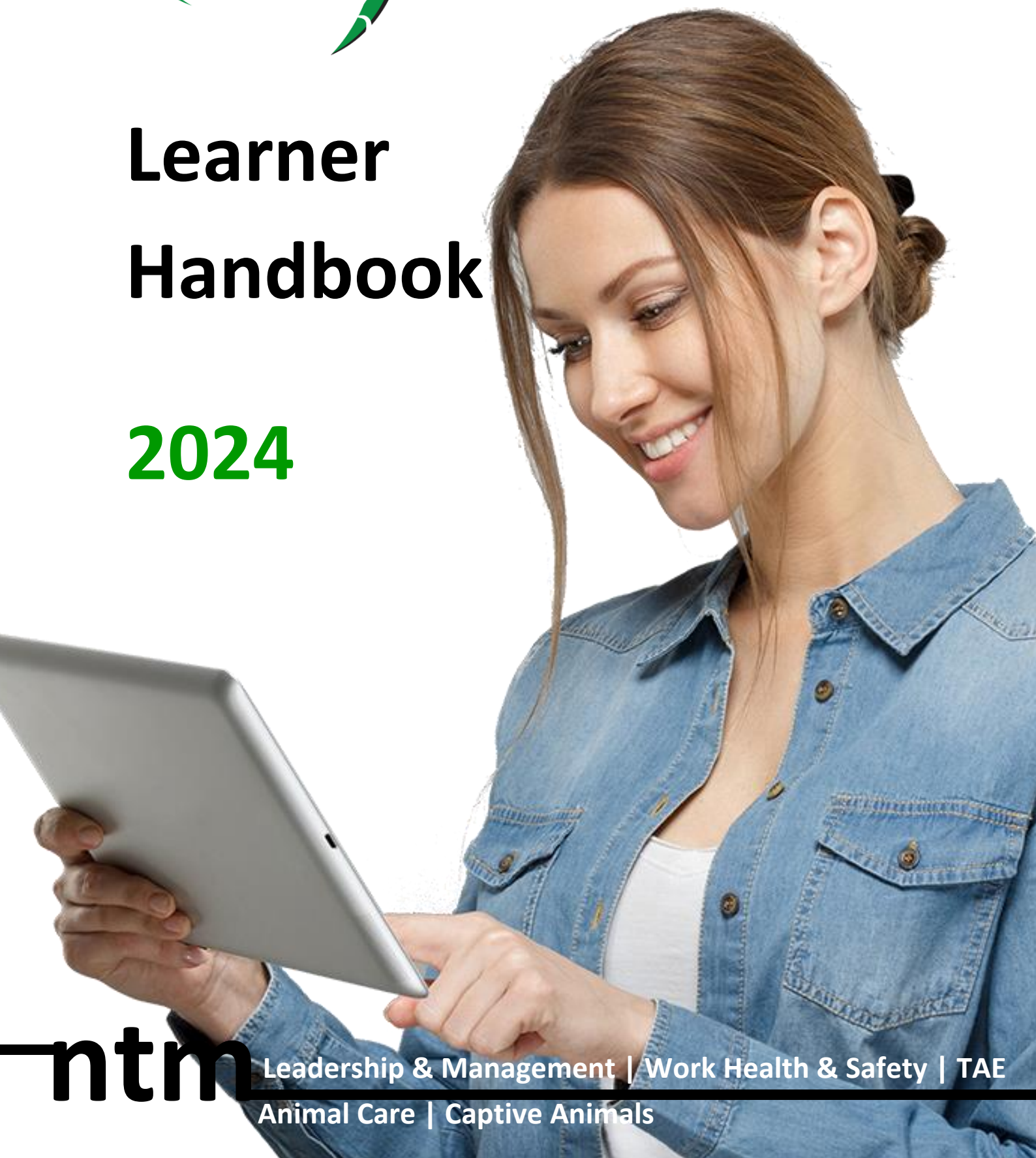




[ntm.edu.au](http://ntm.edu.au)

# Learner Handbook

2024



**ntm**

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

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RTO: Bombohill Pty Ltd, trading as National Training Masters (NTM)

RTO Provider Number: **91284**

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Phone: 1300 653 501

Email: [admin@ntm.edu.au](mailto:admin@ntm.edu.au)

