



AUSTRALIAN

OPERATOR TRAINING

STUDENT HANDBOOK

2025 - 2026



VALUES TRUST
INTEGRITY
DIVERSITY
QUALITY
COMMUNITY

This Student Handbook
has been prepared for the students of:

SkillPath Pty Ltd t/a Australian Operator Training

A.B.N. 88 164 301 786

A.C.N. 164 301 786

RTO # 41351

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Phone: (07) 4982 2541

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Information for Students

Our commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement—should Australian Operator Training cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.

For training that has commenced—In the unlikely event that Australian Operator Training is unable to deliver the training, you will be offered the option to enroll with another RTO and Australian Operator Training will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

Our service commitment

- Your questions are important to us. Please be aware that our Trainers are working with other Students as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

Unique Student Identifier

A USI is required at the time of enrolment. We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. Allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information and to apply for your USI or an exemption go to: apply for your USI go to:

<https://www.usi.gov.au/students/get-a-usi>.

Obtaining a USI

Step 1 You will need to get one [form of ID](#) from the list below ready:

- [Medicare Card](#)
- [Australian Passport](#)
- [Visa \(with Non-Australian Passport\)](#) for international students
- [Birth Certificate](#) (Australian) *please note a Birth Certificate extract is not sufficient
- [Certificate Of Registration By Descent](#)
- [Citizenship Certificate](#)
- [ImmiCard](#)

IMPORTANT: The details a student enters when they create their USI must match exactly with those shown on the ID.

Step 2 Then go to 'Create your USI' on the USI website and agree to the Terms and Conditions.

Step 3 Then click on 'Create USI'.

Step 4 Then fill in some personal and contact details which must match exactly the details shown on your ID.

Step 5 You will then be asked to enter the details from you ID from the list above.

Step 6 You will be required to set you USI account password and questions for security purposes.

Step 7 Your USI will be displayed on the screen.

Step 8 You should write down your USI somewhere safe or enter it into their phone for safe keeping.

Step 9 You will also receive your USI by either email, phone or by mailing address, which ever you chose as your preferred contact method when creating your USI.

Admission and Entry Requirements

Australian Operator Training requires that the student can:

- Obtain a USI or evidence of an exemption
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Writing is required to the level of completing workplace forms

Access and Inclusivity

Our Commitment to Access and Inclusivity

All students deserve the opportunity to learn in a supportive, respectful, and inclusive environment. Australian Operator Training is dedicated to upholding principles of equity and providing accessible education for all, in particular supporting First Nations clients, students with disabilities, and learners requiring additional support.

Respecting and Supporting First Nations Clients

We acknowledge and celebrate the rich cultural heritage of Australia's First Nations peoples. Our RTO is committed to fostering an environment where First Nations students feel welcomed, respected, and valued. We aim to understand each individual's unique needs and cultural perspectives, and we strive to remove barriers to participation and achievement.

Supporting Students with Disabilities

Australian Operator Training are committed to ensuring students with disabilities have equitable access to our programs and services. Our RTO recognises the diverse needs of learners and provides practical support through reasonable adjustments. This may include modifications to learning materials, assessment methods, physical environments, equipment or modes, always in consultation with the student. We encourage students to disclose their needs early so we can work together to provide the most effective support.

Identifying Individual Needs and Providing Reasonable Adjustment

Prior to enrolment we endeavor to determine individual support needs and establish who we can assist students through reasonable adjustment. We respond to individual needs, whether they relate to cultural background, disability, language, literacy, or personal circumstances. We will make changes wherever possible—without compromising the integrity of the training or assessment—to help every student succeed. All information shared with us is treated confidentially and respectfully.

Available Support Services

- Assistance with enrolment and orientation for students requiring support
- Access to assistive equipment
- Flexible delivery and assessment options
- One-on-one learning and assessment support
- Additional time

Support for Students Under 18

Our RTO is committed to providing a safe, inclusive, and supportive environment for students under 18, in line with the national principles for child safe organisations. We assess individual needs prior to enrolment and offer reasonable adjustments and practical support—such as flexible learning options, access to assistive equipment, and one-on-one assistance—ensuring equitable access to all programs and services. We encourage early disclosure of support needs so we can work collaboratively with students and their families. All information is handled confidentially and respectfully. Our commitment includes clear communication, ongoing support, and a welcoming environment where every young learner is treated fairly and empowered to succeed.

Contact and Feedback

If you have any questions about access, inclusion, or require assistance, please contact our Administrator. We welcome feedback to help us continue improving the inclusivity of our learning environment.

