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Learner Handbook 2026



Leadership & Management | Work Health & Safety | TAE

Animal Care | Wildlife and Exhibited Animals

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Kiama NSW 2533

Version Control

Version	Date	Reason	Author
8.0	21 January 2026	New sections added	Jane Lees

Handbook Disclaimer

This Learner Handbook contains information that is correct at the time of printing. Changes to legislation and/or **NTM** policy may impact on the currency of information included. **NTM** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting **NTM**. This handbook has been prepared as a resource to assist learners to understand their obligations and also, those of **NTM**. Please carefully read through the information contained in this guide. All learners need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook



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Welcome to National Training Master

Welcome to National Training Masters (NTM). You've chosen to study with one of Australia's award-winning vocational education and training (VET) providers. As a boutique, 100% Australian owned and operated Registered Training Organisation (RTO), we're committed to delivering quality vocational education that connects you with real industry expertise and genuine pathways to success.

With training centres across New South Wales, from our headquarters on the beautiful South Coast in Kiama to our Western Sydney location in Minchinbury, and our Virtual Campus across Australia, we work alongside learners like you to ensure quality training is accessible, relevant, and tailored to your needs. Whether you're starting a new career, developing skills for your current role, or continuing your professional development, we're here to support your journey.

At NTM, you are part of a community where your success matters. Our experienced trainers bring deep industry knowledge and strong professional networks into every class, equipping you with practical skills, confidence, and the connections you need to thrive. With personalised support, hands-on learning and nationally recognised qualifications, your experience with us will be focused, practical, and genuinely rewarding.

This Learner Handbook is your guide to understanding your rights and responsibilities as a learner, and to navigating the support and resources available to you. We're excited to welcome you and look forward to being part of your learning journey. This handbook contains important information about:

- reaching your training goals
- what you can expect from National Training Masters
- your rights and responsibilities as a learner
- the support services available to help you succeed
- key policies, procedures and contact details

You must read this handbook carefully and refer to it throughout your course.

RTO: Bombohill Pty Ltd, trading as National Training Masters

RTO Code: 91284

Web: <https://www.ntm.edu.au/>

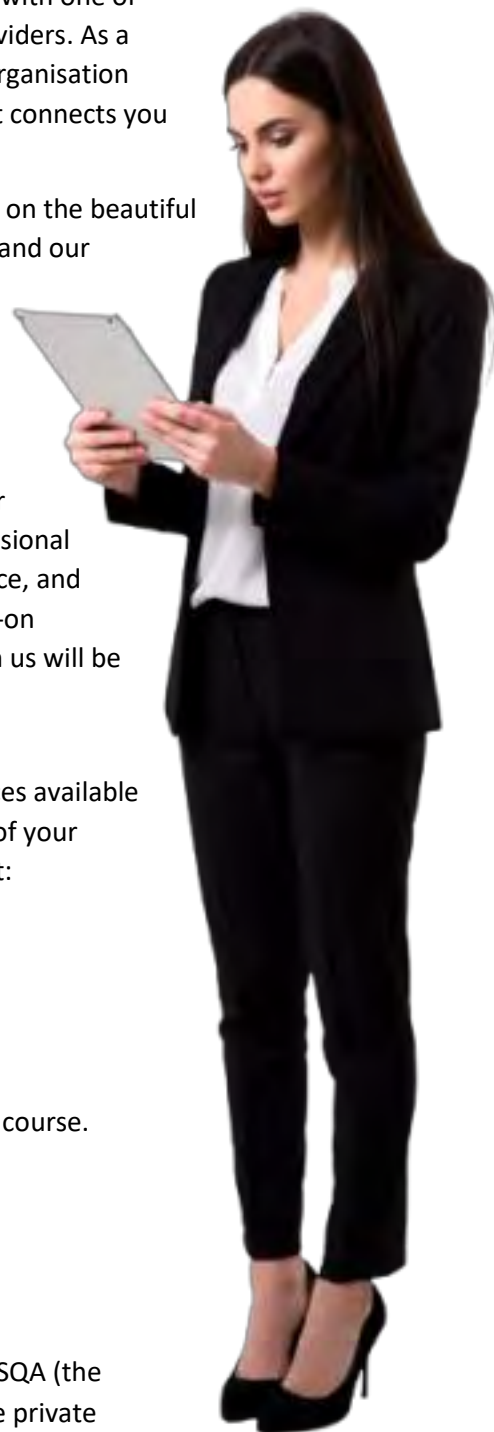
Phone: 1300 653 501

Email: admin@ntm.edu.au

RTOs are training organisations registered by the national regulator, ASQA (the Australian Skills Quality Authority), to deliver 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.

Jane Lees

CEO NTM



Our Courses

The NRT courses we 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
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 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. We specialise in face-to-face training, virtual classes, self-paced and intensive one-on-one training. Whichever study method you choose, you will always have the support of our dedicated team.

You can visit our profile on training.gov.au

<https://training.gov.au/organisation/details/91284/summary>

We may update our course offerings over time. You will always be provided with up-to-date information before you enrol in any course.



How To Contact Us

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

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

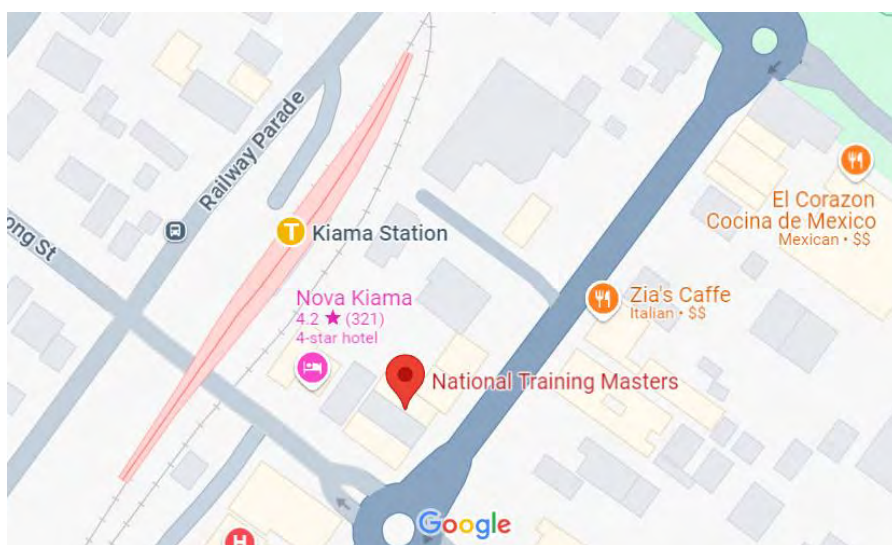
Postal address: PO Box 157, Kiama NSW 2533 – direct all enquiries to our Head Office