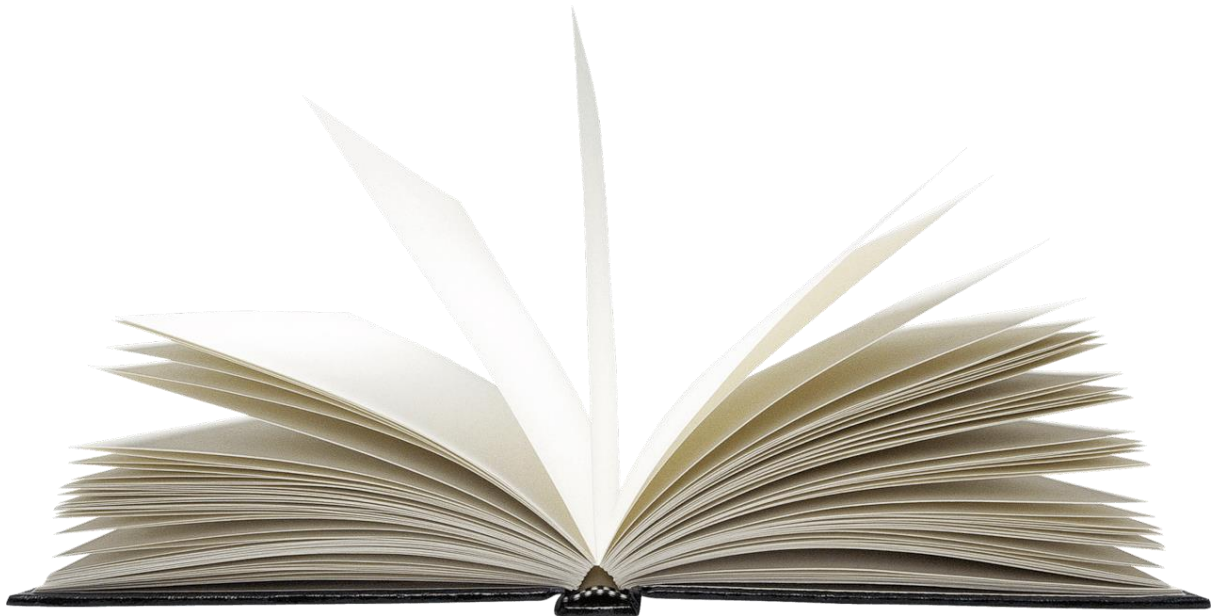
## Version Control

Version	Date	Reason	Author
5.0	02 January 2020	Inclusion of student policies	David Michal Lipták
5.1	03 January 2020	Edit	Jane Lees
5.2	16 January 2020	Updated information added to Certificates	Mia Wingrove
5.3	20 November 2020	Updated booklet to 2021	Mia Wingrove
5.4	20 November 2020	Social media platforms in Authority to Publish	Mia Wingrove
5.5	18 May 2021	Update of Fees information relating to deposit	Sharon Brookes
5.6	02 June 2021	Course codes updated	Jane Lees
5.7	06 July 2022	Change of address, LMS information added	Jane Lees
6.0	28 January 2022	Minor edit, update to course scope	David Michal Lipták
6.1	9 February 2023	New year updated	Mia Wingrove
6.2	28 February 2023	Superseded courses removed	Jane Lees
6.3	12 July 2023	Minor edit   Remove loan laptops	Mia Wingrove
6.4	01 August 2023	Minor edit	Mia Wingrove
6.5	1 November 2023	Updated to 2024	Mia Wingrove
7.0	08 January 2023	Major revision	David Michal Lipták
7.1	27 March 2024	Minor change to student complaints policy	Jane Lees

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## ABOUT US

Welcome, thank you for studying with Bombohill Pty Ltd, trading as National Training Masters (NTM).

We are a boutique Registered Training Organisation (RTO) with our headquarters in Kiama on the beautiful New South Wales (NSW) South Coast. We also have a training centre in Minchinbury, NSW, that serves our clients in Western Sydney.

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 RTO Provider Number is 91284. NTM delivers nationally NRT in all states and territories of Australia.

## OUR COURSES

The Nationally Recognised Training (NRT) courses currently deliver are:

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



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 campuses, at your workplace, or you can choose various flexible delivery options, including fully online, self-paced, or intensive one-on-one training if you need a qualification in a hurry. Whichever study method you choose, you will always have the support of our dedicated team.

