



APS Training Group Student Handbook 2025



APS Training Group RTO#31588

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Handbook Disclaimer

This Student Handbook provides accurate information at the time of publication. However, legislative changes or updates to APS Training Group policies may affect the content. APS Training Group reserves the right to modify or update the information without prior notice. For the most current details, please consult your student support officer at APS Training Group.

Welcome

Welcome to APS Training Group. We're excited to support you in achieving nationally recognised qualifications and Skillsets across a range of industries, including civil construction, mining and security and more.

With campuses in Brisbane, Bundaberg and Melbourne, our courses are delivered by experienced trainers who are leaders in their respective fields.

We offer flexible learning options, including:

- Face-to-face training
- Onsite training
- Self-paced online training
- Online modules
- Trainer led Zoom/Team sessions
- Recognition of prior learning (RPL)
- A combination of the above

Our mission is to deliver high-quality training that is both accessible and affordable, closely aligned with industry standards.

Our team of industry experts is dedicated to helping you acquire the skills and knowledge you need to succeed in your chosen field.

Thank you for choosing APS Training Group as your education partner.

Best regards,

Neil Irvine

Chief Executive Officer
APS Training Group

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APS Training Group Qualifications:

As a Registered Training Organisation (RTO) we deliver nationally recognised qualifications, skill sets and units of competencies in:

- CPP20218 Certificate II in Security Operations
- RII20220 Certificate II in Surface Extraction Operations
- RII30820 Cert III in Civil Construction Plant Operations
- CPP31318 Certificate III in Security Operations
- RII30120 Certificate III in Surface Extraction Operations
- BSB41419 Certificate IV in Work Health and Safety

Additional skill sets and standalone courses are available, including:

- HLTAID014 Provide Advanced First Aid
- HLTAID015 Provide advanced resuscitation and oxygen therapy
- HLTPAT005 Collect specimens for drugs of abuse testing
- RIISS00034 Surface Coal Mine Safety Skill Set (Standard 11)
- RIIWHS204E Work safely at heights
- CPCWHS1001 Prepare to work safely in the construction industry (White Cards)

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is **#31588**

Third-Party Arrangements

APS Training Group is committed to providing quality training and assessment services. In some instances, we may partner with third-party organisations to deliver training and/or assessment services on our behalf. These arrangements are designed to provide students with additional resources, expertise, and support, ensuring the highest standards of education are maintained.

A third-party arrangement refers to a formal agreement between APS Training Group and another organisation to deliver training, assessment, or other educational services to students.

Your Rights and Responsibilities

- As a student, you have the right to know when a third-party is involved in your training or assessment.
- You will still receive a nationally recognised qualification or Statement of Attainment from APS Training Group, regardless of the third-party delivering the services.
- You are entitled to access the same support, feedback, and grievance processes as you would if training was delivered directly by APS Training Group.

Responsibilities of Third Parties

- All third-party providers must comply with the Standards for RTOs and the policies and procedures of APS Training Group.
- They are required to deliver services to the same standard and ensure your learning experience is seamless.
- Third-party providers must inform you that they are delivering on behalf of APS Training Group.

You will be notified in writing if any part of your training or assessment is delivered by a third-party provider. The notification will include:

- The name of the third-party organisation.
- The services they will deliver.
- How this arrangement will impact your training experience (if at all).

Legislation

As a Registered Training Organisation (RTO), APS Training Group adheres to all relevant legislation to maintain the integrity of our nationally recognised qualifications. This includes compliance with the National Vocational Education and Training Regulator Act 2011, the Standards for Registered Training Organisations (RTOs) 2015, and various state and federal laws. For more detailed information on these regulations, visit:

- Australian Government website for Commonwealth Law www.comlaw.gov.au
- The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training (VET) sector www.asqa.gov.au

Additionally, APS Training Group abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Access and Equity
- Alcohol and Other Drugs
- Australian Consumer Law (Schedule 2 of the Competition and Consumer Act 2010)
- Australian Qualifications Framework
- Consumer Protection Requirement
- Copyright Act 1968
- Disability Act 2006
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Education Services for Overseas Students (ESOS) Act 2000 (if your RTO enrolls international students)
- Fair Work Act 2009
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Standards for Training Packages
- Student Identifiers Act 2014
- The Standards for RTOs 2015
- Work Health and Safety Legislation and Regulations
- Workplace Gender Equality Act 2012
- Workplace Relations Act 1996

Code of Conduct

APS Training Group upholds a strict Code of Conduct that governs the behaviour of both our staff and students. We expect all participants to engage in their studies with integrity and respect.

Misconduct, including academic dishonesty, harassment, or unsafe behaviour, is taken seriously and may result in disciplinary action.

Student Conduct

Students have obligations they are expected to meet. It is expected that students will participate with commitment to their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to APS Training Group and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our 'Complaints and Appeals' process.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at APS Training Group. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Each of our training centres will have detailed evacuation/emergency plans and first aid kits available. Please report any incident or hazard immediately.