Phone: 1300 653 501

Email: admin@ntm.edu.au

Website: www.ntm.edu.au

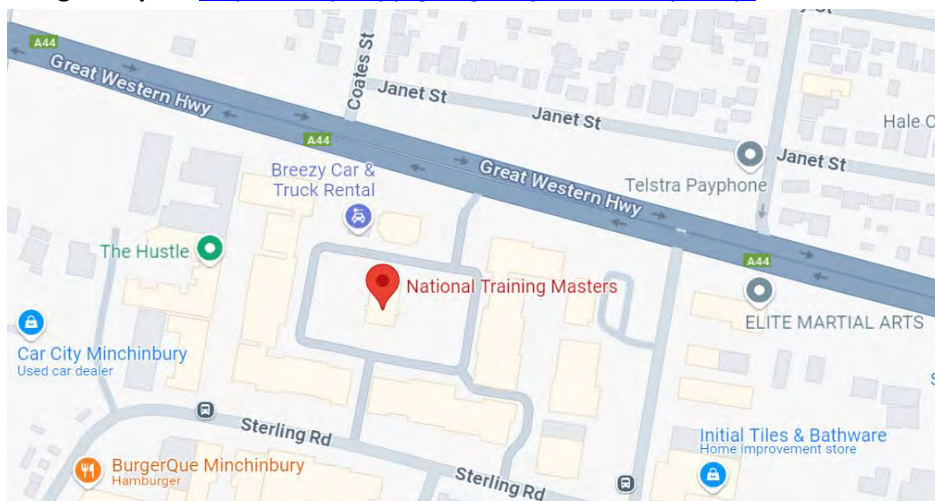
Google maps: <https://maps.app.goo.gl/d3SNqNZSSDRjMsMH6>



Western Sydney Training Campus

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

Google maps: <https://maps.app.goo.gl/THj4VKAcebtMFq8>



NOTE: Please do not attend the Minchinbury Centre unless you have an appointment or class. Only the classroom trainer will be in attendance during classes—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 trainer will provide additional 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.

Aboriginal Education

We are committed to providing a culturally safe, inclusive, and respectful learning environment for Aboriginal and Torres Strait Islander learners. If you identify as an Aboriginal or Torres Strait Islander learner, you are encouraged (but not required) to let us know during enrolment or at any time during your training. This allows us to offer support that respects your cultural identity, values and goals.

Support may include:

- Access to an Aboriginal Liaison Officer or culturally safe staff member
- One-on-one support, mentoring or regular check-ins
- Flexibility in learning or attendance where cultural obligations arise

Referral to trusted local Aboriginal and Torres Strait Islander services, such as:

- Aboriginal Community-Controlled Health Services (ACCHSs)
- Community Elders or support networks, where appropriate and with your consent
- Indigenous learner centres at local education or training providers

If dedicated in-house support staff are not available, NTM may work in partnership with local community organisations to connect you with culturally appropriate services and advice.

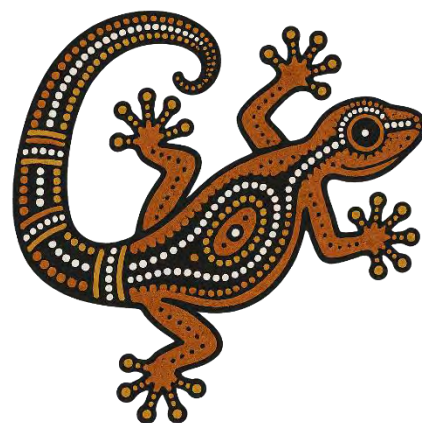
Our Commitment to Cultural Safety

We aim to:

- ensure your learning experience reflects respect, inclusion and understanding
- value your lived experience, cultural strengths and knowledge
- provide a culturally responsive learning environment
- continuously improve based on feedback from First Nations learners and communities

To discuss your support needs, contact our Aboriginal Education Support Officer.

You are welcome here, your culture, your story, and your success matter.



Absence

Absence creates new responsibilities for you. As soon as practicable, let your trainer know if you are missing a class via Teams or email. Your trainer will post homework and record sessions on Teams so you can catch up on work later.

- If you are absent from a class, it is your responsibility to chase up the notes, handouts, assessment work and homework that you missed.
- If you cannot attend a scheduled in-class assessment, it is your responsibility to advise your trainer promptly and negotiate an alternative time to take the assessment.
- If you are absent from a practical placement, it is your responsibility to advise the host organisation and the appropriate NTM staff member as early as possible on the day(s) of your absence.
- If you miss class attendance on more than 3 occasions without notifying your trainer or the Administration team, you may be at risk of academic probation.

Academic calendar

At NTM, we follow the [NSW Department of Education academic calendar](#). Where possible, we align our training schedule with NSW gazetted school holidays.

You will be provided with a delivery schedule with planned training sessions to keep you on top of your course dates, holidays and when your assessments are due.

Administration

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

- Standards for Registered Training Organisations 2025 (SNR)
- National Vocational Education and Training Regulator Act 2011 (NVR)
- Work Health and Safety Act 2011 (WHS)

The [Standards for Registered Training Organisations 2025](#) (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](#) provides a framework to protect the health, safety, and welfare of workers and learners, as well as 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

Accident, Incident

Let's work together to create a safe learning space for everyone. We encourage you to report any injuries, illnesses, incidents or safety hazards to your trainer and complete the [Incident Form](#). You will receive induction, instruction and training on work health and safety relevant to your course.

Advocacy

All NTM learners are entitled to fair and honest treatment. An advocate is a person who will advise and assist you in resolving a complaint. Advocates will assist you in clarifying the issue and advising you on possible steps to resolve problems.

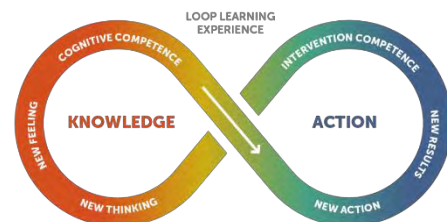
Your advocate could be any person whom you would like to accompany you or advise you on any issue that arises in your course at NTM. You may like your advocate to be a friend, a trainer, your faculty Director, an NTM counsellor, a disability education consultant, an Aboriginal and Torres Strait Islander support officer or a staff member.