## HOW TO CONTACT US

**Head Office:** New South Wales - Illawarra **Kiama Campus**

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

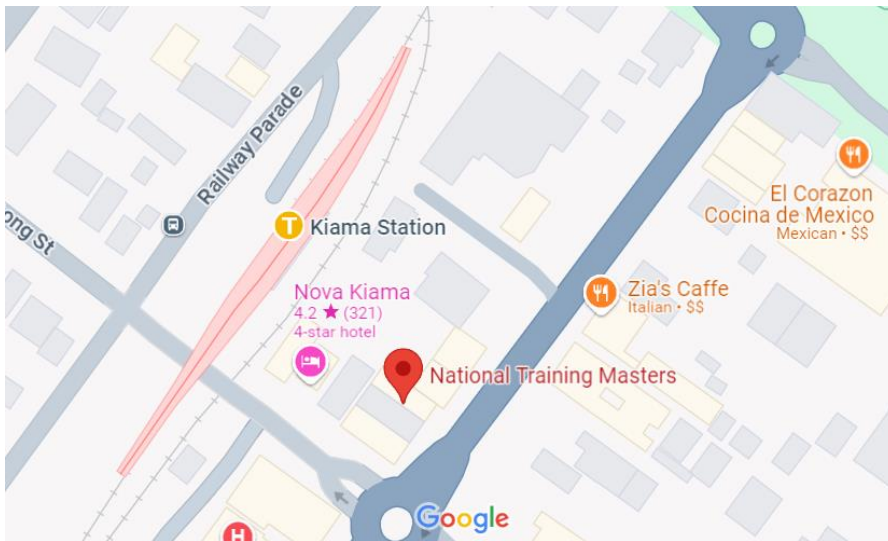
**Postal address:** PO Box 157, Kiama NSW 2533 – direct all enquiries to our Head Office

**Phone:** 1300 653 501

**Email:** [admin@ntm.edu.au](mailto:admin@ntm.edu.au)

**Website:** [www.ntm.edu.au](http://www.ntm.edu.au)

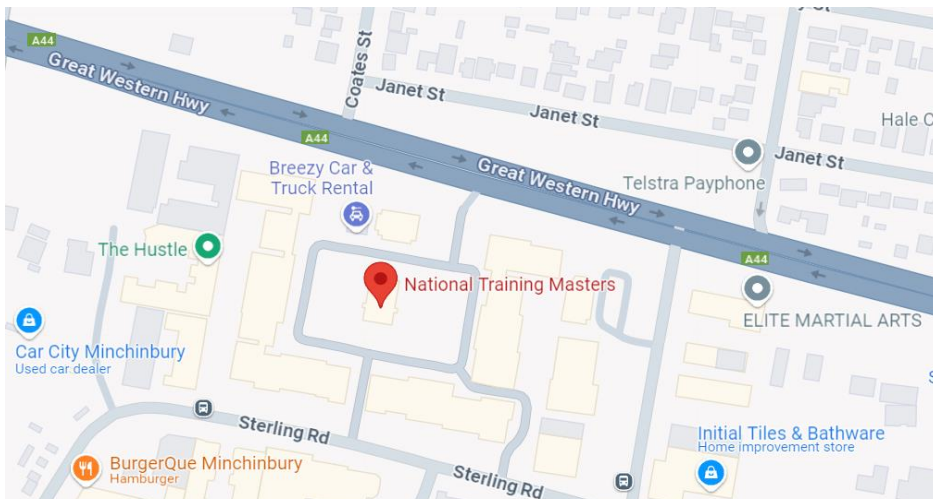
**Google maps:** <https://maps.app.goo.gl/KR2qCge5j7UG1tDC8>



### Western Sydney Training Campus

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

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



**NOTE:** Please do not attend the Minchinbury Centre unless you have an appointment or class. Only the classroom trainer will be in attendance when classes are running—all office staff work in our Kiama office. Direct all enquiries and deliveries to our Kiama Head Office.

## CODE OF PRACTICE

During your first class, your teacher will give you other essential information about NTM and your course and answer any questions. 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 acting with absolute integrity and maintaining the highest possible standards in providing you with quality VET. This Learner Handbook incorporates the following elements underpinning 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](#) and [Work Health and Safety Regulations 2017](#) (NSW) provide a framework to protect the health, safety, and welfare of workers and learners, all other people who might be affected by the work, and the general public so that work activities do not place their safety at risk.