Privacy

APS Training Group strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access and Equity

APS Training Group will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. APS Training Group prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

APS Training Group will work to ensure all participants have the correct resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, as well as LLN support.

It is the responsibility of all staff at APS Training Group to uphold our commitment to Access and Equity principles.

Media Consent

By participating in an APS Training Group event, you grant permission for APS Training Group to capture photographs, video, and audio recordings of you during the event. These materials may be used across our social media platforms, websites, and other promotional channels to showcase our events and activities. You consent to APS Training Group using, editing, and reproducing these materials for marketing and communication purposes, including but not limited to advertisements, brochures, and online content.

We assure you that all media content will be handled with care and respect and will be used exclusively by APS Training Group. Please note that while we take precautions, there is a possibility that images or recordings may be shared beyond our intended platforms.

If you prefer not to appear in any promotional material, please inform us in advance by contacting enrol@apstraining.com.au

Other Policies and Procedures

The following Policies and Procedures underpin APS Training Group's operations. Please contact your student support officer for more information:

- Access and Equity Policy
- Appeals Policy
- Assessments Policy and Procedure
- Complaints Policy and Procedure
- Marketing Policy
- Policy for Student Conduct
- Pricing Policy
- Refund Policy and Procedure

- Workplace Health and Safety Policy
- Drug and alcohol Policy

Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification with a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

As part of the enrolment process you are required to provide the following documentation:

- Your completed enrolment form
- Driver's Licence or government approved photo ID
- Unique student identifier
- Language, literacy, numeracy and digital literacy test (where required)

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, APS Training Group cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/students/create-your-usi> for more information, and instructions on how to apply.

Enrolment Dates

APS Training Group has a variety of courses running throughout the year. Visit our website <https://apstraining.edu.au> for more information.

Entry Requirements

Please contact APS Training Group to confirm any prerequisites for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a prerequisite for a course
- Levels of language, literacy, numeracy and digital literacy skills appropriate for successful completion of the coursework and also, for effective performance in the specific job role and workplace
- Access to a relevant workplace and job role where the required competencies can be learned and practiced

- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course-specific materials such as personal protective equipment (PPE) or other tools of trade

Course Fees

A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode of study (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or any third party (such as employer, school etc.) who will be paying the tuition fees.

Any fees of less than \$1500 need to be paid at or prior to the commencement of training. The commencement of a course is considered to be the time and date when access to course material is made available to the student and payment has been made.

Any outstanding fees may result in cancellation of your enrolment and/or APS Training Group withholding the issue of qualifications until all fees are paid.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, APS Training Group may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery. If you are experiencing financial difficulty, please contact student support as early as possible to discuss options.

Other Fees

Replacement or reissue in hard copy of any of the following:

- | | |
|---------------------------|------|
| • Training Materials | \$50 |
| • Reissue of Certificates | \$30 |
| • Wallet Cards | \$10 |
| • White Card | \$45 |
| • Electronic Copies | \$10 |

Payment Options

Payment of course fees can be made to APS Training Group via:

- Credit/Debit card
- Electronic funds transfer
- PayPal
- Cash

Corporate Accounts

Corporate clients can request credit terms with APS Training Group. Payments must be made prior to APS Training Group issuing any qualifications, results statements, or statements of attainment. Should payment not be received in accordance with the credit arrangements, students may be withdrawn from the course.

Non-Refundable Fees

- Administration Fee: A 20% administration fee will apply to course cancellations made more than 10 days before the course start date.
- Late Cancellation Fee: A 50% cancellation fee will apply to cancellations made within 10 days of the course start date.
- Non-attendance without notice or withdrawal during the course will result in the forfeiture of all course fees.

Course Withdrawal

If you wish to withdraw from a course, you must advise APS Training Group in writing of your decision within 14 days. You will need to include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for refund request

Refunds

Enrolment is accepted with the understanding that APS Training Group will not be held responsible for any costs incurred due to course cancellations or rescheduling. We will, however, make every effort to notify you of any changes as early as possible.

- If APS Training Group reschedules a course, participants will be automatically enrolled in the next available course or may request a full refund.
- All refund requests are at the discretion of the Training Manager - APS Training Group and will be evaluated on a case-by-case basis.

Late Submission of Assessment

If assessments are not submitted within the designated course timeframe, a fee may be incurred for late submissions requiring assessment. Additionally, if you need to resubmit an assessment that was previously marked as 'Not Yet Competent' (NYC) after the agreed training contract period, an assessment fee will also apply.

Extension Requests

Should you require additional time or need an extension, please contact your student support officer as soon as possible. All extension requests will be considered on a case-by-case basis, taking into account the specific circumstances, and may be subject to additional fees.

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. You will need to supply your own stationery materials. A welcome email will be sent with login details so you can access APS Training Group's online learning platform if required.