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 trainer 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 trainer for support and assistance



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

- an outline of the unit of competency (UoC)
- 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. We will help you re-start your studies if this is what you request.

See the section on [What do I do if I hand in my Assessments late?](#)

Alcohol, Drugs and Smoking

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 regarding the use of drugs and the consumption of alcohol whilst on the property. We do not tolerate learners 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 learner will be suspended. If there are repeat offences, the learner may be permanently removed from the course.

Learners on prescription medication are responsible for seeking medical advice on any risks associated with using equipment or resources at NTM.

NTM is a smoke-free workplace. Smoking is prohibited in all buildings and permitted only at designated locations away from building entrances; there is to be no smoking within 4 metres of a building entrance.

Ambulance Insurance

It is an NTM requirement that where an NTM First Aid Officer or staff member considers it necessary for an ambulance, one will be called.

You are responsible for the cost if an ambulance is called to treat you. Certain learners may already be covered for ambulance travel such as:

- Pensioner Concession and Health Care card holders
- Full-time learners under 26 who are covered by their family's health insurance
- If you already have relevant private health insurance.

Note: Although you may not have requested an ambulance personally, an ambulance may be called on your behalf to assist in administering medical assistance. NSW legislation places a legal obligation on the person receiving the ambulance service to pay the account.

Animal Welfare

NTM is committed to the highest standards of animal care and welfare. All animals used in our training programs are managed in accordance with relevant legislation, including the Prevention of Cruelty to Animals Act and Australian Animal Welfare Standards and Guidelines. We maintain robust quality assurance protocols that document animal welfare practices, health monitoring, environmental conditions and handling procedures across all our training programs

Our animal welfare standards are subject to regular internal audits and external compliance verification to ensure ongoing adherence to legal and ethical requirements. Learners are expected to observe all animal welfare protocols during their training. Any concerns regarding animal welfare practices should be reported immediately to your trainer. 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
- maximise the learning opportunity.

There are penalties for animal cruelty and unauthorised use of animals. If you think that animals used in training have been mistreated or used inappropriately, you should discuss this with your trainer. If you are using an animal as part of your course, complete the [Animal Use in Training Form](#) and consult 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 trainer in writing.



Artificial Intelligence (AI)

When using AI in your assessments, such as Chat GPT, Grok, Perplexity, 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 \(apa.org\)](#). 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.



Microsoft 365
Copilot

Assessments

Assessment is how NTM confirms that you have achieved competency; see [Competency-Based Training](#). In your course, for each UoC, you will find specific information about your assessment's requirements in the Assessment Plan. Soon after you begin your training, your trainer will advise you on the assessment methods 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 trainer or the course coordinator, 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 faculty director **before** the assessment event. See [Reasonable Adjustment](#) for more information.

What do I do if I hand in my Assessments late?

If you miss a formal assessment activity or are late with an assessment, it is probable that a 'not yet competent' result will be awarded, affecting your final result. You should contact your trainer as soon as possible, explaining the reason for the lateness or absence of an assessment activity. Where possible, you should provide evidence to support what you say—for example, a medical certificate or a letter from a psychologist. With summative assessments, you may be able to attempt the assessment at the next scheduled assessment period—usually several months later.

When submitting your assessments in Teams, you will have a due date. If you miss your assessment date, you must seek your trainer's permission for an extension. This must be done in writing using Teams or an email. It is vital that you notify your trainer of any late submissions so they can arrange marking and feedback. NTM does not penalise you for late submissions.

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 (Competency Achieved CA) 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.



Steps for an Assessment Appeal

1. In the first instance, always check your trainer's assessment feedback. You may simply need to resubmit work or attach further evidence.
2. Next, consult with your trainer to resolve any issues regarding your feedback and result.
3. 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 [Assessment Appeal 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 trainer to admin@ntm.edu.au.
4. You will receive a confirmation email regarding the registration of your appeal and the delegate responsible for the appeals process. You will receive the outcome of your appeal within 20 working days.

Not Yet Competent in a unit of competency (on two occasions)

If you wish to re-enrol in a UoC after receiving two Not Yet Competent (NYC) results in that unit within three years, you must submit a request in writing to your trainer showing cause as to why you should be re-enrolled. If NTM approves your re-enrolment and the qualification remains current, your trainer will advise you on the study required to complete your course.

Where this original UoC [or qualification/course] is no longer current, your trainer will discuss the available options, including the study requirements in the current version of the UoC 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 UoC, and further charges may apply.

Attendance

To give yourself the best chance of satisfactorily meeting the learning outcomes of your subjects, we advise you to participate in all scheduled learning activities and, if this is not possible, to catch up by collecting notes and handouts. Absenteeism will impact your ability to commence and be assessed in a 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 trainer 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

High School – TAFE Delivered VET (TVET) or VET in School (VETIS)	TAFE NSW or VET Sector Registered Training Organisations (RTOs) Nationally Recognised Training (NRT)	Higher Education Universities or Higher Education (HE) providers post-secondary education, under- and post-grad	AQF Level
		Doctoral Degree	Level 10
		Masters	Level 9
	Graduate Diploma Graduate Certificate	Graduate Diploma Graduate Certificate Bachelor's Honours Degree	Level 8
	Vocational Degree (new from 2025)	Bachelor's Degree	Level 7
	Advanced Diploma	Associate Degree Advanced Diploma	Level 6
	Diploma	Diploma	Level 5
	Certificate IV		Level 4
Certificate III (Year 12 equivalent)	Certificate III		Level 3
Certificate II (Year 10 equivalent)	Certificate II (Year 10 equivalent)		Level 2
Certificate I (year 9 equivalent)	Certificate I		Level 1

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 <https://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 UoCs, this is known as a Statement of Attainment (SoA).

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 trainers 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 trainer.

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). Please note that a successful outcome cannot be guaranteed by National Training Masters. Your successful completion will depend on your participation, competence, and meeting all assessment requirements.

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 Standards for RTOs 2025 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 the 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, it can be provided for \$50.00 if it is within 3 years of the date you completed the course. Replacing a testamur older than 3 years from the date of your course completion will incur a fee of \$75.00. These costs cover both replacement testamurs in electronic and hard-copy formats, which will be posted.

