



# Participant Handbook

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## Office Location and Contact Details

<b>Main Contact Number</b>	1300 800 558
<b>Address:</b>	Unit 5/9 Cairns Street Loganholme Qld 4129
<b>Licenses:</b>	RTO Registration #31685
<b>Insurance:</b>	Public Liability 20 Million Professional Indemnity 10 Million
<b>Operating hours</b>	7.00am – 4.00pm Monday to Friday

## Introduction and Welcome

Thank you for selecting Intuitive Training to deliver training and assessment services for you and/or your staff. We appreciate there are numerous providers you could have selected and appreciate that participation in training and assessment requires a significant investment in off job time, money and effort.

Initially trading as Smart First Aid our RTO has been operating since 2008. The trading name Intuitive Training was introduced in 2019.

Intuitive Training specialises in training and assessment for Work Health & Safety for industry including:

- The Electricity Supply Industry (ESI)
- Telecommunications industry
- Civil Construction
- Mobile plant and equipment
- High Risk Work License (WP)

Based in Loganholme, we've grown into Queensland's largest private provider of Electricity Supply Industry (ESI) regulatory refresher, construction industry and EsiTrain-licensed courses.

Our trainers bring current industry experience into every session, keeping things grounded, relevant and refreshingly straightforward, from electrical safety and rescue to first aid and high-risk work licenses, everything we deliver is built around one simple goal: helping people get home safe, confident, and properly qualified at the end of the day

## The purpose of this Participant Handbook

The purpose of this Participant Handbook is to ensure you have sufficient information available to make an informed decision about our services, we have gathered relevant information for your review before you register for your training course. Please refer to this handbook to support you in your study and to ensure you are well informed about us, our courses and our policies and procedures.

In this handbook participants will find information regarding:

- Intuitive Training's structure and operations.
- Training & assessment services on offer.
- Procedures for recognition of prior learning (RPL).
- Complaints and Appeals processes.
- Policies regarding safety and discrimination.
- Participant services and the privacy of your information.

The information contained within this document is consistent with our approved policies and procedures. If the information contained is not clear or you require further clarification/direction or wish to view our full suite of policies and procedures, please contact our Administration team on 1300 800 558.

## Scope of Registration

<b>Nationally Recognised Training</b>	
<b>Course Code</b>	<b>Course Title</b>
AHCMOM213	Operate and maintain chainsaws
AHCPCM205	Fell small trees
CPCCCM2012	Work safely at heights
FWPHAR2208	Operate a mobile chipper/mulcher
HLTAID009	Provide cardiopulmonary resuscitation
HLTAID011	Provide First Aid
HLTAID013	Provide First Aid in remote or isolated site
RIIHAN301E	Operate elevating work platform
RIIRTM203E	Work as a safety observer/spotter
RIIWHS204E	Work safely at heights
TLID3035	Operate a boom type elevating work platform
TLILIC0005	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)
UEECD0007	Apply work health and safety regulations, codes and practices in the workplace
UETDRAI001	Inspect and test poles at and below ground level
UETDRAI002	Inspect poles, hardware and electrical apparatus
UETDRAI004	Treat poles
UETDREL002	Comply with environmental requirements
UETDREL006	Work safely in the vicinity of live electrical apparatus as a non-electrical worker
UETDRMP001	Apply access authority procedures to work on or near electrical apparatus
UETDRMP002	ESI safety rules for work on, near or in the vicinity of electrical apparatus
UETDRMP010	Provide first aid in an ESI environment
UETDRMP011	Testing of connections to low voltage electricity networks
UETDRMP015	Perform elevated work platform controlled descent escape
UETDRMP016	Perform elevated work platform rescue
UETDRMP017	Perform pole top rescue
UETDRMP018	Perform rescue from a live low voltage panel
UETDRMP020	Perform tower rescue
<b>Esi Train Licensed (Non-Accredited) Training Courses</b>	
1656	Introduction to Electrical Network Infrastructure for Authorised Persons
1961	Low voltage connection manual
<b>WHSQ Licensed Courses (Non-Accredited)</b>	
	Old Health and Safety Representative (HSR) Initial & Refresher Courses
<b>Other Courses (Non-Accredited)</b>	
QNFT	Quantitative Fit Testing
QNFTR	Quantitative Fit Testing Refresher

## Our commitment

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

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

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

## Our service commitment

- Your questions are important to us. Please be aware that our Trainers are working with other Participants as well as yourself. We are committed to returning your calls and e-mails, but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office.
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

## Unique Student Identifier

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

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

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

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

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

## Obtaining a USI

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

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

**IMPORTANT:** The details entered into the USI portal when creating a USI must match exactly those shown on the ID. Document used.

