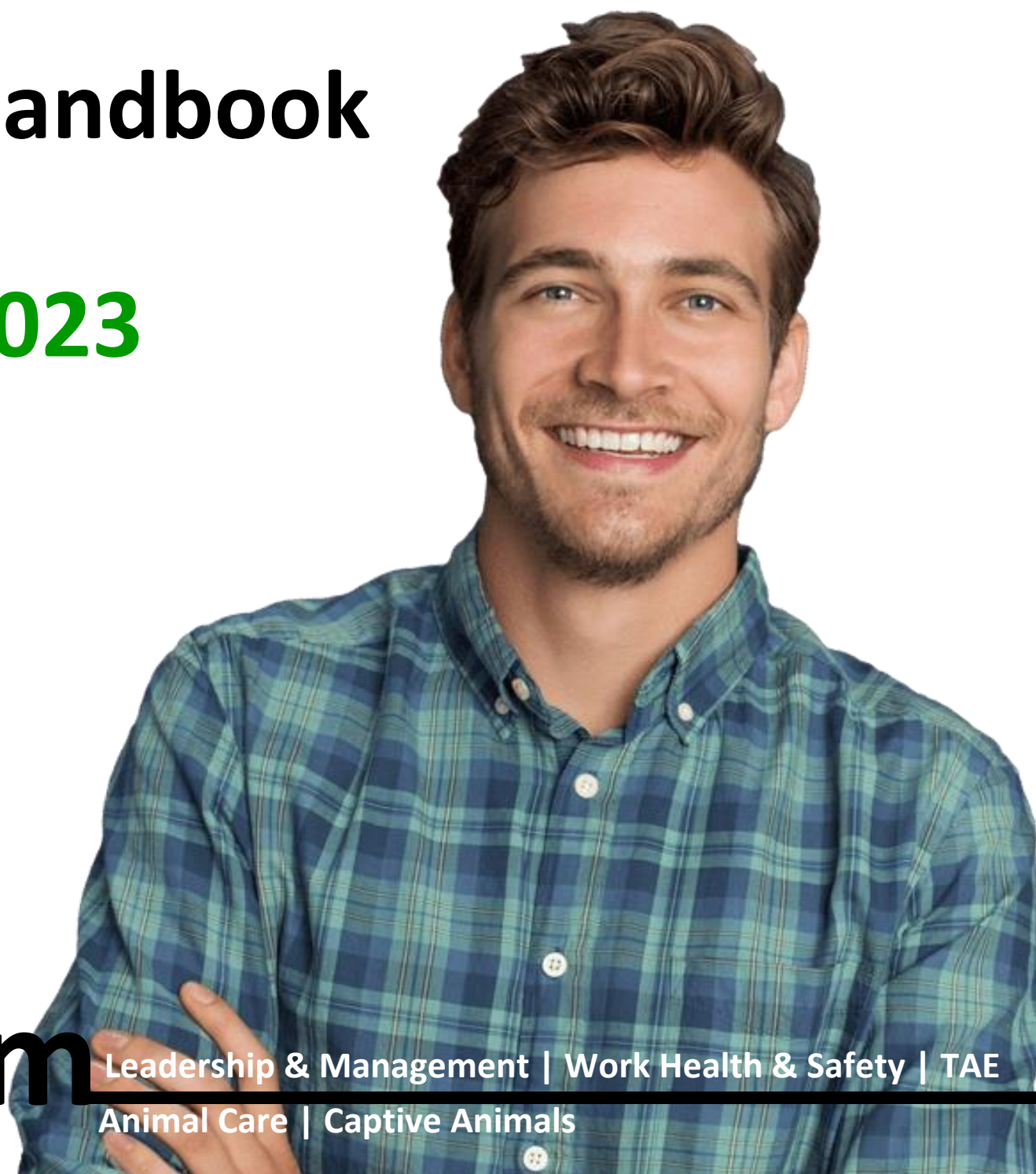




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Learner Handbook

2023



ntm

Leadership & Management | Work Health & Safety | TAE
Animal Care | Captive Animals

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RTO Provider Number: **91284**

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ABOUT US

Welcome, thank you for studying with National Training Masters (NTM).

We are a boutique Registered Training Organisation (RTO) with our headquarters in Kiama on the beautiful South Coast of New South Wales (NSW). We also have a training centre in Minchinbury, NSW to service our clients in Western Sydney. NTM delivers nationally accredited training in all states of Australia.

RTOs are training providers registered by the national regulator, ASQA (the Australian Skills Quality Authority) to deliver vocational education and training (VET) courses. RTOs can be private training companies (such as NTM), TAFE colleges, adult community colleges or companies. RTOs deliver nationally recognised training (NRT) qualifications according to their scope of delivery.

OUR COURSES

Courses we currently deliver are:

ACM20121	Certificate II in Animal Studies NEW
ACM30122	Certificate III in Animal Care Services NEW
ACM30321	Certificate III in Wildlife and Exhibited Animal Care NEW
BSB40520	Certificate IV in Leadership and Management
BSB41419	Certificate IV in Work Health and Safety
BSB40920	Certificate IV in Project Management Practice
BSB50120	Diploma of Business NEW
BSB51319	Diploma of Work Health and Safety
BSB50420	Diploma of Leadership and Management NEW
TAE40122	Certificate IV in Training and Assessment NEW

We deliver training to both the general public and corporate clients. We specialise in contextualising our resources to clients' workplaces so that training is relevant, practical and engaging. We recognise that people undertaking courses have busy lives, and we offer a range of training options to fit in with your lifestyle. We can hold classes at both our Kiama and Western Sydney training rooms, at your workplace, or you can choose a variety of flexible delivery options including fully online, self-paced, or intensive one-on-one training if you need a qualification in a hurry. Whichever method of study you choose, you will always have the support of our dedicated team of people.