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 maximise your learning with NTM, you must participate in the training and assessments throughout your course. Active learning includes attending all classes and workshops and submitting work following the assessment requirements of each unit. As an adult learner, you will undertake further research, lesson preparation, and assessments outside your face-to-face training time. If there is a valid reason you cannot attend class, please notify your teacher as soon as possible.

Active participation means you:

- attend class, engage online at the unit level, attend practical sessions, exams, tests or access 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 with:

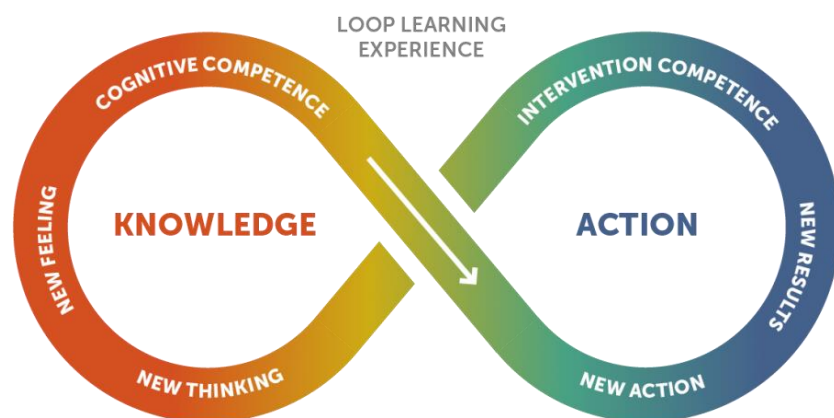
- an outline of the unit of competency
- specific WHS requirements
- an assessment plan that covers the assessment methods and activities you will undertake and
- standard of conduct and behaviour requirements

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

sending 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.

See the section on [Assessments that are late or you miss](#)





## ALCOHOL AND DRUGS

We recognise that alcohol and drug use can affect one's ability to safely perform training and is a work health and safety risk. Our RTO has a zero-tolerance policy in regard to the use of drugs and consumption of alcohol whilst on the property. We do not tolerate students attending training under the influence of drugs or alcohol. If anyone is suspected of being under the influence of drugs and/or alcohol, the matter will be further investigated by management and the student will be suspended. If there are repeat offences, the student may be permanently removed from the course.

## ANIMAL CARE POLICY

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

- treat animals with care and respect
- treat animals humanely and avoid any cruel behaviour and
- maximise 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.**

## ARTIFICIAL INTELLIGENCE (AI)

When using AI in your assessments, such as Chat GPT, Copilot and Gemini, it is very important that you do not just copy and paste from the generator. You need to customise the AI response and reference the source in your assessments, like a web link or book. As the use of AI in training is evolving, you must be mindful of plagiarising. Also, see **Referencing** in the learner guide.



**Note: For guidance on referencing AI in your work, follow [How to cite ChatGPT \(apa.org\)](https://www.apa.org). Don't simply copy your assessments in an AI generator and paste the response; this is plagiarism and will result in a resubmission or grade of not yet competent.**

## ASSESSMENTS

Assessment is the way NTM can confirm that 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 requirements in the Assessment Plan. Soon after you commence 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 you will require. Throughout your course, you will need stationery such as notepaper, pencils, pens, erasers, rulers, and highlighters. NTM recommends that you have a supply of stationery for the duration of your course. For all NTM courses, you will be required 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 or assessment activity). 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 or are late with an assessment, it is probable that 'no result' will be awarded, affecting your final result. You should contact your teacher as soon as possible, explaining the reason for the lateness or absence of an assessment activity.

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

You have ten (10) days to notify your teacher for exams or summative assessments. Your teacher will inform you about the revised assessment 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 or summative assessments, you may be able to attempt the assessment at the next scheduled examination period—usually several months later.

When submitting your assessments in Teams you will have a due date. If you miss the date and late in latter, you must seek permission from your teacher. It is vital that you notify your teacher with late submissions so they can arrange marking and feedback.