Access and Equity

Australian Operator Training upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

Australian Operator Training reserves the right to suspend from their training courses students who are:

- Unable to actively participate in the course activities as a result of injury.
- Disruptive
- Affected by drugs or alcohol

Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

Student Support

Australian Operator Training is dedicated to providing a high standard of service to Students. You can contact your Trainer by phone, email or post during office hours. We endeavour to respond to Students as quickly as possible but you are reminded that our Trainers do have other Students and classes to attend to. We will provide feedback on Assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, Australian Operator Training can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Student.

Should you or your trainer/assessor identify that you require any additional support, to be provided by Australian Operator Training we will work with you to develop an Individual Support plan to ensure that we can provide the required support required.

We provide support after 3:00pm Monday to Friday via phone or anytime you can send us an email to training@aot.net.au and we will respond within 24 hours.

Disability Access and Inclusion

We are committed to providing an inclusive learning environment that complies with the **Disability Discrimination Act 1992 (Cth)** and the **Disability Standards for Education 2005**.

Our obligations include:

- Making **reasonable adjustments** to learning materials, assessments, and delivery methods
- Ensuring **equal access** to facilities, services, and learning opportunities
- Maintaining **confidentiality** and respecting the dignity of students with disability
- Providing **accessible formats** (e.g. large print, screen reader-compatible documents) upon request

Support may include:

- Assistive technology
- Modified assessment conditions
- One-on-one learning support
- Referral to external disability support services
- Supply of training and/or assessment material in an alternative mode

Our staff undertake professional development activities to inform the reasonable adjustments that can be made to training and assessment. We are committed to participating in training and other professional development activities that will improve our service and ability to meet the needs of clients.

If you have a disability or medical condition, we encourage you to disclose this (confidentially) prior to enrolment so we can work with you to plan and support your success.

First Nations Student Support

We acknowledge the Traditional Custodians of the lands on which we operate and are committed to culturally safe and respectful learning environments for Aboriginal and Torres Strait Islander students.

We aim to:

- Embed cultural awareness and respect into our training and assessment practices
- Provide flexible learning options that accommodate community and cultural obligations
- Recognise and value Indigenous knowledge systems and learning styles
- Provide our staff with access to relevant cultural safety training, cultural awareness training and participation in other activities that inform and improve the service provided

Individual Support and Equity

We understand that every student has unique needs. Our commitment to **access and equity** ensures that all learners are supported to achieve their goals, regardless of background or circumstance.

Support services may include:

We work with you to determine how and what support services we can provide and where necessary make recommendations to services outside of Australian Operator Training

- Language, Literacy & Numeracy (LLN) referrals to assistance
- Mental health and wellbeing referrals
- Flexible delivery and assessment options
- Academic coaching or mentoring
- Community service referrals (e.g. housing, financial aid)

How to access support:

- Speak with your trainer or student support officer
- Contact our Administration team at any time
- Speak to your trainer at anytime

Commitment to Students Under 18

As a Registered Training Organisation (RTO), we are committed to providing a safe, supportive, and age-appropriate learning environment for all students, including those under the age of 18. This section outlines our responsibilities and the support available to ensure the wellbeing and success of younger learners.

Duty of Care

We have a legal and ethical obligation to protect the safety and welfare of students under 18. This includes:

- Ensuring all staff working with minors hold a valid Working with Children Check (WWCC) or equivalent clearance
- Providing appropriate supervision during training, breaks, and excursions
- Maintaining clear boundaries and professional conduct at all times

Parental/Guardian Involvement

- Enrolment of students under 18 requires written consent from a parent or legal guardian
- We may communicate with parents/guardians regarding:
 - Attendance and academic progress
 - Behavioural concerns or wellbeing issues
 - Emergency situations or health matters

Age-Appropriate Support

We recognise that students under 18 may have different needs and expectations. We provide:

- Access to a Student Support Officer for guidance and assistance
- Flexible learning options to accommodate other commitments
- Mentoring and wellbeing check-ins where appropriate

Reporting Concerns

If a student under 18 feels unsafe, uncomfortable, or needs help, they are encouraged to:

- Speak with their trainer or a trusted staff member
- Contact our Student Support Officer
- Follow our confidential complaints and feedback process

All concerns are taken seriously and handled in accordance with our Child Protection Policy and relevant legislation.

