/course participants and/or clients is an important part of our quality process, and we encourage you to provide feedback at any time about any aspect of our service. You will be asked to participate in surveys and feedback sessions intermittently and after your studies with us.

Further Information

Legislation

As a requirement of the *2025 Standards for RTO*, KCA Education must ensure it stays up to date with all relevant legislation administered by all State governments in the states where the training is delivered.

KCA Education is subject to legislation related to training and assessment as well as general business practice. This legislation governs our obligations, as a Registered Training Organisation (RTO), our obligations to students, and relates to the industry in which we conduct training. This legislation is continually being updated, and all KCA Education representatives are made aware of these changes as they occur. The legislation that particularly affects the delivery of our training and assessment services at present is discussed below.

The Quality Assurance team at KCA Education maintain a listing of all applicable legislation affecting the delivery of our services across the country. Our staff are informed of changes to legislation through our internal governance activities (team meetings, professional development sessions, and the company's intranet).

If participants require any further information regarding relevant legislation, please contact KCA Education.

We've included a summary of important legislation and the requirements that KCA Education is required to meet under each legislative act.

National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025 (Cth)

National VET Data Policy 2020

Disability Standards for Education 2005

National Vocational Education and Training Regulator Act 2011

The Act provides a range of sanctions of increasing severity, escalating from enforceable undertakings and additional conditions on registration through to suspending or cancelling the registration of an RTO. ASQA will apply these powers and sanctions with proportion, rigour, fairness and consistency.

Student Identifiers Act 2014

The USI will allow all of an individual's training records, entered in the national vocational education and training (VET) data collection, to be linked. The USI makes it easier for students to find, collate and authenticate their VET achievements into a single transcript. It will also ensure that students' VET records are not lost.

Work Health and Safety Act. 2011 (NSW, QLD, NT), Work Health and Safety Act 2012 (ACT, SA, TAS), Occupational Safety and Health Act 1984 (WA), Occupational Health and Safety Act 2004 (VIC).

Work Health and Safety (WHS) legislation aims to protect the health, safety and welfare of workers, students and others in the workplace. KCA Education complies with relevant WHS/OHS laws in each State and Territory where training is delivered.

- a. ensuring appropriate scrutiny and review of actions taken by people exercising powers and performing functions under this Act; and
- b. Providing a framework for continuous improvement and progressively higher standards of work health and safety; and
- c. Maintaining and strengthening the national harmonisation of laws relating to work health and safety and facilitating a consistent national approach to work health and safety in this jurisdiction. (2) In furthering subsection (1) (a), regard must be had to the principle that workers and other people should be given the highest level of protection against harm to their health, safety and welfare from hazards and risks arising from work as is reasonably practicable.

Competition and Consumer Act 2010

The Competition and Consumer Act 2010 (CCA) cover most areas of the market: the relationships between suppliers, wholesalers, retailers, and consumers. Its purpose is to enhance the welfare of Australians by promoting fair trading and competition, and through the provision of consumer protections.

Broadly, it covers:

- product safety and labelling
- unfair market practices
- price monitoring
- industry codes
- industry regulation – airports, electricity, gas, telecommunications
- mergers and acquisitions.

Disability Discrimination Act 1992

To eliminate, as far as possible, discrimination against persons on the ground of disability in the areas of: work, accommodation, education, access to premises, clubs and sport; and the provision of goods, facilities, services and land; and existing laws; and the administration of Commonwealth laws and programs; and to ensure, as far as practicable, that persons with disabilities have the same rights to equality before the law as the rest of the community; and to promote recognition and acceptance within the community of the principle that persons with disabilities have the same fundamental rights as the rest of the community.

Racial Discrimination Act 1975

Racial discrimination occurs under the RDA when someone is treated less fairly than someone else in a similar situation because of their race, colour, descent or national or ethnic origin. Racial discrimination can also occur when a policy or rule appears to treat everyone in the same way but actually has an unfair effect on more people of a particular race, colour, descent or national or ethnic origin than others.