**Note: Any changes to your assessment schedule need to be discussed with your teacher and approved. If you miss an assessment or upload your assessments later, you must notify your trainer. As long as you are an active enrolment, which means you have paid all fees and the course has not closed, you can submit late assessments. In competency-based assessment, you do not get penalised for late assessments; however, this will affect your course completion and obtaining your qualification or SoA.**

## ASSESSMENT APPEAL

As a learner, you have the right to appeal (also known as a reassessment) against a decision made regarding the final assessment result if:

- you have been assessed as Not Yet Satisfactory (NYS) for an assessment event or
- you have been assessed as Not Yet Competent (NYC) in a UoC
- you believe you have sufficient grounds and evidence entitling you to be assessed as competent (C) or granted Recognition of Prior Learning (RPL) or eligible for credit transfer, if applicable
- you can adequately demonstrate that you have the skills and experience to be able to meet the learning outcomes of units you are appealing against.



1. Speak to your teacher first to resolve any issues regarding your assessments and results.
2. If you are still not satisfied with the outcome, you must appeal in writing within 10 working days of receiving the final result. Download the [Complaint and Feedback form](#) from our website. 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](mailto:admin@ntm.edu.au).
3. You will receive a confirmation email regarding the registration of your complaint and the delegate responsible for the appeals process. You will receive the outcome of your appeal within 20 working days.

**Note: In the first instance always check the assessment feedback from your teacher. You may simply need to resubmit work or attach further evidence for the assessment.**

### Not Yet Competent 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 (NYC) 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.**

## Attendance

You must attend all scheduled classes for your course. Absenteeism will impact your ability to commence and be assessed in UoC and may delay your program's completion. If you are absent for more than 3 sessions without contacting NTM, it will result in administrative follow-up and the formation of an intervention plan. If you are absent for 6 or more consecutive sessions without contacting NTM, you will be withdrawn from your course. We understand that personal, work and caring responsibilities may affect your studies, contact our counsellor for support and advice.

**Note: If you are unable to attend or miss classes, either face-to-face or online, it is your responsibility to catch up on classwork and assessments. Your teacher will provide you with guidance and support on how to catch up on work and submit late assessments.**

## AUSTRALIAN QUALIFICATIONS FRAMEWORK

NTM follows the Australian Qualifications Framework (AQF), 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, private RTOs 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 outcome level and not on the course length. All the AQF qualifications offered by NTM are nationally recognised. Please note the AQF is currently under review [www.aqf.edu.au](http://www.aqf.edu.au)

**Note: If you do not complete your qualification, NTM will issue you a transcript of the results. If you have achieved competency in one or more Units of Competency (UoC), this is known as a Statement of Attainment. A SoA is not a qualification but can be used for credit transfer into a qualification.**

## 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 work samples. The purposes of 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 your assessments, visual, video, or sound recordings.

When you give authorisation, NTM may arrange for the material's publication in various 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
- Exemplars for other learners on high quality assessments

**Note: Normally, NTM only takes videos, audio recordings, 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 free 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 free 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. NTM is not a primary health service provider. For ongoing counselling and clinical support, work with your doctor, psychologist or other mental health professional.**



## CERTIFICATES

NTM awards two different kinds of certification, they are:

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

**Statement of Attainment (SoA):** this identifies that 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: The AQTF Standards state that AQF certification documentation must be issued within 30 calendar days of a learner being assessed as meeting the requirements of their training program, provided all agreed fees the learner owes your RTO have been paid. The time taken to determine if a learner meets all training program requirements would include the RTO's processes for finalising assessment and verifying that the learner is eligible to be issued with AQF certification documentation.**

**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 will 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, and 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
- actively participate in training and assessment
- acknowledge intellectual property and copyright
- listen to the diversity of ideas
- debate with others with openness and civility



If another learner's behaviour interferes with your studies or breaches the NTM Code of Conduct and Discipline Policy, you should feel comfortable reporting 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 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, starting with your teacher or administration.
2. If this is not successful, please download and complete the [Complaints and Feedback](#) from our website and send it to the Office Coordinator by email [admin@ntm.edu.au](mailto:admin@ntm.edu.au). It will be returned to you with senior management's proposed solution.
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.

You will receive the outcome of your complaint within 20 working days.

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 an approach to learning that develops the required skills, knowledge, and attributes to meet the competency standards set out in national [Training Packages](#).

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

CBT is usually based on performance standards that are set by the 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 learners flexible entry and exit, enabling them to complete their studies much more quickly.

**Note: Once you have achieved competency in one unit, you can move on to 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 email us feedback on the learning materials, assessments, your trainer, staff, and the training venue to [admin@ntm.edu.au](mailto:admin@ntm.edu.au). Our quality assurance team will respond within 10 working days. You can also download the [Complaints and Feedback form](#) from our website to provide constructive and positive feedback.