Expectations of Students

- To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Students. Failure to do so may result in cancellation of your enrolment.
- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

Training Materials and Equipment

During training, Australian Operator Training students will be given access to safety equipment and other required material and equipment. This equipment and material is to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to with Australian Operator Training Pty Ltd and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

Student Responsibilities for Authentic Assessment

As a student at Australian Operator Training, it is your responsibility to uphold the principles of academic integrity and ensure that all assessments submitted are your own work.

1. Responsibilities for Authentic Assessment

Original Work: You are required to submit assessments that are entirely your own. Plagiarism, collusion, or any form of cheating will not be tolerated.

Use of Resources: While you may use external resources to support your work, referencing is mandatory to acknowledge work that is not your own. Including but not limited to text books, websites, journals and AI generated content.

2. Consequences for Cheating

Engaging in cheating, including but not limited to plagiarism and submitting work that is not your own, can lead to the following consequences:

Repeat the assessment: your initial submission may be rejected and you may be required to resubmit.

Disciplinary Action: measures, including suspension or expulsion from the program.

Incidents of academic dishonesty will be documented on your individual student file.

3. AI Checking of Assessments

To ensure the integrity of our assessment process, Australian Operator Training employs advanced AI tools to check for originality and authenticity in submitted work. These tools help identify potential instances of plagiarism and using AI to complete the assessment and ensure that all assessments.

4. Verification Questions

As part of our commitment to maintaining academic integrity, you may be asked to participate in a verification process. You may be required to attend a one-on-one session with your assessor, during which you will be asked questions related to your submitted assessment.

These questions are designed to confirm your understanding of the content and to ensure that the work submitted is your own.

We encourage you to take pride in your work and approach your studies with honesty and integrity. For any questions or further clarification regarding your responsibilities, please do not hesitate to contact the RTO Administrator.

Refund Policy:

- \$50 of your fees is an administration, non-refundable fee.
- Should you cancel or withdraw within seven (7) days any fee over the \$200 will be refundable, as long as all materials are returned, as new and no units completed.
- Australian Operator Training will not hold more than \$1500 of Student's fees in advance.
- Partial or full refunds will be considered after ten (10) working days from the commencement of the course under exceptional circumstance such as long-term illness.
- Deferment of training can be negotiated.

- Should Australian Operator Training cancel the training agreement, a fair and reasonable refund will be granted, if fees are paid in advance. Charges will be incurred for administration and services provided prior to cancellation.
- No refund is available to Students who remain enrolled and do not progress. Should you decide not to continue with your course you need to notify us of your intention to withdraw or defer.

Competency Based Training and Assessment

Students enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Students can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed “competent” or “not yet competent”.

Please make sure that you attach an Assessment Coversheet to all Assessments. These are provided by Australian Operator Training and must be signed by you. Please always include the question/task you are addressing.

Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units. Three (3) major factors need to be considered:

1. How current the Qualification/Statement of Attainment is
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)
- We charge \$300 per unit for Credit Transfer

All applications for Credit Transfer will need to be authenticated with the issuing RTO to ensure its validity. In order to do this the Student will need to complete a “Release of Information form”. This form will be sent to the issuing RTO to gain confirmation that they issued the qualification/statement of attainment, accompanied by a copy of your qualification or statement of attainment.

Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer.

Complaints and Appeals

Australian Operator Training is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal a decision made by the RTO, you are encouraged to do so by using the following processes:

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, student amenities, etc.

First instance: You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the Managing Director.

Second instance: If the issue is not resolved you are encouraged to either speak to or contact in writing the Managing Director.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged, an Incident/Complaint Form must be completed and forwarded to the Managing Director immediately, even if the situation has been resolved to the satisfaction of all parties.

If it is going to take more than 60 days to review the complaint you will be notified in writing and how long it should take before a decision is made.

Appeals

Appeals are the expression of the dissatisfaction of a decision made by the RTO. There are various grounds for lodging appeal. These include, but are not limited to:

- assessment results
- refused refund
- refused requests for an extension

Step 1

If you are not satisfied with a decision made by the RTO, you must complete the Appeals Form - Part A and forward to the Training Coordinator.

(This should occur within five (5) working days of receiving the result)

Step 2

The decision is to be reviewed by a different a party other than the person who made the decision, findings of the review are to be summarised on the Appeals Form. You are to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

Step 3

If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the General Manager. The General Manager who will send an acknowledgement letter to you, record receipt of the Appeals Form, then conduct the review. The General Manager if necessary, will convene a review panel to thoroughly examine the appeal.

(You are to be advised of the outcome within ten (10) working days).