Sex Discrimination Act 1984

The Act seeks to create recognition and acceptance within the community of the principle of the equality of men and women.

Age Discrimination Act 2004 (Cth)

The Age Discrimination Act aims to ensure that all Australians – young and old and everyone in between – are treated equally and have the same opportunities as others. The Act protects you against discrimination in many areas of public life, including:

- employment – getting a job, terms and conditions of a job, training, promotion, being dismissed
- education – enrolling or studying in a course at a private or public school, college or university
- accommodation – renting or buying a house or unit
- getting or using services – such as banking and insurance services, services provided by government departments, transport or telecommunication services, professional services like those provided by lawyers, doctors or tradespeople, services provided by restaurants, shops or entertainment venues.

Anti-Discrimination Act 1977 (NSW only)

Its stated purpose is 'to render unlawful racial, sex and other types of discrimination in certain circumstances and to promote equality of opportunity between all persons'.

Privacy Act 1988 and Australian Privacy Principles (2014)

Australians have a right to know why such information about them is being acquired, and who will see the information. Those in charge of storing the information have obligations to ensure such information is neither lost nor exploited. An Australian will also have the right to access the information unless this is specifically prohibited by law.

Fair Work Act 2009

This is the main legislation that governs the employee/employer relationship in Australia. It provides a safety net of minimum entitlements, enables flexible working arrangements and fairness at work and prevents discrimination against employees.

Copyright Act 1968

Under copyright law, the copyright owner has several exclusive rights, including the right to publish the work, control copying, prepare derivative works and perform their work, as well as the right to make the material available online.

Copyright is really a set of rights – copyright owners have economic and moral rights as well as legal rights.

Copyright law aims to protect the creative work of the copyright owner from unauthorised use by others.

Copyright law also tries to balance this right with the general public's right to access information. Copyright protects the written expression of an idea or concept - it does not protect the actual idea or concept itself. Copyright doesn't give the author of a work a monopoly over the ideas or information expressed in that work – anyone can use the ideas contained in a work, provided they do not use the exact words used by the author to describe the idea or concept.

Legislation Relating to Specific Courses

In addition to the above legislation, industry-specific legislation may apply to your course, including, but not limited to,

Industry/Course	Legislation
Business, Management and Human Resources	• <i>Income Tax Assessment Act 1997</i> • <i>A New Tax System (Goods and Services Tax) Act 1999</i> • <i>Business Names Registration Act 2011</i> • <i>Fair Work Act 2009</i> • <i>State and Territory Industrial Relations Acts</i> • <i>Work Health and Safety Act 2011</i> • <i>Australian Consumer Law</i> • <i>Contract Laws (Common Law Principles)</i> • <i>Fair Work Act 2009</i> • <i>State Industrial Relations Acts</i> • <i>Minimum Conditions of Employment Act 1993 (WA)</i>
Customer Contact and Retail	• <i>Do Not Call Register Act 2006</i> • <i>Australian Consumer Law</i>
Aged Care, Early Childhood Education and Care, Disabilities, Individual Support and Community Services	• <i>Aged Care Act 1997</i> • <i>Aged Care Quality and Safety Commission Act 2018</i> • <i>National Disability Insurance Scheme Act 2013</i> • <i>Education and Care Services National Law</i> • <i>Family Law Act 1975</i> • <i>State Guardianship and Administration Acts, e.g. Guardianship and Administration Act 2000 (QLD)</i> • <i>State Health Records Acts, e.g. Health Records and Information Privacy Act 2002 (NSW)</i> • <i>State Child Protection Legislation, e.g. Children and Young Persons (Care and Protection) Act 1998 (NSW)</i> • <i>Work Health and Safety Act 2011 (or relevant State legislation)</i>
Transport and Logistics	• <i>Heavy Vehicle National Law 2014</i> • <i>Australian Road Rules</i> • <i>Road Transport Legislation, e.g. Road Transport Act 2013 (NSW)</i> • <i>Australian Dangerous Goods Code</i> • <i>Biosecurity Act 2015</i> • <i>Work Health and Safety Act 2011</i>

Fees, Payments and Funding

Payment Options

Fee For Service (FFS)

Full Fee for Service (FFS) is a course where you are accountable for 100% of the course fees.