Changes to your course

All nationally recognised training products—such as qualifications, skill sets and units of competency—are periodically updated to reflect current industry standards and job requirements. This means that the course you are enrolled in may be **superseded**, meaning a new version of the qualification has been released. If this happens, NTM can no longer newly enrol anyone into the old version once one year has passed from the release of the new version. If you are already enrolled in the old version, NTM will ensure that you either complete your current course and receive your certificate, or transfer you to the updated course version in a timely manner.

If you are transferred into the updated qualification, you'll be:

- provided with advice about any differences between the old and new versions
- given credit for units you've already completed, where appropriate
- supported with any **gap training** if needed to meet new or changed requirements
- issued with an updated training plan

There is no charge for transitioning to the new course version (unless additional resources or materials are required, which will be discussed with you in advance).

If your course is affected by a training product change, we'll always keep you informed and help you understand your options.

Occasionally we may need to make other changes to your training delivery. If this happens, we may transition you to a new or alternate course, cancel the delivery of a course, change the location, fees, times or dates for a course. We'll let you know if there are changes to your course or studies. If needed, we'll provide alternative study arrangements. We're not liable for any loss, expense or inconvenience caused by changes to your course. We'll do our best to support you through any changes. To learn more, visit the [Australian Skills Quality Authority](#) website.

See also [Training Packages](#)

Closed Circuit Television

NTM uses closed-circuit television (CCTV) cameras across selected campuses to keep everyone safe and our campuses secure. We use CCTV in line with NSW laws.

Code of conduct

All learners and NTM staff have a responsibility to treat others with respect and fairness and 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 trainer about any concerns you may have regarding learners' and NTM staff's behaviour.

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 trainer or administration.
2. If this is not successful, please download and complete the [Complaints Form](#) from our website and send it to the Office Coordinator by email 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.
5. You will receive the outcome of your complaint within 20 working days.

We have designed our complaints 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 escalate.

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 needed to complete workplace activities in various situations and environments to an industry-standard level of performance expected in the workplace. Not yet competent learners can retake assessment events or provide further evidence to demonstrate competency while enrolled and financial with NTM. Contact your trainer/assessor for details on extensions and resubmissions of assessment events.

CBT is based on performance standards that are 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 UoC. CBT allows learners to enter and exit flexibly, 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 methods.

Confidentiality

While all information collected by NTM is regarded as confidential, NTM is obligated to release information through other legislative requirements (court subpoena, Centrelink etc).

- NTM is committed to meeting all the requirements of the Information Privacy Act 1988 (Cth).
- NTM will seek permission from sponsored learners to release information to their employers and the appropriate authorities.
- When accessing NTM Counselling services, limits to confidentiality apply, including the areas of harm and child protection.

Note: if your employer has paid for your course, NTM will seek your permission to communicate your attendance and results, limited by your confidentiality disclosure.

Consumer Protection

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



As an NTM learner, you have a right to:

- expect that the education and training will be consistent with 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 trainers 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.

Copyright

Copyright is a form of intellectual property (IP) that protects the original expression of ideas. Copyright law protects works such as books, articles, web pages, images, art works and audiovisual materials. As a learner at NTM you will create works for which you have intellectual property rights and may use others' copyrighted work or IP as part of your assessment. It is important that you understand your rights and responsibilities in relation to copyright and IP while studying at NTM.

Note: For educational purposes, you normally can use images, videos and 10% of a book or chapter, whichever is greater.

Counselling and Career Development

Our trainers and administration staff are available to all learners experiencing difficulty with their course. NTM is at all times concerned with the wellbeing of its learners.

If you require extra assistance, please make contact via telephone, email or in person and we are happy to support and assist, where possible.

If you're a current learner, you can book an appointment with an NTM counsellor, who is a Registered Psychologist and Career Development Practitioner. They'll listen and help you find ways to manage your personal issues.

We can help with health and wellbeing concerns, including:

- stress, anxiety and depression management
- relationships and conflict management
- domestic violence and other kinds of abuse situations
- alcohol and other drug issues
- improving your self-confidence
- navigating life's transitions, such as returning to the workforce
- financial and accommodation stress
- harassment and complaints.



For free and confidential advice and services contact:

The Mental Health Line is a NSW statewide, 24-hour telephone service 1800 011 511

Lifeline 13 11 14 www.lifeline.org.au

Suicide Call Back Service 1300 659 467

Beyond Blue 1300 224 636 www.beyondblue.org.au

MensLine Australia: 1300 789 978 www.mensline.org.au

Headspace Australia 1800 650 890 www.headspace.org.au

NSW Mental Health Line 1800 011 511

Rape & Domestic Violence Services Australia 1800 424 017

1800Respect 1800 737 732 National sexual assault, family and domestic violence counselling line.

Domestic Violence Line (NSW) 1800 656 463

Kids Helpline 1800 551 800 (for young people up to the age of 25) www.kidshelpline.com.au

Course Information

Before you enrol, NTM will provide you with key information to help you make an informed decision. This includes:

- an outline of the course you're considering
- how the course will be delivered
- what support is available to you
- any fees, payment options, or refund conditions
- what's expected of you as a learner
- whether another organisation will be involved in your training



You will receive this information through materials such as:

- this Learner Handbook
- information on our website
- a conversation or written communication with a member of our team

Before you enrol, NTM will review your existing skills and experience to help determine whether the course is suitable for you. As part of this process:

- we'll review your Language, Literacy, Numeracy and Digital skills (LLND)
- your digital literacy (technology-related skills) will also be reviewed
- we'll discuss your goals, background and experience
- based on this, we'll provide advice about whether this course is the right fit for you

If the course isn't suitable, we'll talk to you about other training options or available support.

Cultural and Linguistic Diversity Support

NTM welcomes learners from culturally and linguistically diverse (CALD) backgrounds. We recognise that navigating new learning environments and assessment systems can present additional challenges, particularly if English is an additional language for you. We are committed to supporting all learners to achieve their study goals.

We provide support through:

- clear explanation of training expectations, procedures and assessment requirements
- guidance in understanding assessment instructions and institutional policies
- language assistance and additional explanation tailored to your needs
- referral to external language or community support services where appropriate

If you have questions about your studies, training procedures or require additional support, please speak with your trainer or contact our in-house counsellor. We value the cultural and linguistic diversity our learners bring to NTM and are committed to fostering an inclusive learning community.

Cybersecurity

Cyber security is everyone's responsibility. To protect your information from cyber-attacks, we use multifactor authentication (MFA). When you use your NTM login, multifactor authentication helps ensure it's you.