**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.

**Note: we cannot accept more than \$1500 in prepaid fees for your course. 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, EFTPOS or credit card (MasterCard or Visa), or by phoning the Customer Service Centre on 1300 653 501. NTM does not accept cash.

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, if you meet the eligibility criteria the NSW government will pay a subsidy towards course fees. RTOs who offer courses under the Smart and Skilled program are given a financial cap each year, and once that cap has been fully utilised no further subsidies are available. Full details of the Smart and Skilled program can be found at [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au). Training Services NSW regularly reviews NSW Smart and Skilled fees.

**Note: nonattendance of the first 2 consecutive class sessions without notification to the administration office will result in your Smart and Skilled funding being cancelled and you will be automatically withdrawn from your course. You may choose to enrol in any future courses.**

### 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, see [Consumer Protection](#). You have a 10-day cooling-off period from receiving your tuition fee tax invoice 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

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

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 anyone on any grounds, where the behaviour is not welcome. Harassment and discrimination may be sexual or non-sexual. The harassment may be based on 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. You can download a copy of our [Complaint and Feedback](#) from our website.

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 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 will occasionally run tutorial workshops to assist you with your studies. See also **reasonable adjustment**.

**Note: You are responsible for contacting your teachers when you need assistance. NTM will support you throughout your training, and we are here to help you get the most out of your course.**

## 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. You are responsible for ensuring you have virus and malware protection, including turning on your firewall. NTM is not responsible for any links or files you may download as part of your course.

You must ensure you have the latest updates on all your security devices, activate your firewall and have anti-virus and antimalware protection all your devices. For advice see [Protect yourself | Cyber.gov.au](#)

**Note: At orientation, your teacher will provide you with the NTM Student Wi-Fi login details. NTM does not take responsibility for any links in assessments or learning responsibilities' these are outside of the control of NTM.**

## 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](#).



**Note: The official way to communicate with your teacher, access your learning materials and submit your assessments is through Teams.**

## LANGUAGE, LITERACY, NUMERACY AND DIGITAL SKILLS (LLND)

You are required to complete an LLND or Pre-Training Assessment (PTA) before course confirmation. If it is identified you need LLND support several options are available including:

- One on one tutoring with trainers
- Reasonable adjustment to training and assessment
- Access to LLND specialist services
- Option to transfer to a more suitable course or delivery option.



Helping improve your skills in:

- ✓ Reading
- ✓ Writing
- ✓ Maths
- ✓ English language
- ✓ Digital skills

See [Help with your learning](#).

**Note: At the time of enrolment, you will undertake a Pre-Training Assessment to assess your skills, and if you require support, we will provide you with options**

## LOST PROPERTY

For any lost property enquiries, please see the Administration office. If you find any property, please hand it to Administration or your Teacher.

## 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, COLLUSION AND CONTRACT CHEATING

**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's work to be passed off as your own, you may also be guilty of collusion.

**Contract cheating involves** asking another person to complete some, or all your work (this could be an assessment workbook, report or assignment), and then submitting it for marking as though it was your own. Contract cheating doesn't need to include a payment for you to be accused of engaging in it.

Using AI to complete your assessments is plagiarism. You can use AI to assist you and brainstorm ideas, but simply copying and pasting responses is not acceptable. You must contextualise all AI assistance, use your own example and ensure you use Australian English. For guidance on maintain academic integrity see [Artificial intelligence: advice for students | Tertiary Education Quality and Standards Agency \(teqsa.gov.au\)](#)



**Note: Always reference your work to avoid being accused of plagiarism, cheating or collusion.** 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 they 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](mailto: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

NTM adheres to the [Disability Standards for Education 2005](#) (Cth) and the Disability Discrimination Act 1992 (Cth) to provide you reasonable adjustments in both training and assessment.

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 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 UoC in your course of study, either through credit transfer or through recognition of prior learning (RPL). Recognition of Current Competency (RCC) is the skills you have now in a job that may be used for RPL. Credit Transfer (CT) is when you already hold the exact same UoC from a qualification or SoA and use this for advanced standing. You may use a combination of RPL, RCC and CT to make your course go faster. You may also elect not to apply for RPL and complete the assessments through NTM. We following the best practice guidelines from [Recognition for prior learning and credit transfer \(nsw.gov.au\)](https://www.nsw.gov.au/learning-and-skills/recognising-prior-learning)

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.

