



# STUDENT HANDBOOK

A guide for existing and prospective students



*See us today, to improve your tomorrow!*

Last updated: 3<sup>rd</sup> December 2025

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Welcome to 1 Education!

Whether you're considering us for your future development, or perhaps you're an existing student, we are delighted to be playing a role in your learning journey.

1 Education has a proud reputation of delivering high quality, nationally recognised training to many Australians since our registration as an RTO way back in 1999!

We carefully manage each aspect of our service, whether that be the clarity of your pre-enrolment information, the depth and relevance of your training, or the timely delivery of your qualification.

Our staff take time to listen to our students and business clients regarding each aspect of our service, and we strive to improve on these services each and every day.

It is our goal to ensure that the time you spend with us improves the quality and options in your professional life, helping you to achieve your vocational goals.

We understand that training is a means to an end, and therefore every course we deliver is focussed on improving your capability, employment status and job security.

Whether you are looking to start your career, or if you are one of the many people looking to gain accreditation for the wealth of experience you already have, we will be here, ready to help you take that next step.

We have assembled some of the best Trainers and Assessors in Australia, all still highly active in their respective industries, adding a distinctly practical element to our training programs.

Our programs are practical, hands on and treat all participants with the maturity, discretion and respect that we all desire.

On behalf of our team, welcome or welcome back, and thank you for choosing 1 Education to facilitate your vocational training needs..

A large, stylized graphic of two hands shaking in a firm grip. The hands are rendered in shades of light blue and purple, with white outlines. The background is a light, circular gradient.A handwritten signature in black ink, appearing to read 'Clint Bryant', positioned to the left of the handshake graphic.

Clint Bryant

Director

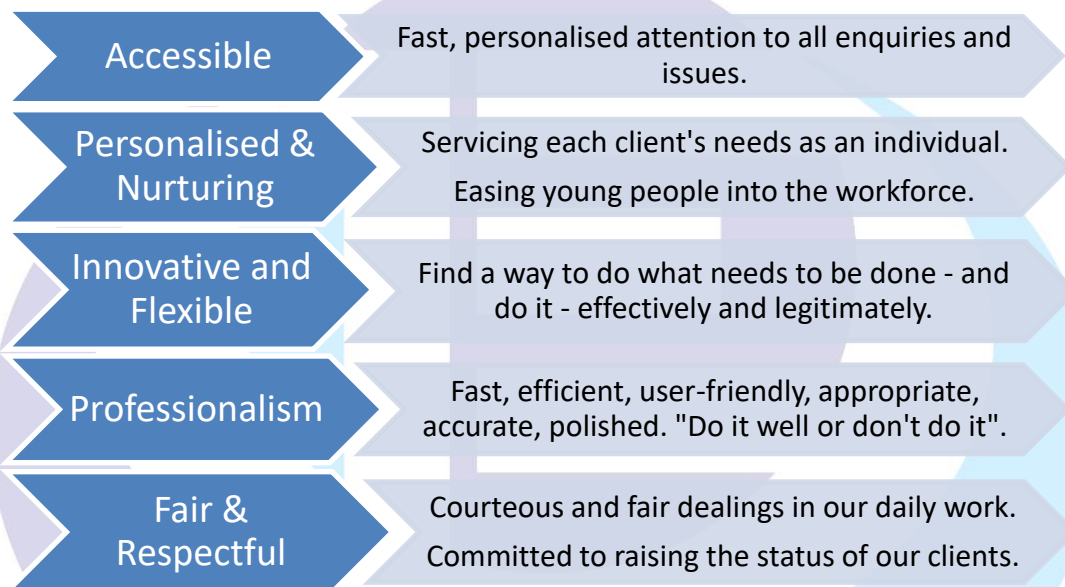
1 Education Pty Ltd

## Our Values

Many organisations promote certain values...

1 Education is committed that  
**WE WILL LIVE THEM.**

We encourage you to challenge us at any time if you believe we are not living up to the following beliefs and behaviours...



## Our Mission Statement

*"To be the leading hospitality-based training provider, working with an extensive network of industry venues and employers to secure employment outcomes for our graduates".*

## About our Company – what we do

1 Education is a Registered Training Organisation (RTO 6639), based in Brisbane and the Gold Coast.

We focus on three (3) main areas from a training and assessment perspective.