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

**Step 3** Then click on 'Create your USI' now.

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

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

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

**Step 7** Your USI will be displayed on the screen.

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

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

## Admission and Entry Requirements

Intuitive Training requires that the student can:

- Obtain a USI or evidence of an exemption
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Write at a level required to complete workplace forms

## Access and Inclusivity

### Our Commitment to Access and Inclusivity

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

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

### Supporting First Nations Clients

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

### Supporting Participants with Disabilities

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

### Identifying Individual Needs and Providing Reasonable Adjustment

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

### Available Support Services

- Assistance with enrolment and orientation for participants requiring support
- Access to assistive equipment

- Flexible delivery and assessment options
- One-on-one learning and assessment support
- Additional time

**How to access support:**

- Speak with your trainer.
- Contact our Administration team at any time
- Speak to your trainer at anytime

**Student Support**

Intuitive Training provides a high standard of service to participants. You can contact your Trainer by phone, email or message through your learner portal help request function (available 24hrs, 7day's). We endeavour to respond to participants as quickly as possible, but you are reminded that our Trainers do have other participants and classes to attend to.

We will provide feedback on Assessments/ Logbooks within ten (10) working days and to all queries, telephone calls, emails and online help requests within two (2) working days.

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

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

**Support Persons:**

Our administration team are always available for general enquiries and administration support where required.

We have allocated a dedicated trainer to support our participants Wednesday morning's between 7am-9am, please contact our administration team on 1300 800 558 or lodge a support request trough your learner portal to arrange your support session.

## Support Services

Service Provider	Contact Number	Service
Alcohol and Drug Information Service (ADIS):	1800 177 833	24/7 support for people in Queensland with alcohol and other drug concerns.
Beyond Blue	1300 224 636	Support for anxiety/depression.
DV Connect	1800 811 811	Supporting pathways to safety and healing from violence and interpersonal trauma.
Kids Help Line	1800 551 800 (24 hours)	Confidential 24/7 online and phone counselling service for young people aged 5 to 25.
Lifeline	13 11 14 (24 hours)	Crisis support & suicide prevention.
Mates in Construction	1300 642 111	Suicide prevention.
Mensline Australia	1300 789 978	Online counselling service offering support for Australian men anywhere.
QLife (LGBTIQ+)	1800 184 527	Anonymous and free LGBTIQ+ peer support.
Reading and Writing Hotline	1300 655 506	A free service to help adults improve their reading, writing and basic math.
Relationship Australia	1300 364 277	Relationships Australia promotes the importance of respectful relationships for both individual mental health and general community outcomes
SANE Support Services	1800 187 263	Support for people who are concerned about their own or someone else's mental health.
Salvation Army Care Line (QLD)	07 3831 9016	Provide all social services without discrimination.
Sexual Assault Helpline	1800 010 120	Help and support for people who have experienced sexual violence.
Translating and Interpreting Services	13 14 50	Interpreting service provided by the Department of Home Affairs for people who do not speak English
TIACS Foundation (Blue Collar Counselling)	0488 846 988	Professional text and call service designed to make speaking to a counsellor as easy as possible.
Women's Wellbeing Line	1800 496 636	Advancing the health and wellbeing of Queensland women.
13YARN	13 92 76	Aboriginal & Torres Strait Islander crisis support line.
<b>Note: Services listed above may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the participant.</b>		

### Commitment to Participants Under 18

Intuitive Training is committed to providing a safe, inclusive, and supportive environment for participants under 18, in line with the national principles for child safe organisations. All our staff have current BlueCard's.

We assess individual needs prior to enrolment and offer reasonable adjustments and practical support—such as:

- flexible learning options,
- access to assistive equipment, and
- one-on-one assistance—

This ensures equitable access to all programs and services.

We encourage early disclosure of support needs so we can work collaboratively with participants and their families. All information is handled confidentially and respectfully.

Our commitment includes clear communication, ongoing support, and a welcoming environment where every young learner is treated fairly and empowered to succeed.