HOW TO CONTACT US

Head Office: New South Wales - Illawarra

Street address: Level 1, 47 Manning Street, Kiama, NSW 2533

Postal address: PO Box 4225, Pitt Town, NSW 2756

Phone: 1300 653 501

Email: admin@ntm.edu.au

Website: www.ntm.edu.au

Google maps: <https://goo.gl/maps/3y7NbFyUJit8mwfc6>



Western Sydney Office:

Street address: M Centre, Suite 51, 40 Sterling Road, Minchinbury NSW 2770

Google maps: <https://goo.gl/maps/SEN3xWS8EJMWCG8D7>



Please direct all enquiries to the Kiama office.

CODE OF PRACTICE

At your first class, your teacher will give you other essential information about NTM, your course, and answer any questions you have.

This Learner Guide provides the links and information you will need as you study with NTM.

Our Code of Practice sets out our commitment to act with absolute integrity and maintain the highest possible standards in providing you with quality VET. This Learner Handbook incorporates the following elements which underpin our policies and procedures.

Note: you must read through and understand your obligations in this Learner Handbook before you commence any training and assessment at NTM and pay any fees.

ADMINISTRATION

NTM complies with all necessary Federal and State legislation, including but not limited to, the following:

- Standards for Registered Training Organisations 2015 (SNR)
- National Vocational Education and Training Regulator Act 2011 (NVR)
- Work Health and Safety Act 2011 (WHS)

The [Standards for Registered Training Organisations 2015](#) (Cth) are a set of standards which all RTOs must follow to ensure nationally consistent, high-quality training across Australia's VET system.

ASQA, through the [National Vocational Education and Training Regulator Act 2011](#) (Cth), was established to provide for the registration of training organisations and the accreditation of vocational courses under national standards. The objects of the Act are to provide:

- for the registration of people and organisations that conduct VET courses
- for the approval of people and organisations (other than official universities) that offer courses to overseas learners,
- and to promote consistency of standards in VET

The [Work Health and Safety Act 2011](#) (NSW) provides a framework to protect the health, safety and welfare of workers and learners, and all other people who might be affected by the work, and for the general public so that their health and safety is not placed at risk by work activities.

Other Commonwealth legislation we adhere to includes:

- Privacy Act 1988
- Anti-Discrimination Act 1991
- Copyright Act 1968
- Equal Employment Opportunity Act 1987
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Fair Work Act 2009

ACTIVE LEARNING

To make the most of your learning with NTM, you are expected to participate and engage in your assessments and training. Active learning includes attending all classes and workshops and submitting work following the assessment requirements of each unit. If there is a valid reason you cannot attend class, please notify your teacher as soon as possible.

If you are sick, unable to attend class, unable to complete an assessment or have missed an assessment due to unforeseen circumstances, please advise your teacher as soon as possible.

Active participation means you:

- attend class, engage online at the unit level, attend practical sessions, exams, tests or accessed learner support
- engage with the training material, ask questions and participate in group discussions
- apply for Recognition of Prior Learning (RPL) or credit transfer
- access activities or pages in the learning management system
- submit assessments
- contact your teacher for support and assistance

For each unit in your course, NTM will provide you will with:

- an outline of the unit of competency
- specific WHS requirements
- an assessment plan that covers the assessment methods and activities you will undertake, and
- standard of conduct and behaviour requirements

If you are not participating and engaging in your training and assessments regularly, we will contact you to determine if you are continuing or withdrawing from your studies. You will be assisted to re-commence your studies if this is what you request.

If you decide not to continue with your studies, you must notify your teacher or the campus in writing, by using the [Withdrawal Form](#) available on the NTM website and send it to your teacher or campus. We may also use this form to see if you are eligible for a partial refund of your tuition fees. It is essential to submit your withdrawal form promptly after your decision to discontinue your studies. If you don't respond to our attempts to contact you, we may take action to 'withdraw and discontinue' your study.

ANIMAL CARE POLICY

Where animals are used to support your training, you must understand that it is a privilege that has responsibilities. You must:

- treat animals with care and respect
- treat animals humanely and avoid any cruel behaviour, and
- maximise that you make good use of the learning opportunity.

There are penalties for animal cruelty and unauthorised use of animals. NTM has a quality assurance process that monitors the care of all animals used for training and assessment to ensure that it meets industry and animal welfare standards. If you think that animals used in training have been mistreated or used inappropriately, you should discuss this with your trainer.

Note: If you need to bring your animal to NTM for training or other purposes, you must first seek permission from your teacher in writing.

ASSESSMENTS

Assessment is the way NTM can confirm you have achieved competency, see [Competency-Based Training](#). In your course, for each unit of competency, you will find specific information about your assessment's requirement in the Assessment Plan.

Soon after the commencement of your training, your teacher will advise you of the assessment methods used for each unit. You must also submit assessment work and attend scheduled assessment events on the required dates.

Every assessment event will detail what equipment and resources that you will require. Throughout your course, you will need stationery such as notepaper, pencils, pens, erasers, rulers and highlighters. NTM recommends you have a supply of stationery for the duration of your course. Most courses also require you to have access to a computer and internet connectivity.

If you have a permanent or temporary disability that may affect your ability to undertake assessments, sit an examination, or finish it in the allotted time, contact the Director of Equity who will determine if you qualify for special concessions (e.g. a modified exam). If the nature of your disability changes during your course, you must notify the Director of Equity **before** the exam or assessment event. See [Reasonable Adjustment](#) for more information.

ASSESSMENTS THAT ARE LATE OR YOU MISS

If you miss a formal assessment activity, an exam, or are late with an assessment, it is probable that 'no result' will be awarded and this will affect your final mark. You should contact your teacher as soon as possible, giving reasons for your lateness or absence.

For assessments, you have seven (7) days to do this, or until the day of the next scheduled attendance, whichever comes first.

For exams, you have ten (10) days to notify your teacher. Your teacher will inform you about the revised examination date, which may not be until the following year.

Where possible, you should provide evidence to support what you say – for example, a medical certificate or letter from a psychologist. In some cases, your teacher may accept a late assignment or allow you to sit for a test at a later date. With final exams, you may be able to attempt the exam at the next scheduled examination period – usually several months later.

Note: Any changes to your assessment schedule needs to be discussed with and approved by your teacher.