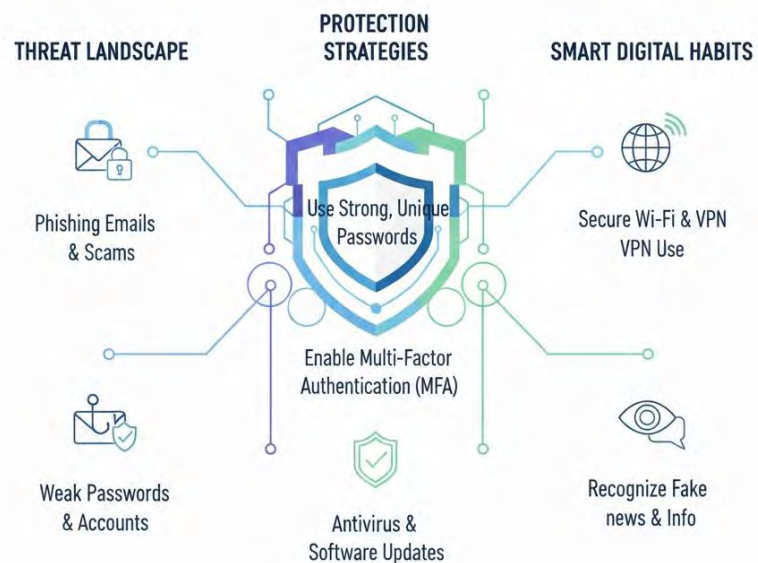
Use multifactor authentication

Using multifactor authentication is simple. Just click the notification sent to your mobile phone. We recommend you add this protection to your account to keep your identity safe.

Acceptable use of information technology

We're committed to your privacy and to the protection and proper use of our technology. We need to keep our networks safe from inappropriate content. This means we check how our assets and digital records are being used. This can include email, the internet and the network. If we notice any behaviour or actions that don't fit our guidelines, we may need to step in.

STUDENT CYBER DEFENSE GUIDE



Disability and Access Support

NTM is committed to creating an inclusive learning environment and will work with you to identify reasonable adjustments tailored to your needs. If you have a disability, health condition, injury or other need that may affect your learning or assessment, we encourage you to notify NTM as early as possible so we can provide appropriate support.

These adjustments may include modifications to learning materials, assessment methods, timetables, or physical access arrangements—whatever will help you succeed in your training.

You are not required to disclose a disability or condition—but doing so helps us plan support and access arrangements from the beginning of your training.

To talk about access or adjustment needs:

- contact our Disability Consultant
- ask your trainer to refer you to the appropriate staff member

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.

Enrolment Requirements

To finalise your enrolment, the government requires you to complete the following:

1. An Application Pack for the course, which may also include an LLND screener
2. Provide a valid Unique Student Identifier (USI)
3. supply personal information such as:
 - Your full name, date of birth and contact details
 - Country of birth and cultural background
 - Language spoken at home and English proficiency
 - Whether you identify as Aboriginal or Torres Strait Islander
 - Disability status and any support needs
 - Your employment status and reason for study
 - Your highest level of prior education

This information is collected to meet national reporting requirements and is handled in line with our privacy policy.

Exclusion from Class or NTM

You may be excluded from class/NTM or from enrolling if:

- you have overdue fees
- you have enrolled and not completed (for example, failed, withdrawn or not been assessed) a subject twice
- your behaviour is deemed to be unsatisfactory
- your behaviour is adversely affecting the learning of others
- if you are found to be under the influence of drugs and/or alcohol.

See the section on [Rights and Responsibilities](#) for more information.

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. Our quality assurance team will respond within 10 working days. You can also download the [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 provide feedback in all forms.

Fees

Before you enrol at **NTM**, it's important that you understand the fees associated with your training, how payments are handled, and the circumstances under which you may be eligible for a refund.

We are committed to providing transparent, fair, and timely fee and refund processes.

Fees for your course may include:

- **Tuition fees** – for training and assessment services
- **Resource or materials fees** – for textbooks, equipment, or access to digital platforms
- **Incidental fees** – for optional services (e.g. reissue of certificates, late resubmissions)

You will receive a **Course Fee Schedule** outlining:

- the total cost of your course
- any instalment options or payment plans
- any additional costs you may incur (e.g. equipment, uniforms, placement-related expenses)

A tuition 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.

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 cannot 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.

Note: We cannot accept more than \$1500 in prepaid fees for your course. See [Fees in advance](#) for further details.

Where another person or entity, such as your employer, makes arrangements to pay the learner 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 the fee.

All NTM fees and charges are reviewed annually 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 the Skill Compare Website <https://education.nsw.gov.au/skills-nsw>. Training Services NSW regularly reviews NSW Smart and Skilled fees.

Note: non-attendance at the first 3 consecutive class sessions without notifying 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 are enrolled under Smart and Skilled conditions, you may be eligible for a fee exemption or fee concession where you declare your disability status, 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. If you are eligible for a fee exemption, you may be refunded any tuition fee you have paid. Terms and conditions for eligibility and refunds are determined by Smart and Skilled.

Cooling off period

You have consumer rights under state and Commonwealth legislation, see [Consumer Protection](#). You have a 10-day cooling-off period from the date you receive your tuition fee tax invoice to decide whether 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 Trading](#) 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). For 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 learners participating in training with NTM through fee-for-service will have the qualification/course costs presented to them through our accounting system in the form of a Tax Invoice for each learner prior to the scheduled start date of the course.

At no time will NTM request or accept prepaid fees of more than \$1500 from any prospective or current learner.

All learners 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.

First Aid

If you require a First Aid Officer, ask any NTM staff member to assist you.

It is an NTM requirement that where an NTM First Aid Officer decides it is necessary for an ambulance, one will be called. See section on [Ambulance Insurance](#).

Harassment and Bullying

Zero Tolerance Approach

NTM has a zero-tolerance approach to bullying, harassment, and discrimination. All learners, staff, and visitors have the right to learn and work in an environment free from bullying, harassment, discrimination, and vilification.

What is Harassment?

Harassment is any unwelcome behaviour that offends, humiliates, or intimidates a person. Harassment can be:

- Sexual – unwelcome sexual advances, requests for sexual favours, or other unwelcome conduct of a sexual nature
- Non-sexual – behaviour based on protected attributes such as race, sex, disability, age, or other characteristics

Important: The person experiencing the behaviour determines whether they feel harassed—not the person engaging in the behaviour.