## Duty of Care

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

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

## Parental/Guardian Involvement

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

## Age-Appropriate Support

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

- Access to a participant support person for guidance and assistance where required.
- Flexible learning options to accommodate other commitments.
- Mentoring and wellbeing check-ins where appropriate.

## Expectations of ALL Participants

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Participants.

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

Intuitive Training reserves the right to suspend or cancel student enrolments, if they do not consistently meet the above expectations.

Intuitive Training is committed to making sure everyone feels welcome, respected, and supported. We do not allow any discrimination or bullying. This includes protecting the rights of First Nation Participants, Participants with disabilities, and anyone who might face unfair treatment.

## What This Means for You

- If you need extra help, let us know before you enrol. We will work with you to make a plan that suits your needs.
- We respect your background and culture. Everyone's history and experiences are important.
- We encourage you to talk to our clients support staff and/or trainers regarding any support needs you may have.

If you ever feel unsafe or discriminated against, please talk to a staff member right away or submit a complaint in accordance with our Complaints Procedure.

We are here to help and make sure everyone is treated fairly.

## Late Arrivals

Arriving late to a course affects the learning outcomes of all students. Intuitive Training reserves the right to refuse entry to candidates who arrive late to a course.

## Training Materials and Equipment

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

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

## Student Responsibilities for Authentic Assessment

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

### 1. Responsibilities for Authentic Assessment

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

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

### 2. Consequences for Cheating

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

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

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

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

### 3. Verification Questions

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

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

We encourage you to take pride in your work and approach your studies with honesty and integrity.

For any questions or further clarification regarding your responsibilities, please do not hesitate to contact the General Manager.

## Fees and Charges

All fees associated with training and assessment services delivered by Intuitive Training will be displayed on our website, detailed during the booking process or explicitly quoted upon request.

**Travel:** in some instances, fees for travel will apply.

**Administration fees:** An administration recovery fee of 20% of your course fee may be charged in situations where the RTO has provided training and assessment, and the participant has withdrawn or not completed their course.

**Online course registration fees:** A registration fee is payable in advance where participants register for their course and pay online, upon receipt of your payment you will be issued with an electronic receipt and an email confirming your course registration, date time and location of your course.

Outstanding course fees (difference between online registration and full course fee) will be due upon attendance to your training course; a second receipt of payment will be provided at this time.

**Payment Facilities:** Online payments can be made through our payment gateway (E-way) by credit card (Mastercard & Visa only fees may apply), or by electronic funds transfer (EFT). Payments will be considered to have been received once funds have been cleared Intuitive Trainings bank account.

**Pre-paid fees#:** Intuitive Training will not hold more than \$1500 of pre-paid fees from an individual and prospective participants where the participant or their representative pays the fees through direct enrolment. Online course registration fees must be paid to secure your placement with the balance being paid in full before any qualification of certification is issued.

These requirements do not apply, for example, where an employer engages us to provide training and/or assessment to members of its staff through a negotiated commercial transaction.

**Confirmation:** All Participants, or the person responsible for making the booking on their behalf, must confirm that they have read, understood and accepted Intuitive Trainings terms and conditions.

**# Pre-paid fees mean:** Fees that are collected before the relevant services have been provided. These include payments made at any time before, during and after participants enrol. Any payment received before a service is delivered is unearned revenue and is a liability that must be paid back, either through service delivery or as a refund. The requirements that apply to pre-paid fees include all fees that a participant is required to pay, including registration, enrolment fees, materials fees and any other fee component that is mandatory payment for the course.

## Cancellations, Course Deferment/ Change Fees & Refund Policy

Cancellation and Course change fees are calculated according to:

- The notice period the participant provides to Intuitive Training.
- The value of the course.

**Cancellations:**

- Cancellations or course withdrawal seven (7) or more days from course commencement all fees will be refundable, provided all materials are returned, as new and no units were completed.
- Should you cancel or withdraw within seven (7) days any fee over the 50% of course fees will be refundable, provided all materials are returned, as new and no units were completed.

**Deferment of training can be negotiated.**

- Change or deferment requested seven (7) or more days from course commencement will not incur any fees.
- Change or deferment requested within seven (7) days will incur a fee of \$55.00.

**Courses Cancelled by Intuitive Training**

Intuitive Training reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances.