ASSESSMENT APPEAL

As a learner, you have the right to appeal against a decision made regarding the final assessment result if:

- you have been assessed as Not Yet Competent (NYC) in an assessment against specific competency standards
- you believe you have sufficient grounds and evidence entitling you to be assessed as competent (C) or granted Recognition of Prior Learning (RPL), if applicable
- you are able to adequately demonstrate that you have the skills and experience to be able to meet the learning outcomes of units you are appealing against.

It is best to speak to your teacher first to resolve any issues regarding your assessments and results. If you are still not satisfied with the outcome, you must appeal in writing within 10 working days of receiving the final result. It is essential to detail the grounds of your appeal, provide a copy of any feedback and the result/s from your teacher to admin@ntm.edu.au. You will receive a confirmation e-mail regarding the registration of your complaint and the delegate responsible for the appeals process. Within 20 working days, you will receive the outcome of your appeal.

Failure in a unit of competency (on two occasions)

If you wish to re-enrol in a unit of competency after receiving two Not Yet Competent results in that unit within three years, you must submit a request in writing to your teacher showing cause as to why you should be re-enrolled.

If NTM approves your re-enrolment, and the qualification remains current, your teacher will advise you on the study required to complete your course.

Where this original unit of competency [or qualification/ course] is no longer current, your teacher will discuss the available options including the study requirements in the current version of the unit of competency or qualification]. Fees are generally payable each time you re-enrol into a course.

Note: Your tuition fee (or fee exemption) only covers your first attempt at a unit of competency, and further charges may apply.

AUSTRALIAN QUALIFICATIONS FRAMEWORK

NTM follows the Australian Qualifications Framework (AQF), which is a nationally agreed structure identifying the qualifications available across the three educational sectors of: schools, VET and higher education.

Australian Qualifications Framework (AQF)

HIGH SCHOOL	TAFE NSW	UNIVERSITY	AQF Level
		Doctoral Degree	Level 10
		Masters Degree	Level 9
		Graduate Diploma Graduate Certificate Bachelor Honours Degree	Level 8
		Bachelor Degree	Level 7
		Associate Degree Advanced Diploma	Level 6
		Diploma	Level 5
	Certificate IV		Level 4
	Certificate III		Level 3
	Certificate II		Level 2
	Certificate I		Level 1
	Senior Secondary Certificates of Education (HSC in NSW)		

Some qualifications are issued by more than one type of institution, e.g. Diplomas, Advanced Diplomas and Associate degrees are offered by both TAFE and universities. AQF qualifications are used throughout Australia and have been developed in conjunction with industry and the community. Each qualification is based on the level of outcome and not on the length of the course. All the AQF qualifications offered by NTM are nationally recognised. Please note the AQF is currently under review www.aqf.edu.au

AUTHORITY TO PUBLISH

At enrolment, you provide consent for NTM to obtain and publish material. The material may include photographs, videos, text, illustrations/graphics, sound recordings or other samples of work. The purposes for collecting material may include training other learners, promoting VET, recognition of your achievements, promoting NTM and professional development of staff. Common forms of evidence NTM may collect during assessment include visual, video or sound recordings.

When you give authorisation, NTM may arrange for the publication of the material in a variety of ways. The publications could include, but are not limited to, the following:

- ASQA and State Training Services for quality assurance and auditing purposes
- NTM newsletters, online and in hard copy
- NTM public website
- Social Media platforms such as Facebook and Instagram
- local community magazines/newspapers
- various formats which supplement or support presentations to teachers or Departmental researchers

Note: Normally, NTM only takes videos, audio recording or photos for your training and assessment needs. You may opt-out of the authority to publish in writing to your teacher.

CAREER DEVELOPMENT AND COUNSELLING

You have access to a qualified Career Development Practitioner who can assist with career planning, resume writing, job seeking, recognition of prior learning and assessment of overseas qualifications. You also have access to a registered psychologist who can assist with personal counselling directly affecting your studies, such as learning difficulties, anxiety, study planning and help in referring to outside agencies. To access career development and counselling services, please call our national office to make an appointment.

Note: Career Development and Counselling support services are free to enrolled learners.

CERTIFICATES

NTM awards two different kinds of certification, they are:

Certificate of Qualification— identifies that you have passed all the course requirements and are eligible for a qualification. You will receive a certificate (testamur) stating which qualification you have earned as well as a list of all the units you completed (transcript).

Statement of Attainment (SoA) – identifies you have completed some, but not all competencies in a qualification. The SoA will list which individual competencies you have completed. An SoA is not a qualification under the current AQF.

NTM complies with the requirements of Nationally Recognised Training (NRT). This means that wherever you study in the future, work or apply for credit, your NTM studies are accepted Australia wide.

Note: Certificates are normally issued as soon as you successfully complete all your units of study, and after all fees have been paid in full.

Note: If you require a replacement testamur, this can be provided at a cost of \$50.00 if it is within a 3-year period from the date you completed the course. To replace a testamur that is older than 3 years from the date of your course completion, will incur a fee of \$75.00. These costs are for both replacement testamurs in electronic format and hard copy which will be posted.

CODE OF CONDUCT

As a learner, you have a responsibility to treat others with respect and fairness. You have a responsibility to not engage in conduct that impairs the reasonable freedom of any person to pursue their studies, research, or work in NTM. The code of conduct applies to all locations, online and digital platforms, or when participating in activities associated with NTM.

Below is the summary of NTM's code of conduct:

- treat everyone with respect and fairness
- value everyone's opinion
- respect privacy by not revealing personal details or organisations in case studies without their explicit consent
- acknowledge intellectual property and copyright
- listen to the diversity of ideas
- debate with others with openness and civility

If another learner's behaviour is interfering with your studies or breaching the NTM Conduct of Conduct and Discipline Policy, you should feel comfortable to report it.

Note: Talk to your teacher or our registered psychologist about any concerns you may have about the behaviour of learners and NTM staff.