If you are undertaking your course under FFS arrangements, you will be provided with all fee information in the pre-course documentation before accepting a training proposal or enrolments taking place. Irrespective of the availability and receipt of government subsidies by an employer or student, the RTO requires that, if course fees, enrolment fees or other charges are applicable, these must be paid by the specified due dates on the tax invoice and paid in Australian dollars.

Students must adhere to the payment schedule outlined in their invoice or enrolment agreement. Late payments may result in suspension of access to the course materials or training until payment is received.

KCA Education offers payment plans for the convenience of students and employers. The payment plan is set to take payments in instalments (as agreed on the application form) from either your bank account or credit card each fortnight. Further fees may apply.

Government funding assistance

Government funding is available to assist students with course fees in industry areas where skilled workers are needed. Applicants must be able to fulfil a list of criteria to be eligible to apply and receive government funding. Funding criteria are unique to each funding program and will be carefully screened during your enrolment process.

At both state and federal levels, government commitment to upskilling the Australian workforce has resulted in a comprehensive framework of funding schemes and incentive opportunities. For more information on government-funded programs, contact your enrolment representative or use our [contacts](#).

Students accessing government-funded programs may be required to pay co-contribution fees. Eligibility rules and funding limitations apply, including restrictions on accessing multiple funded courses simultaneously. For further information on your financial obligations, please review the KCA Education **Fees and Refund Policy**.

Fees and Refund

The amount of fees, including program fees, administration fees, material fees, and any additional fees that may be applicable for services, and the payment terms, where applicable, have already been provided to you. Please do not hesitate to speak with our enrolment representative should you have any questions or concerns before the commencement of your course.

KCA Education provides students with clear information about fees, charges, payment terms and refund conditions before enrolment. Refunds are managed in accordance with the KCA Education Fees and Refund Policy. Written notification is required for any withdrawal or refund request. Where training or assessment has not been delivered, or where units have not commenced, eligible refunds may apply in line with the applicable policy and possible funding requirements. If KCA Education cancels a course, affected students will be offered a full refund or, where appropriate, an alternative course date.

The following conditions apply to any refunds:

- KCA Education reserves the right to cancel or postpone a course before its scheduled commencement date, if required. All course fees are to be refunded in full if the RTO is unable to commence the course as agreed due to unforeseen circumstances. Pre-paid fees may be transferred to an alternative enrolment where the student agrees. KCA Education will notify students in writing as soon as practicable should this occur, and inform students of their rights, and where appropriate, how the student may initiate their studies, for example, through the provision of a list of other training providers offering the course/qualification.
- Where KCA Education has commenced but is unable to complete the course due to unforeseen circumstances, any 'unused tuition' fees are to be refunded to the student. Students will be notified in writing as soon as practicable of the cancellation and will be informed of their rights as above.

- Cooling-off period. We provide students with a cooling-off period of 10 days after submitting their application for enrolment. An administration fee may apply for any cancellations within the cooling-off period.
- Students may cancel their enrolment for any reason, up to 10 days (the “cooling-off” period) following the submission of their application for enrolment. For full-paying students only, please be aware that we may retain a non-refundable administration fee for cancellations within the cooling-off period.
- It is KCA’s policy when approaching potential students directly that students are not required to sign on the spot. When using these approaches, Recruitment Teams are required to record the potential students’ contact details and potential course interests. At this point, there is no obligation for the student to enrol in any course offered by KCA Education.
- For information on fees, refunds and whether a cooling-off period is applicable for your enrolment, please refer to the terms and conditions for your enrolment.

If you fail to notify KCA Education of your cancellation in writing (Email or letter), you will be deemed as still be enrolled, and you will be liable to pay the Course Fee in full.