What is Bullying?

Under the *Fair Work Act 2009* (Cth), workplace bullying occurs when:

- an individual or group repeatedly behaves unreasonably towards a worker or learner, AND
- the behaviour creates a risk to health and safety

Examples include (but are not limited to):

- yelling, offensive language, or verbal abuse
- intimidation, coercion, or threats
- belittling, humiliation, or sarcasm
- spreading malicious rumours
- excluding or isolating someone from activities
- cyberbullying via email, social media, or messaging platforms
- deliberately withholding information needed for learning or work
- physical harassment (pushing, unwelcome contact, throwing objects)

Note: A single incident of unreasonable behaviour is not classified as bullying under workplace laws but may still breach our Code of Conduct and be subject to disciplinary action.

If You Experience Harassment, Discrimination, or Bullying follow these steps

1. Ask the person to stop (if you feel safe doing so). If you feel comfortable, you can tell the person their behaviour is unwelcome or remind them that discrimination, harassment, and bullying are not accepted at NTM.

2. Report the behaviour to NTM staff. If you do not feel you can speak directly to the person, or the behaviour continues, speak to your trainer, administration staff or NTM Counsellor – they can provide support and refer the matter to management, or lodge a formal complaint – download our [Complaint Form](#) from our website or request a copy from administration

Your complaint will be:

- treated seriously and confidentially
- investigated fairly and impartially
- resolved in a timely manner
- free from victimisation or retaliation

Hazards

A hazard is a situation or event that has the potential to cause damage to plant or equipment, or result in an illness or injury. Hazards can be categorised by the type of outcome, energy exchange process or geographic location, i.e. manual handling hazards, slips and trips, laundry hazards. A risk is the likelihood of a specific consequence occurring. Risks are usually expressed in terms of likelihood and consequences.

If you have identified a hazard, please ensure that you tell someone, such as your trainer, who will ensure that further action is taken to reduce or eliminate the hazard. You can complete the [Hazard Incident Report](#) and lodge it with Administration admin@ntm.edu.au



Internet

NTM learning environments have internet connections and wi-fi available to you free of charge. NTM reserves the right to monitor and record all use of its computer networks and to take disciplinary action when breaches of expected behaviour or 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 that all your security devices are up to date, activate your firewall, and have anti-virus and antimalware protection on all your devices. For advice, see [Protect yourself | Cyber.gov.au](#)

Note: At orientation, your trainer will provide you with the NTM Learner Wi-Fi login details. NTM does not take responsibility for any links in assessments or learning activities; these are outside NTM's control.

Internet Conditions of Use

When accessing NTM ICT (Information and Communication Technology) resources and services, you must not:

- access, download or store inappropriate or offensive material. This includes adult content and other offensive material
- intentionally send unauthorised widespread mail-outs or chain letters or other malware, eg viruses
- intentionally create, send or access information that could damage the NTM's reputation, be misleading or deceptive, result in victimisation or harassment, lead to criminal penalty or civil liability, or be reasonably found to be offensive, obscene, threatening, abusive or defamatory
- save or copy unofficial software and/or large personal files greater than 2MB, to any network drive. (e.g. non-standard graphics, screen savers, '.exe' files, music and/or video files).

NTM will log and monitor all ICT-related activity on network infrastructure equipment and applications, and will take disciplinary action against learners found to be in breach of this policy.

Note: You must have your antivirus and firewall activated when using the NTM Wi-Fi. We also highly recommend that you set your web browser to block malware and ads.

Microsoft Bing



Language, Literacy, Numeracy and Digital Skills (LLND)

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

- one-on-one tutoring with trainers
- reasonable adjustment to training and assessment
- option to transfer to a more suitable course or delivery option.



Helping improve your skills in:

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

See [Where can I get help with my learning?](#)

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

Learning Management System

At NTM, we use Microsoft Teams as our Learning Management System (LMS). As an NTM learner, you will be provided with a learner Microsoft account, and this will be used for all assessments and video conferencing. On your first day of class, your trainer will give you an orientation to Teams. 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 trainer, access your learning materials and submit your assessments is through Teams.

Learning Resources, Facilities and Equipment

To successfully complete your course, you need access to the right tools, technology, and spaces for learning. NTM is responsible for making sure that all learners—whether training is delivered in a classroom, online, in a workplace, or through a third party—have access to:

- safe and suitable learning environments
- sufficient facilities and industry-relevant equipment
- the technology and tools needed for training and assessment
- accessible online learning systems (if studying online or in a blended model)

We ensure that:

- all training environments meet **health, safety and accessibility standards**
- any facilities or equipment provided by **third parties** (e.g. employer sites, partner organisations) are evaluated to ensure they are appropriate for your training
- there are procedures in place to assess ongoing suitability and safety of facilities and resources

Equipment or Facility Issues

If you notice:

- faulty, broken or unsafe equipment
- a lack of necessary tools or resources
- issues with access to learning systems or facilities

please report it immediately to your trainer or Administration. Your feedback helps us keep the learning environment safe and effective for everyone.

Resource and Equipment Costs

Before you enrol, NTM will inform you if there are **any additional costs** associated with your course—such as fees for textbooks, tools, uniforms, software, or other equipment.

These costs may vary depending on the course and the delivery method. If additional items are required:

- you will be provided with an **indicative list of costs**
- any **essential equipment or resources** you are expected to purchase will be clearly explained to you
- in some cases, items may be supplied by NTM or available for loan

We are committed to making sure you have the information you need to plan ahead and avoid unexpected expenses. If you're unsure about what's included in your course fees, please ask before enrolling.

Lost Property

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

Medical Conditions

If you have an ongoing medical condition such as epilepsy or diabetes, it is important to make your trainers aware of this in case you require sudden assistance. A safety management plan can be developed with management, 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 trainer 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 trainer. You have a right to privacy, and while your trainer 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 management team.

Personal Details - Changes

Changes to your personal details (eg change of address, change of phone number) can be made using the [Change of Personal Details Form](#).

The name you register under will be the name that appears on all formal correspondence and your Graduation Certificate. If you wish to change your name you must submit an email to admin@ntm.edu.au together with the Change of Personal Details Form and any legal documentation (eg marriage certificate or deed poll).

All of this information is covered by the *Information Privacy Act 1988 (Cth)*. It is important that your details are kept up to date so we can contact you.