COMPLAINTS

We are constantly improving the way we work. Your feedback is crucial to us understanding what we are doing well and areas where we can improve. If any issue arises that you believe is impacting your study, please follow our procedures to help resolve it:

1. Try to resolve the issue with the person concerned, start with your teacher or administration.
2. If this is not successful, please notify the Office Coordinator by email admin@ntm.edu.au to resolve your complaint.
3. If you are still not satisfied, the complaint will be reviewed by the Chief Executive Officer.
4. If a complaint cannot be resolved internally an independent third party will be called on to review the complaint or appeal.

We have designed our complaints and appeals policy to be as simple and straightforward as possible.

Note: All our staff are approachable and have your best interests and welfare at heart, so we encourage you to talk to them in the first instance and not let minor matters become larger ones.

COMPETENCY BASED TRAINING

NTM is an adult learning environment. Competency Based Training (CBT) is the approach to learning that develops the required skills, knowledge, and attributes to meet the competency standards that are set out in national [Training Packages](#).

CBT is an approach to learning where the emphasis is on what a learner can do in the workplace as a result of their training. Learners who have successfully achieved competency will have the performance and knowledge they need to complete workplace activities in a range of different situations and environments, to an industry standard of performance that is expected in the workplace. Learners who are not yet competent can retake assessment events or provide further evidence to demonstrate competency while they are enrolled and financial with National Training Masters. Contact your trainer/assessor for details on extensions and resubmission of assessment events.

CBT is usually based on performance standards that have been set by industry. Competency based assessment materials are designed to ensure that each learner has achieved all the outcomes (performance and knowledge) required by each unit of competency. CBT allows for flexible entry and exit for learners enabling them to complete their studies much quicker.

Note: Once you have achieved competency in one unit, you can then move onto the next unit. Training can take place both on and off-the-job using a variety of delivery modes and methods.

CONSUMER PROTECTION

NTM has a reputation as a safe, progressive, and dynamic place to learn. NTM aims to provide an environment to support quality VET to benefit individuals, industry, business, and the wider community.

As an NTM learner, you have a right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and Smart and Skilled Contract requirements
- be informed about the personal information we collect about you
- review and correct personal information, and
- access the NTM feedback and **complaints** handling process

With rights come responsibilities and as a learner, at NTM, your responsibilities include:

- providing true, accurate and complete information to NTM, and
- behaving responsibly and ethically per this Learner Guide

Note: Your teachers and our customer service team are here to ensure you get the most out of your learning experience, discuss your concerns early so we can resolve any issues.

DISCRIMINATION

NTM is committed to providing a training environment where you feel valued and safe. We do not tolerate any form of discrimination, bullying, harassment, or intimidation either by or against our staff and learners.

All our staff and learners have an obligation under NSW and Commonwealth legislation not to discriminate, treat unfairly or harass people because of who they are, who they are related to, or who they associate with on any of the following grounds:

- sex, including pregnancy
- marital status
- race, colour, ethnic or ethno-religious background descent or nationality
- disability, including intellectual, physical, psychiatric and HIV/AIDS
- sexual orientation
- political, union, or employer affiliation
- age
- gender
- religion

It is also unlawful for a person to do anything publicly that could incite vilification, encourage, or stir up hatred, serious contempt or severe ridicule against others on any grounds.

FEEDBACK

We value your feedback about your learning experience. Please feel free to give us feedback on the learning materials, assessments, your trainer, staff and the training venue, to admin@ntm.edu.au. Our quality assurance team will get back to you within 10 working days.

Note: at the end of your training you will be asked to provide feedback on your experience with NTM. Also, ASQA and other government agencies may contact you to discuss your experiences at NTM, and we highly encourage you to participate in all forms of feedback.

FEES

A fee applies for most NTM courses and an initial deposit of \$500 must be paid at enrolment before you access learning materials or attend class. The total amount you pay depends on which course you study, whether there is government funding available for that course and if so, whether you are eligible for a concession fee or exemption. A fee instalment plan is available, which includes the initial deposit fee and the remainder paid in instalments on scheduled dates during your course.

Please note that we are not able to accept more than \$1500 in prepaid fees before your course starts. See [Fees in advance](#) for further details.

It is important to pay your deposit and all fee instalments by the due dates so that you can start and/or continue your course. We are not able to issue your transcript or testamur until all fees have been paid.

Payments can be made by direct debit, cheque, EFTPOS, money order or credit card (MasterCard or Visa), or by phoning the Customer Service Centre on 1300 653 501. NTM does not accept cash.

If paying by cheque or money order, please make payable to 'Bombohill Pty Ltd' then write your name, address and course number on the reverse side.

Where another person or entity, such as your employer, makes arrangement to pay the student fee on your behalf, they will be sent an invoice to make the necessary payment. However, you remain liable for the fee so if the other party does not pay, then you are liable to pay for the fee.

All NTM fees and charges are reviewed on a yearly basis and are subject to change.

Some of our courses are available under the NSW Smart and Skilled program, currently only available if you are studying at our Kiama training centre or if you are enrolled as a flexible delivery student in NSW. If you meet the eligibility criteria the NSW government will pay a subsidy towards course fees. Full details of the Smart and Skilled program can be found at www.smartandskilled.nsw.gov.au. NSW Smart and Skilled fees are regularly reviewed by Training Services NSW.

Concession fees - Smart and Skilled

If you started government-subsidised training on or after **1 January 2017**, and you are enrolled under Smart and Skilled conditions, you may be eligible for a fee exemption or fee concession where you declare your disability status or concession status or identify as an Aboriginal or Torres Strait Islander person at the time of enrolment, and you meet the eligibility conditions. You will need to demonstrate that you meet the eligibility conditions for a fee exemption or fee concession at the time of your enrolment.

If you have already paid the maximum tuition fee and you are eligible for a concession, you may be entitled to a refund of the difference. Where you are eligible for a fee exemption, you may be refunded any tuition fee you have paid.

Cooling off period

You have consumer rights under state and Commonwealth legislation. You have a 10-day cooling-off period from when you receive your tax invoice for your tuition fees to deciding if the course is right for you. When you engage NTM to provide a service, you have the right to expect 'acceptable quality'. Services must be:

- provided with due care or skill (taking all necessary steps to avoid loss and damage)
- fit for any specified purpose (express or implied)
- provided in a reasonable time (when no time is set).