If a student can demonstrate that matters beyond their control have resulted in their cancellation, then a request for a refund, in full or for a proportion of the fees paid, may be submitted to KCA Education for consideration. Any such application will be considered on its merits.

You can find more information within KCA Education’s Student Fees and Refund Policy, available on the **KCA Education Website**.

Refund Procedure:

- To apply for a refund, a student will need to apply through their LMS.
- The full Student Fees and Refund Policy is available on the KCA Education website.
- An application for a refund will generally be processed on time, after a claim has been received, unless further investigation or review has to be conducted.
- Refunds are assessed on a case-by-case basis. Refunds will only be provided to the person who entered the contract with the RTO and will not be provided to a third party.
- All refunds are paid electronically; no refunds will be paid in cash. Agreeing to the Cooling-Off period and Refund Policy does not remove the right of the student to take further action under Australia’s consumer protection laws or to pursue other legal remedies.

Withdrawal and Deferral

Withdrawal- Full fee student

If you wish to withdraw from your course, you must notify KCA Education through an application in the LMS or in writing via email. Requests for withdrawal due to illness, compassionate, or compelling circumstances will be considered on a **case-by-case basis**. Supporting documentation is required.

If the student fails to notify KCA Education of their withdrawal, they will be deemed still enrolled, and they will be liable to pay the course fee in full.

Deferrals and Extensions

Students may request to defer or extend their studies if they experience personal difficulties affecting course completion.

- Requests must be submitted in writing and approved by the relevant Manager.
- Maximum deferral/extension limits apply.
- Deferrals and extensions need to be applied for from the LMS.
- Deferral or extension requests do not affect liability for fees already paid.

Complaints and Appeals

A complaint is made when you are dissatisfied with training, assessment, service offered or personal treatment received at KCA Education.

An **appeal** is made when you disagree with an **assessment result** decision made by KCA Education.

If you make a complaint or appeal;

- The complaint or appeal will be dealt with promptly; the actual length of time involved may vary in accordance with the complexities of the case. Under normal circumstances, you can expect a written response within 20 working days.
- You will have the opportunity to present your case at each stage of the procedure.
- You have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor).
- You will not be discriminated against or victimised.

All complaints and appeals will be handled in accordance with the principles of natural justice and procedural fairness.

Before an issue becomes a formal complaint or appeal

If you have a complaint, you are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are staff available to assist with the resolution of issues at this level. You can raise an informal complaint by contacting us by phoning 1300 854 011. Please note that it is not mandatory to raise a complaint informally.

In the event of an assessment being deemed Not Yet Competent, you have two opportunities to correct and resubmit your assessments. You should, wherever possible, try to resolve concerns or difficulties with your Trainer and Assessor at this time. You should raise this with your Trainer and Assessor to try and solve the matter quicker. You may seek an informal resolution of an assessment concern by emailing cs@kca.edu.au.

Formal Complaints and Appeals Procedure

Stage One

- Formal complaints and appeals must be submitted in the LMS as soon as possible.
- Formal complaints and appeals must be recorded on a Complaints/Appeals Record and submitted to the Manager responsible.
- Receipt of formal complaints and appeals will be acknowledged in writing within 2 working days of receipt.
- The Manager responsible will then assess, review and investigate the complaint/appeal and determine the outcome and advise the Complainant/Appellant in writing of the decision within 20 working days. If the complaint/appeal cannot be solved within this time, the complainant will be informed in writing of the reasons within 20 working days and kept up to date on progress.
- Where KCA Education considers that more than 60 calendar days are required to process and finalise the complaint or appeal, we will inform the Complainant/Appellant in writing, including why more than 60 days are required, and maintain regular contact with the complainant/appellant on progress.
- The Complainant has the right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.
- The Appellant has the right to access stage three of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

- If the Complainant is not satisfied with the outcome of Stage One, they may lodge their appeal by applying for it in the LMS.
- Receipt of the appeal will be acknowledged in writing within 2 working days and referred to the relevant Manager for review. The appeal will be determined by the relevant Manager.
- The Manager will conduct all necessary consultations with the Appellant and other relevant people and determine the appeal. The Appellant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 20 working days. If an appeal cannot be resolved within this time, the Appellant will be informed in

writing of the reasons within 20 working days and kept up to date on progress.