You will be given an outline for training appointments which may include:

- Classroom sessions
- Worksite training sessions
- Online modules
- A combination of the above

Duration

The duration of your course will depend on a number of factors. Included are:

- Your own efforts and commitment to submitting assessments regularly and on time
- Your study load (i.e. full- or part-time)
- How many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications
- The level of the qualification being undertaken.
- The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.
- The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Competency Based Training

Competency Based Training is an approach used in the VET sector, to develop skills and knowledge typically based on a standard of performance expected in the workplace and industry.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency.

If a student's performance in the assessment does not demonstrate the requirements, the student is marked as 'Not Yet Competent', while successful performance will result in the student being deemed 'Competent'.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent':

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study

- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

APS Training Group has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

APS Training Group Trainer and Assessors are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered.

On occasion, a subject matter expert may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances if this is required.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including:

- Recognition of Prior Learning (RPL)
- Recognition of Current Competencies (RCC)
- Credit Transfer (CT)

Recognition Processes

APS Training Group offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

• **Recognition of Prior Learning (RPL)**

RPL is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work.
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency.
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very recent past.
- Valid – it must be relevant to what is being assessed.

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact your student support officer to discuss your options.

• **Recognition of Current Competencies (RCC)**

RCC is a recognition process similar to RPL. It applies if a student has "...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained".

- **Credit Transfer (CT)**

CT recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications/units of competency that have been studied in the past. CT's must be equivalent to current industry practices.

Foundation Skills

All training and assessment delivered by APS Training Group contains Foundation Skills.

- Foundation Skills are embedded into Units of Competency
- They are non-technical skills that support participation in the workplace, the community, and adult education and training.
- Examples of Foundation Skills may include but are not limited to:
 - communication skills
 - literacy skills (reading, writing and numeracy) and digital literacy
 - interacting with others
 - effectively participating in the workplace
 - teamwork
 - problem solving
 - self- and time-management

Support Services

APS Training Group is at all times concerned for the welfare of its students. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

- Workforce Australia - Australian Government employment service - call 1800 805 260 or visit www.workforceaustralia.gov.au
- MyFuture - career information and resources - call 1800 227 337 or visit www.myfuture.edu.au
- National Disability Insurance Scheme (NDIS) - support for Australians with disabilities - call 1800 800 110 or visit www.ndis.gov.au
- National Legal Aid - free legal advice and services – visit www.nationallegalaid.org/contact
- Study Assist Services Australia - information on government assistance for financing tertiary studies - call 132 490
- Lifeline - 24/7 crisis support and suicide prevention services - call 13 11 14 or visit www.lifeline.org.au
- Beyond Blue - support for anxiety, depression and mental health – call 1300 22 4636 or visit www.beyondblue.org.au
- Reading and Writing hotline - support for language, literacy and numeracy - call 1300 655 506 or visit www.readingwritinghotline.edu.au
- Services Australia and Centrelink - visit www.servicesaustralia.gov.au

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or is part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and APS Training Group. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Assessment Information

Submitting Assessments

You are expected to complete assessments for all units in your qualification or statement of attainment. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose.

Resubmissions

If you receive feedback to say your submission was 'Unsatisfactory', you will need to provide more evidence to support your claim for competency. This may mean redoing some of the theory questions, adding extra or more relevant information to your portfolio, or demonstrating a task again. APS Training Group allow 2 resubmissions for each task. If after 2 resubmissions your work is still 'Unsatisfactory', you will be awarded a result of 'Not Competent' and required to re-enrol in and redo the work for the unit or part thereof, in order to achieve the full qualification or statement of attainment.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessments. To be deemed 'Competent' against a nationally accredited unit, you must meet **ALL** the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You will sign a declaration at the start of each assessment. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously.

Appeals

As a student, you are able to lodge an appeal if you disagree with a decision regarding an assessment outcome. You are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow APS Training Group's procedure for lodging an appeal.

Student Feedback

APS Training Group is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for feedback at the completion of your study.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 10 calendar days of you being assessed as meeting all requirements of the course. This meets the compliance requirements as set for APS Training Group and other RTOs under the Standards for RTOs 2015.

Records Management

Electronic records, including participant files, are securely stored and backed up.

Physical participant files, whether active or archived, are kept in a secure location with access limited to authorised staff. Physical records are retained for a period of no less than 6 months after the participant has completed or withdrawn from the course. Digital copies of records of completion of units and qualifications will be kept for 30 years.

Students may request access to their records by requesting copies in writing to

enrol@apstraining.com.au

Complaints

APS Training Group acknowledges the clients' right to lodge a complaint when they are dissatisfied with the training and/or assessment services and experiences that they have been provided by APS Training Group.

We will ensure that clients have access to a fair and equitable process for expressing complaints, and will manage the complaint with fairness and equity.

In doing so, APS Training Group:

- Has written procedures in place for collecting and managing complaints in a constructive and timely manner;
- Ensures that these procedures are communicated to all staff, third party partners and clients;
- Ensures that all necessary documentation and resources are in place to enable clients to submit a complaint;
- Ensures that each complaint and its outcome is recorded in writing; and
- Ensures that customer complaints and their outcomes are fed into continuous improvement initiatives.