What is 'reasonable' will depend on the nature of the service, the difficulty of the task and other relevant factors like busy periods and public holidays etc.

Note: The Department of [Fair Training](#) provides excellent advice on your consumer rights.

Proof of purchase and service documentation

You have the right to receive proof of purchase (such as an invoice, EFTPOS receipt, handwritten receipt, or fee instalment agreement) when you enrol with NTM.

Education and training services in Australia are usually supplied under a contract. You have the right to receive a written copy of any contract you sign (including its terms and conditions). In the case of NTM, the contract is your enrolment form and the terms and conditions are in your Learner Handbook. Keep these for your records and in case you need to refer to the Learner Handbook during your training.

Once NTM accepts your enrolment you will be issued with a tax invoice for your course. You may choose to have the invoice made out to your business or employer.

You will receive a copy of the Learner Handbook at the time of enrolment containing the terms and conditions of your enrolment. A copy of the latest [Handbook](#) is also available on our NTM website.

Fees in Advance

All students participating in training with NTM through fee for service will have qualification/course costs presented to them through our accounting system in the form of a Tax Invoice for each student prior to the scheduled start date of the course.

At no time will NTM request or accept from an individual prospective or current student prepaid fees in excess of \$1500.

All students at NTM must pay a \$500 deposit (unless eligible for a concession or exemption under Smart and Skilled training). This deposit must be paid before you can be provided with any course equipment, access to learning materials and/or online content, or class participation.

HARASSMENT AND BULLYING

NTM has a zero-tolerance approach to bullying and harassment.

Harassment includes behaviour that offends, humiliates, or intimidates any other person on any grounds, where the behaviour is not welcome. Harassment and discrimination may be sexual or non-sexual. The harassment may be on the basis of attributes such as (but not limited to) race, sex, pregnancy, religion, marital status, sexual preference, disability, transgender status or age and it is against the law under the NSW Anti-Discrimination Act (1977) and the following Commonwealth Laws:

- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984.

Behaviour that may be acceptable in private, social, or cultural settings among some groups, may not be acceptable in a workplace situation or educational institution. Behaviour that is acceptable to one person may not be acceptable to another. The person being harassed, not the harasser, is the one who decides whether they feel harassment has occurred.

If you feel you are being discriminated against or harassed, ask the person to stop and remind them that discrimination and harassment are not accepted at NTM.

If you don't feel you can do this, you can seek advice and support from our registered psychologist who will help you if you need to make a complaint.

Bullying is a form of violence and occurs if:

- a person or group of people repeatedly act unreasonably towards a worker or a group of workers
- the behaviour creates a risk to health and safety

Unreasonable behaviour includes victimising, humiliating, intimidating, or threatening. Whether a behaviour is unreasonable can depend on whether a reasonable person might see the behaviour as unreasonable in the circumstances. Examples of harassment may include:

- material that is racist, sexist, ageist, sexually explicit, anti-gay or anti-transgender that is displayed publicly, circulated or put in someone's workspace or belongings, on a computer (including e-mail) or on the internet including social media platforms
- verbal abuse or comments that put down or stereotype people generally, or an individual particularly
- jokes based on gender, race, marital status, homosexuality, disability, age, or transgender (transsexual). There is a difference between harmless humour which may refer to gender, race and so on, and using a racist or sexist joke to have a "dig" at someone - and therefore to harass them
- offensive gestures
- ignoring, isolating, or segregating a person or group
- referring to a person who is transgender by their previous name or gender, or calling them "it"
- staring at or leering in a sexual manner
- sexual or physical contact, such as grabbing, kissing, or touching
- intrusive questions about sexual activity
- unwelcome wolf whistling
- repeated sexual invitations when the person has refused a similar invitation before
- teasing or practical jokes
- behaving aggressively
- pressuring someone to behave inappropriately
- excluding someone from work-related events or
- unreasonable work demands

Harassment is any behaviour that is directed at an individual or groups and which is offensive, belittling, humiliating, intimidating, or threatening. It is unwelcome, unsolicited and is usually:

- unreciprocated
- expected to be repeated
- makes the work or study environment unpleasant
- humiliating or intimidating for the individual or group

It can be sexual in nature or based on gender, race, disability, sexual preference or a range of other factors. The behaviour may constitute a breach of the Learner Conduct and Discipline Policy or be a criminal offence and will be dealt with promptly and effectively.

Harassment does not have to be an ongoing pattern of behaviour or number of incidents. Just one act can be enough to be harassment. Someone does not have to say "no" before any behaviour or action can be considered harassment. If at any time you are not sure if your behaviour is offending or will offend someone, then that behaviour should stop immediately.

It is also against the law for anyone to victimise another where that person has:

- complained about harassment
- supported someone who complained about harassment

Source: [Fairwork](#) and [LGBTQIA+ Resource centre](#) and [SafeWork NSW](#) and [Multicultural NSW](#)

Note: If you believe you or another learner is being discriminated against, bullied, or harassed you should follow our Complaints Procedure to ensure we can deal with the problem. You have the right to feel safe while you are training with us and our focus is on providing an environment where this can happen.

HELP WITH YOUR LEARNING

Sometimes you may need help with a particular unit of competency or skill. Whether you have trouble with maths, reading or writing comprehension, or anything else, we can offer you tutorials or other forms of learner support to ensure that you succeed in your studies.

We may be able to provide support to help you with one or more of the following:

- reading
- writing
- English as a further language
- maths
- computing skills
- communication skills
- learning

Please contact our national office to make an appointment with our LLN Practitioner. NTM from time to time will run tutorial workshops to assist you with studies. See also [reasonable adjustment](#).

INTERNET

NTM learning environments have internet connections and wi-fi. NTM reserves the right to monitor and record all usage of its computer networks, and to take disciplinary action when breaches of expected behaviour and access occur.

Note: At orientation, your teacher will provide you with the NTM Student Wi-Fi login details.