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

**Note: If you are not already enrolled as a learner, the cost to assess an RPL application is \$250.**

**Once you continue to enrol into a course with us, the RPL fee will be deducted from your invoice.**

## 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 if you believe you are eligible. You should provide transcripts, portfolios and other evidence to your teacher, as this will allow you to apply for RPL. However, you may also apply for RPL and credit transfer at any time 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 assessment for several reasons, to:



**APA style**  
Writing style and format

- show your trainer 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
- When using Artificial Intelligence (AI) such as Chat GPT or Bard, don't just copy and paste, put this in your own word and reference the AI generator.

**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 NTM cannot commence a course with sufficient student numbers, you may elect a full refund or use any payments made for another course.

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 is available on our website.

**Note: There is no refund if you withdraw after the course has started, after attending any classes, and after accessing learning resources.**

**Note: Individual students who have overpaid the course fees will receive a refund, made via direct transfer to a nominated bank account.**

See the [Withdrawal](#) in this 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 Student 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 that 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
- Always keep your bag and valuables with you whilst training with us. NTM is not responsible for any lost or stolen items.

**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 that 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
- notify students if a course they are enrolled in becomes superseded and ensure all training and assessment is completed within the relevant teach-out period.

### 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
- direct you to leave campus for non-compliance or at the direction of a staff member under the Inclosed Lands Protection Act 1901 (NSW)

### TRAINING PACKAGES

Training packages are developed by Jobs and Skills Council (JSC) 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

<b>BSB</b> Business Services	Future Skills Organisation
<b>TAE</b> Training and Education	Federal Department of Education
<b>ACM</b> Animal Care and Management	Skills Insight

**Note: we encourage all students to provide feedback on training packages to the Jobs and Skills Council (JSC) to improve the content of courses.**

## UNIQUE STUDENT IDENTIFIER

From 1 January 2015, all NRT learners must have a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters. Creating a USI is free. Your USI creates a secure online record of your NRT that you can access anytime, anywhere, and it is yours for life. The USI is linked to the National VET Data Collection, which means an individual's nationally recognised training and qualifications gained anywhere in Australia from different training organisations will be kept together. From 2024, universities will also be using the USI for higher education qualifications,



The USI will:

- link your VET achievements, regardless of where in Australia you did the course
- allow you easy access to secure digital transcripts of your achievements (transcripts will be available from January 2015 but not include training prior)
- give you more control over your VET information

Visit <https://www.usi.gov.au/> to create your USI or check if you already have one.

The personal details you provide NTM at enrolment must match your USI personal details. Any changes must be made to your NTM and the USI records simultaneously. NTM must record and verify your USI before we can issue you documentation, including your certificate, testamur or SoA.

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

## WITHDRAWAL

We want to provide you with all the support you need to complete your qualification. If you are not participating and engaging in your training and assessments regularly, we will contact you to determine whether you are continuing or withdrawing from your studies. You will be assisted in this process if you request to re-commence your studies.

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 on our website to give this written advice and can be emailed to [admin@ntm.eu.au](mailto:admin@ntm.eu.au).

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

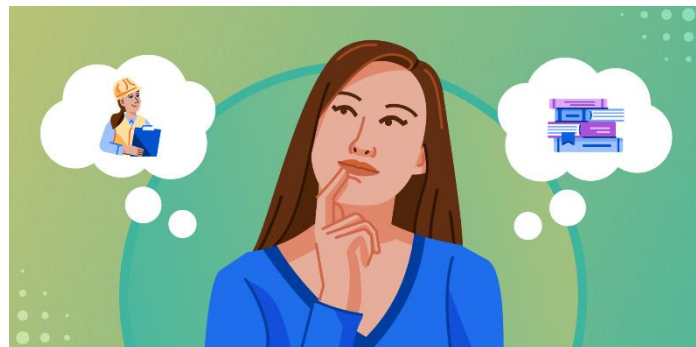
### Deferring your study

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 the 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 from this course, and your studies will be discontinued.

**Note: If you defer your studies, contact your teacher to negotiate the 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

Our commitment reflects 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 well-being of all staff and learner.

NTM is responsible for ensuring 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 to your teacher immediately after the event. You will receive 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](http://www.safeworkaustralia.gov.au)

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

**Note: For all noncompliance with WHS instructions and care your teacher for your safety will exclude from training.**





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

Anthony J. D'Angelo