- Should Intuitive Training cancel a training course, an alternate date of training will be offered, where a participant is unable to attend the alternate date a fair and reasonable refund will be granted, if fees are paid in advance.

**Note:** Intuitive Training reserves the right to change course fees, dates, content, trainers or method of presentation at its discretion.

**Extenuating Circumstances**

In the case of a participant withdrawing from a course due to illness or extreme hardship, Intuitive Training may, at its discretion, review the circumstances and consider a partial refund of fees.

The following conditions apply:

- The person concerned must produce satisfactory evidence of the circumstances of his/her withdrawal.
- No refunds will be granted after attending and participating in any face-to-face training

**Payment of Refunds**

All applicable refunds will be made payable via Electronic Funds Transfer (EFT) where original payment was made via direct deposit or reversed back to the credit card original payment was deducted from.

- Refunds may be provided to employers who have paid course fees on behalf of participants.
- No refund is available to participants who remain enrolled and do not progress. Should you decide not to continue with your course you need to notify us of your intention to withdraw or defer.

Requests for refunds must be submitted in writing to [admin@intuitivetraining.com.au](mailto:admin@intuitivetraining.com.au)

Partial or full refunds will be considered after ten (10) working days from the commencement of the course under exceptional circumstance such as long-term illness.

Participants will be advised of the decision either by phone or email. Approved refunds will be processed within thirty (30) working days of the decision outcome.

**Competency Based Training and Assessment**

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

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations

- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

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

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

### **Credit Transfer**

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

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

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

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)
- There is no charge for Credit Transfer

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

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

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

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

You may be eligible for RPL for part or all your intended study, based on your previous experiences and learning.

For more information regarding RPL and how to apply, please discuss this with your Trainer.

# Due to industry requirements for regular refresher training of some courses delivered by Intuitive Training we have decided not to offer RPL on specific courses.

### **Complaints and Appeals**

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

#### **Complaints**

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

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

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

**First instance:** You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer, you are encouraged to contact the General Manager.

**Second instance:** If the issue is not resolved you are encouraged to either speak to or contact in writing the Director. Participants can lodge a formal

Complaints and Appeals can be lodged directly via a form accessible in the footer section of our website [Complaints and Appeals Form](#)

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

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

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

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

## Appeals

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

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

### Step 1

If you are not satisfied with a decision made by the RTO, you must complete the Appeals Form - Part A and forward to the General Manager. *(This should occur within five (5) working days of receiving the result)*

Complaints and Appeals can be lodged directly via a form accessible in the footer section of our website [Complaints and Appeals Form](#)

### Step 2

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

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

### Step 3

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

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

### Step 4

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

*(The participant is to be advised of the outcome within ten (15) working days).*

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

## Access to Student Records

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

## Release of Contact Details and Information

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

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

## Privacy Policy

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

Intuitive Training will:

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

## Change of Personal Details

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

## Results

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

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

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

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

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

## Evaluation

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

## Relevant legislation to be complied with

### Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit: <http://www.comlaw.gov.au/Series/C2011A00137>

### Occupational Health and Safety Act 2004 (Vic)

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

[http://www.austlii.edu.au/au/legis/vic/consol\\_act/ohasa2004273/](http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/)

### Workplace Health and Safety Act 2020 (WA)

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

[https://www.legislation.wa.gov.au/legislation/statutes.nsf/law\\_a147282.html](https://www.legislation.wa.gov.au/legislation/statutes.nsf/law_a147282.html)

### Industrial Relations Act 1988

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

[http://www.austlii.edu.au/au/legis/cth/num\\_act/ira1988242/](http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/)

### Privacy Act 1988

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

### Copyright Amendment Act 2017

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

### National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit:

<http://www.comlaw.gov.au/Details/C2014C00623>

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

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

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

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

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

## Equal Opportunity

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

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

## Australian Consumer Law (ACL) 2011

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

## Competition and Consumer Act (CCA) 2010

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

## Disability Standards for Education 2005

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

## National Principles for Child Safe Organisations

Australian RTOs have a legal and ethical duty to ensure the safety, wellbeing, and inclusion of Participants under the age of 18. All enrolments of Participants under 18 requires signed consent from a parent or legal

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guardian. The National Principles for Child Safe Organisations are designed to protect under 18 year old Participants and require RTOs to provide:

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

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