LEARNING MANAGEMENT SYSTEM

At NTM we use Microsoft Teams as our Learning Management System (LMS). As an NTM student, you will be provided with a student Microsoft account and this will be used for all assessments and video conferencing. On your first day of class you will be given an orientation to Teams by your trainer. You will also have access to free training from Microsoft by clicking on this link [Microsoft Teams video training - Office Support](#).

MEDICAL CONDITIONS

If you have an ongoing medical condition such as epilepsy or diabetes, it is important to make your teachers aware of this in case you require sudden assistance. A safety management plan can be developed with the Director of Equity, and, with your permission, shared with the relevant staff who can then provide support when necessary.

We also recommend that you provide us with an emergency contact (either a family member or friend) and provide them with a copy of your timetable and attendance details. This will help in case of emergency. This information will be kept confidential.

If you are at risk of anaphylaxis, you must carry your own adrenaline auto-injector ('Epi-Pen') while on campus or while attending any NTM activities such as events, excursions, or work placements.

Your teacher will let you know who the designated first aid officer is during your first class.

Prescription drugs

Some prescription and over-the-counter medications may impair your judgement. While you are affected by medication, you may not be able to use equipment or handle chemicals safely. It is your responsibility to discuss this with your teacher. They have a duty of care to you and your fellow learners and may need to know of your medical condition so that they can ensure safety arrangements. You have a right to privacy, and while your teacher may need to inform relevant staff, it is against the law for them to tell anyone else without your permission. You are welcome to discuss any issues with our Director of Equity.

PLAGIARISM AND COLLUSION

Plagiarism is taking the ideas, writings or work of others and presenting them as if they were your own work and without acknowledging the original author. To pretend that another person's work is your own is unethical, dishonest and violates intellectual property. Plagiarism is a breach of the student code of conduct.

To ensure you respect copyright and intellectual property, you must:

- never plagiarise information
- always respect the intellectual property and copyright of owners and authors of work, including works, ideas, and graphics etc on NTM and other websites
- every time acknowledge the creator or author of any material published
- not make available or use illegal copies of software or electronic publications

Collusion is when two or more students complete work when the assessment conditions require an individual submission. While working together is natural when you begin to know fellow learners, you may run into the problem of either copying a fellow learner's work or not acknowledging that work is a group effort. If you provide another learner work to be passed off as their own, you may also be guilty of collusion.

Note: An excellent way to ensure you never get accused of plagiarism or collusion is always to reference your work. See [Referencing](#) in this Learner Handbook.

PRIVACY

At NTM, we guarantee your privacy. When you enrol with NTM, the collection, storage, use and disclosure of any personal information you provide is protected under the [Privacy and Personal Information Protection Act 1998](#) (NSW), and the [Privacy and Personal Information Protection Regulation 2014](#) (NSW).

NTM also complies with the [Privacy Act 1988](#) (Cth). We only collect personal information necessary for your enrolment and study records. We always keep these records confidential and are not disclosed to other parties without your written approval. As required, the only personal information we disclose is for data reporting to the national regulator ASQA and the National Centre for Vocational Education Research (NCVER). As a learner, you may seek an application to view your learner records by contacting Administration, in person at our Head Office in Kiama, call or email admin@ntm.edu.au to make an appointment.

Any health information you provide is protected under the [Health Records and Information Privacy Act 2002](#) (NSW). Any information we ask you to provide will only be that which is necessary for the purposes of your course enrolment, learning and study records. Information provided will be held securely and disposed of securely when no longer needed.

During your enrolment with NTM, you will be advised of, and asked to, acknowledge your acceptance/understanding of the Learner Privacy Statement, Smart and Skilled consent, and your consent to access information held by the Department of Human Services (Centrelink).

At the time of enrolment, you would have signed and accepted the terms of enrolment, including the learner and privacy declaration.

Note: You may request to view your personal information NTM holds by contacting our Customer Service centre.

Note: Ensure you keep a copy of the Privacy Statement you signed and agreed to at the time of enrolment.

REASONABLE ADJUSTMENT

If you have a disability, health, or medical condition such as a learning difficulty, physical, mental health, neurological, vision, hearing or other impairment, NTM offers a range of training and assessment strategies to meet your individual needs. Make an appointment with our Director of Equity to discuss support options by contacting our national office.

NTM adheres to the [Disability Standards for Education 2005](#) (Cth) and the Disability Discrimination Act 1992 (Cth)

NTM takes reasonable steps to enable you to participate in education on the same basis as learners without disability, and specifically to ensure that:

- teaching materials are appropriate to your needs
- course learning activities are sufficiently flexible for so you can participate
- learning materials are available in an appropriate format
- training strategies are adjusted to meet your learning needs
- assessment procedures are adapted to give you equal opportunities to demonstrate the knowledge, skills or competencies being assessed.

Note: If you have a disability, please contact, and register with the Director of Equity who will provide support and assistance during your study. It is important that you notify the Director of Equity and your teacher when applying for reasonable adjustment.

RECOGNITION OF PRIOR LEARNING

You may be eligible to receive recognition for some or all the units in your course of study, either through credit transfer or through recognition of prior learning (RPL).

If you have not previously studied but believe you have the skills and knowledge from your current or previous job role, or from life experience, please talk to us about the RPL process, which may involve:

- producing a portfolio of evidence
- being assessed in your workplace, demonstrating particular skills, or
- undertaking a professional conversation with a trainer.

Being granted RPL or a credit transfer can help you complete your qualification faster and means you do not have to spend time studying a subject you already know.

If you are not already enrolled as a learner, the cost to assess an RPL application is \$100. Once you continue to enrol into a course with us, the RPL fee will be deducted from your invoice.

Note: You may apply for RPL or credit for a single unit of competency or groups of competencies up to 100% of a qualification.

Credit transfer

Credit transfer means you have completed a single unit, or multiple units, from a nationally recognised training package through a registered training organisation (RTO), this could be through TAFE, a community college, or a private RTO. All you need to do is provide us with a copy of your transcript showing the unit(s) you have completed and a request for a credit transfer. **Credit transfer** can significantly reduce the time it takes to complete your study with NTM.