Note: You must make sure your USI record and the personal details you supply us are the same. We recommend contacting www.usi.gov.au first then updating your details with NTM.

Plagiarism, Collusion and Contract cheating

Plagiarism is taking the ideas, writings, or work of others and presenting them as your own, 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 learner 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 learners 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 the 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 of your work (an assessment workbook, report, or assignment) and then submitting it for marking as though it were 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 maintaining 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

NTM is committed to protecting your privacy and managing your personal information responsibly. We collect, store, use, and disclose your personal information in compliance with applicable privacy legislation.



NTM complies with the following privacy laws:

- **Privacy Act 1988 (Cth):** Personal information collected by RTOs (national standard)
- **Privacy and Personal Information Protection Act 1998 (NSW):** Personal information held by NSW-based providers
- **Health Records and Information Privacy Act 2002 (NSW):** Health information (medical, disability, counselling and career development)

What Information we Collect

We only collect personal and health information that is necessary for:

- your course enrolment and learner records
- compliance with regulatory reporting requirements
- delivery of your training services
- assessment and course administration

We do not collect information beyond what is essential for these purposes.

How We Use Your Information

Your information is used for:

- enrolment and administration – course delivery, assessment, and record-keeping
- government reporting – data reporting to ASQA and the National Centre for Vocational Education Research (NCVER) as required by law

Communication – Contacting you about your course, outcomes, and services

We disclose your information to the following regulatory bodies without requiring additional consent:

- **NCVER** – Your personal data (name, date of birth, contact details, training outcomes) is reported for national VET statistics under the National Vocational Education and Training Regulator Act 2011
- **ASQA** – Your enrolment and completion data is provided for quality assurance and regulation
- **Department of Human Services (Centrelink)** – If you're receiving income support or requesting access to Centrelink data as part of your enrolment

We will not disclose your information to other parties without your written consent, except where required by law (e.g., court orders, mandatory reporting obligations). **Note: You may request to view your personal information NTM holds by contacting our Customer Service centre. Also, ensure you keep a copy of the Privacy Statement you signed and agreed to at the time of enrolment.**

Progress Monitoring

Your progress will be monitored throughout your course to help you stay on track. This includes:

- trainer check-ins
- attendance (if applicable)
- assessment outcomes
- online participation (if relevant)

If you're falling behind, we'll work with you to create an Individual Support Plan (ISP). Early intervention is key, so please reach out if you're struggling.

Reasonable Adjustment

A reasonable adjustment is a change to the way training or assessment is delivered that helps remove barriers to learning and participation. It does not alter the core requirements of your course, but it may change how you access content or demonstrate your knowledge.

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

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 our Administration team, who will provide guidance in sourcing support and assistance during your study. It is important that you notify your trainer when applying for a reasonable adjustment.

When Adjustments Are Not Possible

In rare cases, an adjustment may not be possible—for example, if it:

- would create safety risks
- would alter core competency or licensing outcomes
- would be unreasonable or unfeasible in the training context

If this occurs, we will:

- clearly explain the reasons
- explore alternative support options with you
- respect your decision about how you'd like to proceed

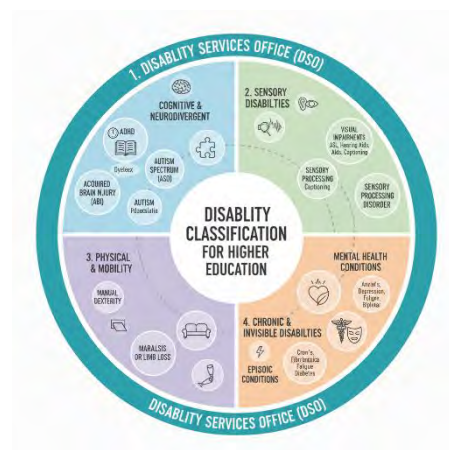
Note: Your trainer will work with an NTM Counsellor, the Disability Consultant and other access and equity staff to develop an [Individual learning Plan \(ILP\)](#) to meet your learning needs.

Recognition of Prior Learning

You may be eligible to receive recognition for some or all the UoCs 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. To reduce the time required to complete your course, you may use a combination of RPL, RCC and CT. We follow the best-practice guidelines of the NSW Recognition Framework. 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.

Note: You may apply for RPL or credit transfer for a single UoC or groups of competencies up to 100% of a qualification. If you are not already enrolled as a learner, the cost to assess an RPL application is \$250. Once you continue to enrol in a course with us, the RPL fee will be deducted from your invoice.

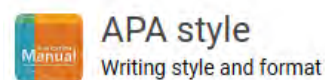


Credit transfer

Credit transfer means you have completed a single unit, or multiple units, from a nationally recognised training package through a registered training organisation (RTO), such as 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, along with a request for a credit transfer. **Credit transfer** can significantly reduce the time it takes to complete your studies with NTM.

Note: It is important that you apply for RPL or CT upfront when you enrol if you believe you are eligible. You should provide transcripts, portfolios and other evidence to your trainer, as this will allow you to apply for RPL. However, you may also apply for RPL and CT 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:

- show your trainer you have done proper research by citing 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 trainer to track down the sources you used by citing them accurately in your paper by way of footnotes, a bibliography or a reference list
- when using Artificial Intelligence (AI) such as Chat GPT or Bard, don't just copy and paste, put this in your own words and reference the AI generator.

Note: At NTM, we recommend the American Psychological Association (APA) reference system, you may use the [Academic Referencing Tool from Charles Sturt University](#)

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 learner 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. Individual learners who have overpaid the course fees will receive a refund, made via direct transfer to a nominated bank account.

See **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 trainers, 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
- be treated fairly and respectfully by our staff and other learners
- learn in an environment free from 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 learner 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 encounter 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 learners 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) 2025 and the requirements of ASQA
- be compliant with relevant Commonwealth and state legislation, regulations and contractual obligations
- notify learners 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)



Do I need to disclose if I have a history of violence?

NTM is committed to providing a safe, supportive, and inclusive learning environment for all learners, staff, and visitors. We comply with the Work Health and Safety Act 2011 (NSW) and maintain comprehensive risk management practices to ensure everyone's wellbeing and safety.

Disclosure of History Affecting Your Safety or Study

To provide you with appropriate support and maintain a safe learning environment, we need to understand any factors that may affect your engagement, wellbeing, or the safety of our community.