- Where KCA Education considers that more than 60 calendar days are required to process and finalise the appeal, we will inform the Appellant in writing, including why more than 60 days are required.
- The Appellant has the right to access stage three of the Complaints and Appeals procedure if they consider the matter unresolved

Stage Three

- If the Appellant is not satisfied with the outcome of Stage One, they may seek external assistance in the matter. **Independent Mediation:** KCA Education will facilitate access to an independent mediator. To ensure this process remains fair and accessible, KCA Education will cover the costs of the initial mediation session.
- **External oversight:** If you are unsatisfied with the outcome of the mediator's decision, then you may contact the National Training Complaints Hotline and pathways by:
Phone: 13 38 73, Monday-Friday, 8 am to 6 pm nationally
Email: NTCH@dewr.gov.au

The National Training Complaints Hotline is a referral service for unresolved issues; it will not investigate complaints but will forward complaints to the most appropriate agency, authority or jurisdiction for consideration.

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

- KCA Education will review the outcomes of any external review or mediation and will take the recommendations under advisement to determine a suitable outcome within 30 days of receiving the final report. This process does not affect a student's rights under Australian Consumer Protection laws or their ability to pursue other legal remedies. All complaint and appeal outcomes are recorded in the Complaints and Appeals Register and managed in a manner that maintains appropriate confidentiality for the complainant.

Glossary of Terms

Assessment: is the process of collecting evidence to determine a student's achievement of expected learning outcomes. Assessment methods may include written tasks, oral questioning, practical demonstrations, workplace observation, projects, and competency-based tasks.

Australian Qualifications Framework (AQF): [The Australian Qualifications Framework](#) (AQF) provides the hierarchy of nationally recognised educational qualifications in Australia, from Certificates I–IV, Diplomas, Advanced Diplomas, and Higher Education degrees.

Competency: Competency is the ability of an individual to apply knowledge and skills to perform tasks to the standard required in a workplace or learning context.

Course: A course is a structured program of learning that may lead to a full qualification or an accredited short course. Courses are made up of one or more units of competency or modules.

Credit Transfer (CT): Credit Transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on equivalence in content and learning outcomes between matched qualifications.

Deferral / Extension: Deferral or extension is the process where students may request additional time for completing their course or assessments. Requests must be approved by the Trainer and Assessor or Student Support Team and are subject to RTO policies and maximum limits.

Module: A module is an accredited learning component that may comprise one or more units of competency. Modules form part of a course or qualification.

Narrative: A narrative is a written or oral response format used in assessments to explain or describe knowledge, experiences, or outcomes, often in a structured storytelling format.

Recognition of Prior Learning (RPL): RPL is an assessment process that evaluates an individual's prior learning—including formal, non-formal, and informal learning—to determine credit towards a qualification.

Registered Training Organisation (RTO): An RTO is a vocational education and training provider registered under the National Vocational Education and Training Regulator Act 2011 to deliver accredited training within a defined scope.

Re-submission: Re-submission is the process of reassessing a student's assessment work if it did not meet competency standards on the first attempt. This ensures students have an opportunity to demonstrate the required skills and knowledge.

Unit Cluster: A Unit Cluster is a group of related units of competency that together form a coherent component of a course or qualification.

Units of Competency: Units of Competency are components of a qualification that describe the skills and knowledge required to perform specific job roles. Completion of all required units leads to an AQF qualification.

Vocational Education and Training (VET): VET is education that prepares individuals for employment in specific trades, professions, or occupations, from entry-level roles to highly skilled positions. VET programs are competency-based and aligned with industry standards.