Note: It is important that you apply for RPL upfront when you enrol. You should provide transcripts, portfolios and other evidence to your teacher, as this will allow you to apply for RPL. You may also apply for RPL and credit transfer during your course.

REFERENCING

Always reference your work, never just copy, and paste from someone else's work, or the internet. It is important to cite sources you used in your research for several reasons, to:

- show your teacher you have done proper research by listing sources you used to get your information
- be a responsible learner by giving credit to other researchers and acknowledging their ideas
- avoid plagiarism by quoting words and ideas used by other authors
- allow your teacher to track down the sources you used by citing them accurately in your paper by way of footnotes, a bibliography or reference list

Note: At NTM we recommend the American Psychological Association (APA) reference system, for the latest guide by Charles Sturt University visit the [APA Referencing guide](#)

REFUND POLICY

NTM may refund your tuition fee in the following circumstances:

- If you cancel more than five (5) business days before the scheduled course start date, you will receive a refund of money paid less a cancellation fee of \$50. If at the time of cancellation, you opt to defer to the same course at a later date the cancellation fee will not be charged.
- If you cancel within five (5) business days before the scheduled course start date, you will receive a refund of money paid less a cancellation fee of \$100. If at the time of cancellation, you defer to the same course at a later date the cancellation fee will not be charged.

If you do not cancel your enrolment before the commencement of the course, you are not entitled to any refund and the full course price will be payable. If you submit a new course enrolment, you will be required to pay the total tuition fee for the new enrolment.

Please note that all cancellations must be in writing on our official withdrawal form which the Office Coordinator can supply to you.

If NTM must cancel or reschedule a course, you will be offered the opportunity to join the new course or receive a full refund of money.

Note: If you withdraw after the course has started, have attended any classes and accessed learning resources, there is no refund.

Note: A refund will be provided to individual students who have overpaid the course fees. It will be made via a direct transfer to a nominated bank account.

See the [Withdrawal Policy](#) in the handbook.

RIGHTS AND RESPONSIBILITIES

Know your rights and responsibilities and what you can expect from NTM.

When you sign your enrolment form or enrol online, and pay your fees/fee instalment, or are granted a fee exemption, you agree to follow NTM policies and procedures, and you agree to abide by these conditions. It is also a declaration that all the information you have provided, is true and correct.

Penalties may apply if you disrupt your class, harass learners or teachers, damage property, cheat in examinations, or otherwise act in a way contrary to the good conduct of NTM.

NTM aims to provide you with the opportunity to study, learn and develop skills in a safe and supportive environment.

Your rights

As a learner, you have the right to:

- expect that the quality of your training meets the standards, regulations and requirements set down by ASQA and State Training Services NSW
- be informed about the collection of your personal information and be able to review and correct that information
- access NTM's consumer protection complaints process
- access counselling, career development and equity services
- be treated fairly and respectfully by our staff and other learners
- learn in an environment free of discrimination and harassment
- have your records, and confidential information kept private
- receive information about your course, the assessment requirements and procedures, WHS requirements, and information about support services
- receive information on your progress in the course in a timely and professional manner
- modify your training plan if your circumstances change, in consultation with educational staff
- present recognition of prior learning (RPL) and credit transfer at the commencement and within the duration of your studies
- lodge a complaint without fear of retaliation or victimisation

Your responsibilities

As a learner, you have responsibilities to:

- provide accurate information to NTM that matches your USI (Unique Learner Identifier) record
- behave responsibly and ethically consistent with the [Code of Conduct](#)
- treat other learners and staff with respect and fairness
- be punctual and regular in your attendance
- submit assessment tasks by the due date or ask for an extension of time
- contribute equally to any group assessments which receive a group mark
- do all that you can to prevent the introduction of viruses to NTM computers
- pay your student fees by the due dates

- ensure that all assessment events are your own work
- observe any required safety practices, e.g. wear approved clothing and PPE (Personal Protective Equipment)
- catch up on any missed work due to absence
- actively engage in your studies by participating in training and completing assessments

As a learner, you MUST not:

- at enrolment, withhold or misinform NTM of your previous training qualifications in relation to your eligibility for any Smart and Skilled training subsidised by the NSW Government
- plagiarise, collude, or cheat in any assessment event or examination
- illegally copy software licensed to NTM
- install software onto NTM computers
- use offensive language
- smoke in any designated non-smoking areas
- litter on or around campus
- harass fellow learners, staff or the general public, either face to face, over the phone or through any social media
- use any social media such as Facebook, Twitter or Instagram, or mobile phones, pagers, or similar devices for personal reasons in class or exams
- use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- damage, steal, modify, misuse, waste or pollute NTM property
- be under the influence of alcohol or illegal drugs in the learning environment
- engage in behaviour which may offend, embarrass, threaten, or harm other learners, staff or the general public – including SMS messaging or any form of cyberbullying

NTM's responsibilities

NTM has the responsibility to:

- support you in learning, studying, and developing skills in a safe and healthy learning environment
- safeguard the welfare of children, young people and other vulnerable people who may come into contact with our learners during workplace components of a course, visits to industry and in simulated workplace settings
- do our best to help you complete your course
- advise you of changes to fees, course delivery, timetable and location and of any alternative arrangements available to you
- make changes to course delivery, timetable and location only if it is in the best interests of all our students or if the advantages of the changes will outweigh any inconveniences (avoiding casual changes to the running of a course or its time, date, fees, or location)
- maintain and be compliant with the Standards for Registered Training Organisation (RTOs) 2015 and the requirements of the Australian Skills Quality Authority (ASQA)
- be compliant with relevant Commonwealth and state legislation, regulations and contractual obligations.