What We Ask You to Disclose

At enrolment or at any time during your study, you are asked to advise NTM staff if you have:

- a history of violent or aggressive behaviour that might affect your ability to participate safely in training, or pose a risk to your own safety or the safety of others
- mental health or wellbeing concerns that may impact your learning or require support
- substance abuse or dependency issues affecting your participation
- court orders, convictions, or legal restrictions (e.g., restraining orders, bail conditions) that affect your attendance or participation
- disclosure or suspected abuse involving children in your care

This information helps us provide appropriate support and create an environment where everyone can learn safely.

How to Make a Disclosure

You can disclose your history of violence information confidentially to:

- Administration
- Your trainer
- An NTM Counsellor
- Faculty Director

It is best to disclose this information before your first class, so we can support you from the start. However, you can also disclose at any time during your enrolment if circumstances change.

Training Packages

Training packages are developed by the 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 time required. 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 comprises 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	Future Skills Organisation
TAE Training and Education	Commonwealth Department of Employment and Workplace Relations (DEWR).
ACM Animal Care and Management	Skills Insight

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

Training Plans

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

NTM gives all learners enrolled in a government-funded course, including an apprenticeship or traineeship, a training plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of the training contract.

Tutorial support

Sometimes, you may need help with a particular UoC or assessment. Whether you require assistance with maths, digital skills, 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

Note: Please contact your trainer or Administration to discuss your individual assistance requirements. NTM will occasionally run tutorial workshops to support your studies. See also [reasonable adjustment](#).

Unique Student Identifier



From 1 January 2015, all NRT learners must have a Unique Student Identifier (USI). A USI is a reference number composed of letters and numbers. 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 your USI on your mobile phone, such as in a contact or note. Without a valid USI, NTM cannot issue you a certificate, a SoA, or a 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 ask to re-commence your studies.

If you do not respond to our 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 trainer 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.

Note: when deciding to withdraw from your studies, contact your trainer as soon as possible to discuss options. If we are unable to contact you after four attempts, including email, SMS, and phone, we reserve the right to close your enrolment and issue you a SoA for any units completed.

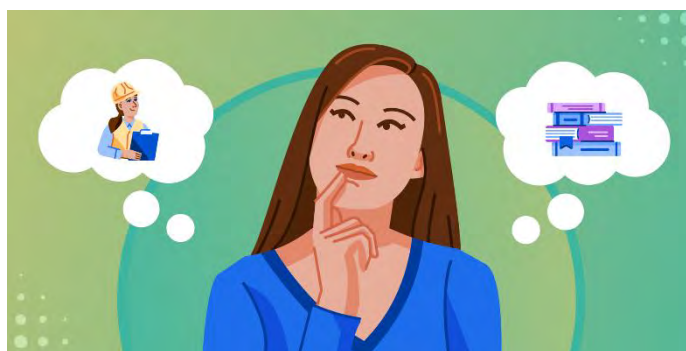
Deferring your study

You may wish to withdraw and defer your studies for 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 trainer
- 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 may need to pay an additional fee for the second attempt at these UoCs or qualification.

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 trainer to negotiate a resumption date to meet the 12-month deadline. If your enrolment is extended by a further 12 months, you must seek approval from a Faculty Director or NTM Counsellor.

Discontinuing your study

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

- notify your trainer 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 trainer or NTM Counsellor as soon as possible.

Work Health and Safety

Our commitment reflects a safety culture that extends beyond the traditional view of workplace accidents to encompass the physical and psychological health and well-being of all staff and learners. In accordance with the Work Health and Safety Act 2011, NTM is committed to taking all reasonable and practicable steps to ensure learners and staff are not exposed to risks to their health and safety at NTM.

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 the orientation session, your trainer 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 trainer and/or Administration staff know if you will require assistance during an evacuation due to a temporary or permanent disability, so that appropriate support can be provided.



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 trainer or campus staff as soon as possible. For further information about WHS, visit your local library, ask your trainer, or visit the Safe Work Australia website: <https://www.safeworkaustralia.gov.au/>

Note: You must always follow your trainer's reasonable WHS directions. If you need ambulance transportation, the cost will be your responsibility. For all noncompliance with WHS instructions and care, your trainer will exclude you from training for your safety.

If You Are Under 18

You must be at least 15 years old to enrol in an NTM Course.

NTM is committed to the safety and wellbeing of all learners, including those aged under 18. If you are under 18 years old, we recognise that you may have additional needs and vulnerabilities—and we take this seriously.

We follow the **National Principles for Child Safe Organisations**, which provide a nationally consistent framework for organisations working with children and young people. You can read more about these principles here: <https://www.childsafety.gov.au/resources/national-principles-child-safe-organisations>

What this means for you:

- we assess the **risks** associated with training content, modes of delivery, and training environments—especially for younger learners
- our staff are expected to act in a **respectful, age-appropriate and supportive** manner at all times
- any workplace placements, excursions, or third-party delivery sites must meet child safety expectations
- if your parent or carer is involved in your training, we'll ensure their role is clear and appropriate



We also take steps to ensure that:

- you are treated with dignity and respect
- your voice is heard—you are encouraged to speak up if something feels wrong or unsafe
- you have access to support and advice if you're unsure about anything related to your safety, wellbeing, or training experience

If you are under 18 and have any questions, concerns or just need help, please contact an NTM Counsellor. Your safety and wellbeing are our priority, and we are here to support you every step of the way.

Work Placements

Some training products in Animal Care (ACM) require you to complete a work placement or other form of community-based learning as part of your course. These placements give you a valuable opportunity to apply your skills in a real-world environment, develop your confidence, and meet industry standards for competency.

If your course includes a work placement:

- NTM will explain the requirements before you enrol
- you will be supported to find a suitable host organisation or employer, or you can nominate your own (subject to approval)
- a work placement agreement will outline your responsibilities and the responsibilities of your workplace supervisor and NTM

To make sure the placement helps you achieve your required skills and knowledge:

- we ensure the workplace setting is fit-for-purpose, safe, and relevant to your qualification
- you will only be placed in environments that allow you to access the resources, tasks, and supervision needed to complete your course
- your trainer will check in with you regularly during your placement

Safety and Risk

While you're on placement:

- NTM works with host organisations to identify and manage any risks to your safety or wellbeing
- you will be informed of any risks identified and how to manage them
- you should immediately report any safety concerns or issues to both your supervisor and your trainer
- if you're unsure about a task, don't proceed—reach out for support first. Safety is a shared responsibility.



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

Anthony J. D'Angelo



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