Step 4

If you are not satisfied with the outcome of the appeal, it is to be reviewed by the Managing Director. The Managing Director will send an acknowledgement letter. The Managing Director if necessary will convene a review panel to thoroughly examine the appeal.

(The student is to be advised of the outcome within ten (10) working days).

In the event that it is going to take more than 60 days to review the complaint you will be notified in writing and how long it should take before a decision is made.

Access to Student Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Students, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Students and industry.

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure the RTO is complying with regulations and standards. Upon request Australian Operator Training is required to supply the following ASQA Student contact details including address, telephone numbers and email address.

Privacy Policy

Australian Operator Training will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector 2000)

Australian Operator Training will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification

Change of Personal Details

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include, address, surname, contact telephone number etc.

Results

You will receive your Assessment feedback and result within ten (10) working days of submission.

On completion of a Qualification or Unit of Competence, Australian Operator Training will issue Statements of Attainment/ Certificates within thirty (30) calendar days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Australian Operator Training office. You will then receive a Tax Invoice for \$20 plus GST. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

What if I need my Certificate or Statement of Attainment to be re-issued?

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$55 inclusive of GST.

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Australian Operator Training encourages all Students to make contact should they wish to provide feedback or comments on any aspect of the service received.

Relevant legislation to be complied with**Work Health and Safety Act 2011**

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

Occupational Health and Safety Act 2004 (Vic)

Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/

Workplace Health and Safety Act 2020 (WA)

The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a147282.html

Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/

Privacy Act 1988

The [Privacy Act 1988](#) makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT). For information on privacy regulations in other states and territories, visit the <https://www.oaic.gov.au/privacy/privacy-legislation/the-privacy-act>

Copyright Amendment Act 2017

Copyright provides legal protection for people who express original ideas and information in certain forms. Amendments were made to the Copyright Act 1968 in 2017 to improve access to copyright material by people with disabilities. The Copyright Act protects the rights of the original owners of written material, visual images, music and moving images. For more information regarding the Copyright Amendment Act 2017, go to <https://www.copyright.com.au/about-copyright/copyright-amendment-bill-2017/>

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: <http://www.comlaw.gov.au/Details/C2014C00623>

Disability Discrimination Act 1992 (Cth) and the Disability Standards for Education 2005

These are the primary Commonwealth legislation and Standards, in Australia that protects individuals from discrimination based on disability. It applies across all sectors, including education and training, and requires Registered Training Organisations (RTOs) to ensure students with disability are treated equitably and have access to the same opportunities as others.

RTOs must make reasonable adjustments to accommodate students with disability—such as modifying training and assessment, providing assistive technology, or offering flexible delivery methods. The Act also prohibits both direct and indirect discrimination, meaning RTOs cannot implement policies or practices that unfairly disadvantage students with disability, even unintentionally.

Disability Discrimination Act 1992: <https://www.legislation.gov.au/C2004A04426/latest>

Disability Standards for Education 2005: <https://www.legislation.gov.au/Details/F2005L00767>

Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: <https://www.ag.gov.au/rights-and-protections/human-rights-and-anti-discrimination/human-rights-scrutiny/public-sector-guidance-sheets/rights-equality-and-non-discrimination#:~:text=Under%20Commonwealth%20law%2C%20the%20prohibited,the%20Age%20Discrimination%20Act%202004.>

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit: <https://consumer.gov.au/australian-consumer-law>

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection. For more information visit: <https://www.accc.gov.au/about-us/accc-role-and-structure/legislation-we-enforce>

Disability Standards for Education 2005

The Disability Standards for Education 2005 details the obligations of Registered Training Organisations (RTOs) to ensure that students with disability have the same rights and opportunities as other students. RTOs must take reasonable steps to consult with students, make reasonable adjustments to support learning, and eliminate discrimination—ensuring equal access to education, participation, and assessment for people with disability. For more information: <https://www.education.gov.au/disability-standards-education-2005>

National Principles for Child Safe Organisations

Australian RTOs have a legal and ethical duty to ensure the safety, wellbeing, and inclusion of students under the age of 18. All enrolments of students under 18 requires signed consent from a parent or legal guardian. The National Principles for Child Safe Organisations are designed to protect under 18 year old students and require RTOs to provide:

- A safe, respectful, and inclusive learning environment
- Clear information on how to raise concerns or complaints
- Support from trained staff who hold a valid working with children check (WWCC)
- Protection from harm, discrimination, and exploitation

<https://www.childsafety.gov.au/resources/national-principles-child-safe-organisations>