NTM's rights

NTM reserves the right to:

- withdraw and/or cancel the delivery of a course
- offer and run a course at a location or using a delivery pattern other than that advertised
- alter the fees, times or dates for the whole or any part of a course
- not guarantee that you will be able to complete your course at the location where you first enrolled, at the times or on the days or in the manner you were first offered

TRAINING PACKAGES

Training packages are developed by Skills Service Organisations (SSOs) to meet the training needs of an industry or a group of industries. They specify the skills and knowledge required to perform effectively in the workplace but do not suggest how a learner should be trained or the length of time taken. This means that participants may complete their qualification in different amounts of time depending, for example, on the amount of related workplace experience.

Each training package is comprised of three components:

- Units of competency: define the skills and knowledge to operate effectively and how they need to be applied to perform effectively in a workplace context.
- Qualifications framework: groups of units of competency ranging from Certificate I to Graduate Diploma level.
- Assessment guidelines: the industry's preferred approach to assessment, including the qualifications required by assessors, the design of assessment processes and how assessments should be conducted.

Only RTOs or organisations working in partnership with an RTO are authorised to deliver training package qualifications and units of competency if the RTO has the training package product/s on their scope of registration.

At NTM the three main training packages we have on our scope of registration are Business, Training and Education, and Animal Care. We encourage you to sign up to the SSO newsletters and provide feedback directly on the units of competency and qualifications; their details are below

BSB Business Services	PwC Skills for Australia
TAE Training and Education	
ACM Animal Care and Management	Skills Impact

UNIQUE STUDENT IDENTIFIER

From 1 January 2015, all learners doing NRT need to have a Unique Student Identifier (USI).

A USI is a reference number made up of numbers and letters. Creating a USI is free. It creates a secure online record of your NRT that you can access anytime and anywhere, and it is yours for life.

The USI is linked to the National VET Data Collection, and this means an individual's nationally recognised training and qualifications gained anywhere in Australia, from different training organisations, will be kept all together.

The USI will:

- link a learner's VET achievements, regardless of where in Australia they did the course
- let learners easily access secure digital transcripts of their achievements (transcripts will be available from January 2016)
- give learners more control over their VET information

Please click on the link below and keep a record of your USI which you will need to provide when you enrol with us.

<https://www.usi.gov.au/>

The personal details you provide NTM at enrolment and held on your NTM record must match your USI personal details. Any changes must be made to both your NTM and the USI records at the same time.

NTM is required to record and verify your USI before we can issue you documentation, including your certificate, testamur or statements of attainment.

Note: keep a record of your USI, such as a contact or note on your mobile phone. NTM cannot issue you a certificate, SoA or qualification without a valid USI.

WITHDRAWAL

If you are not participating and engaging in your training and assessments regularly, we will contact you to determine if you are continuing or withdrawing from your studies. You will be assisted to recommence your studies if this is what you request.

If you do not respond to the attempts to contact you, we will take action to 'withdraw and discontinue' your study.

If you are considering or deciding to withdraw from your course of study, please discuss with your trainer to see if they can assist you in continuing with your studies.

If you do, however, decide you can no longer continue with your studies, you may be eligible to defer your studies for up to 12 months, or to withdraw and discontinue your studies.

You may still be liable for payment of your course fees, so it is essential to let your teacher know, in writing, as soon as possible. The Withdrawal Form is available to give this written advice and can be emailed to your teacher or our Office Coordinator at admin@ntm.eu.au.

Note: when deciding to withdraw from your studies, contact your teacher as soon as possible to discuss options.

Deferring your study

You may wish to withdraw and defer your studies for up to a maximum of 12 months.

This can be a combination of deferral periods. If you do wish to defer your studies you need to:

- discuss with and notify your teacher
- read thoroughly, then complete and submit an NTM application to withdraw
- identify that you are deferring your studies, the period you wish to defer and when you will return to study

When your application has been processed and you have no outstanding fees, you will receive a Transcript of results achieved (if any). Any unit/s started and not completed within your enrolled qualification will have a withdrawn (WN) result recorded, and the learner fee or fee exemption covers this first attempt at these unit/s.

When you return to study after your deferment, you will need to pay an additional fee for the second attempt at these Unit/s.

If you don't resume your studies within the maximum 12-month period, you will be withdrawn and your study will be discontinued in this course.

Note: If who defer your studies, contact your teacher to negotiate resumption of studies to meet the 12-month deadline.

Discontinuing your study

If you are studying a course and wish to discontinue your studies, you need to:

- notify your teacher or administration in writing
- read thoroughly, complete and submit an NTM application to withdraw, identifying that you are discontinuing your studies.

When your application has been processed and any outstanding fees have been finalised, you will receive a Transcript of Results achieved. Any attempted or not completed units within your enrolled qualification will be withdrawn (WN).

Note: if you plan to withdraw or encounter any unforeseen circumstances or need to pause your studies, contact your teacher as soon as possible.

WORK HEALTH AND SAFETY

The NTM Work Health and Safety (WHS) policy reflects our commitment to a safety culture that extends beyond the once traditional view of physical injuries sustained from accidents in the workplace to the physical and psychological health and wellbeing of all staff and learners.

NTM has a duty to ensure the health, safety and welfare of all employees, learners, other workers, and visitors attending our campuses. At enrolment, we will inform you of any course requirements that you will need to provide such as protective clothing and equipment (PPE). During an orientation session at your first attendance, your teacher will provide information on what to do in case of an emergency or if you are injured and require first aid. All campuses have emergency management plans in place and are well equipped with trained First Aid Officers and appropriate first aid equipment. It is important to let your teacher and/or the Director of Equity know if you will require assistance in the event of an evacuation, due to a temporary or permanent disability so that appropriate support can be provided.

Report all incidents or injuries must to your teacher immediately after the event. You will be provided with instruction and training on work health and safety relevant to your course.

WHS legislation also reinforces your duty to take reasonable care of yourself and the health and safety of others. You must not enter classrooms or workshops without permission and supervision, interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your teacher or campus staff as soon as possible.

For further information about WHS, visit your local library, ask your teacher, or visit the Safe Work Australia website: www.safeworkaustralia.gov.au

Note: You must always follow the reasonable WHS directions of your teacher. If you need ambulance transportation, the cost will be your responsibility.

"Develop a passion
for learning. If you do,
you will never
cease to grow."

Anthony J. D'Angelo