1. Helping young Australians to gain employment;
2. Aligning nationally recognised hospitality competencies to existing corporate training programs; and
3. Providing nationally recognised training and RPL options to individuals wishing to secure and advance their careers.





1 Education has established a group of **highly respected Trainers**, each specialising in the hospitality industry. As our values indicate, if we don't believe we can offer one of the best training programs, with genuine employment prospects for our graduates, we will not offer training in that area.

Educational quality is given top priority at 1 Education. We realise our longevity as a training provider is dependent on our reputation.

1 Education has an excellent record of student satisfaction and course completions, but just as importantly, we ensure that the skills our students graduate with make them highly employable.

We love what we do, but we realise that training is simply a means to an end, and that end for most of our students, is winning the job they want.

As a result, all of our courses are designed in consultation with industry and in many cases, delivered in the workplace.



**Est. 1999...**



In terms of **our experience**, 1 Education has been in operation for 26 years in 2025! We have some key staff members who have also served more than 25 years in the training industry, across both TAFE and private Registered Training Organisations.

We are regular contributors to industry forums and genuinely care about the quality and reputation of vocational education and training in Australia.

## 1 Education's Course Offerings

1 Education specialises in the industry area of hospitality – whilst our offerings do change slightly every so often, the current list of qualifications offered can be viewed via this link: <https://training.gov.au/Organisation/Details/6639>.



### Foundation Skills...

For students preparing to study who might need to refresh or develop some underpinning skills in numeracy, writing, reading, communication, I.T, job searching, career planning, study techniques or another foundation skill, we offer an excellent program where students can undertake part or all of the **Certificate II in Skills for Work and Vocational Pathways** (FSK20119).

### Qualifications for employment

People wanting to enter the workforce OR study a vocational program to advance their career, will see both our Certificate III in Hospitality and our Diploma of Hospitality Management offerings.

These two qualifications cover skills development needs at both ends of the spectrum, whether you are seeking your first job or looking for careers progression.



## Recognition of Prior Learning (RPL) offerings for skilled / experienced workers

1 Education has an extremely user-friendly process for experienced workers who have considerable skills and knowledge, but no formal qualifications to reflect this.

Our RPL (Recognition of Prior Learning) process is comprehensive, fair, credible, and user friendly. We will match you with an experienced Assessor to guide you through the process, step by step.

We often meet people who are frustrated with missing out on the job promotion/s they deserve because they simply do not have 'the piece of paper'. Having no formal qualifications can also limit the ability to move between employers.

Contact one of our staff members or speak with your Trainer today to find out more about our RPL process, but as a brief summary, your RPL will move through the following stages:

1. Self-assessment: here you tell us which competency areas you believe you might already be skilled in;
2. Knowledge test: where you will be interviewed to evaluate your awareness of the theoretical aspects of each competency;
3. Practical (skills) demonstration: which might include a live demonstration or a portfolio of workplace evidence;
4. Supervisor Reports (usually 2): to confirm that you have performed the competencies in a live work environment; and
5. Some gap training (if required): where you will be required to study any competencies you were not able to demonstrate satisfactorily via steps 1 to 4.

Each 1 Education student will be given the option of undertaking a self-assessment at the time of their enrolment to consider whether they would like to apply for an RPL pathway for all or part of their qualification.



“How well do your skills travel?”

## What is Credit Transfer and Mutual Recognition?



Credit Transfer is used when you have already completed one or more Units of Competency for a particular qualification that are considered the same or equivalent to the Unit/s in the qualification you wish to be enrolled into.

1 Education practices 'mutual recognition', meaning we will accept equivalent Units of Competency completed with any other Registered Training Organisation (RTO) in Australia – crediting these towards the course in which you are currently enrolled.

To gain acceptance for these past studies students must provide 1 Education with a JP certified copy of your Statement of Attainment, issued by your previous RTO.

## Enrolment

Enrolment is easy!

For face-to-face courses, you will be provided with a comprehensive Course Enrolment Pack for your chosen qualification.

For online programs, you will be able to submit your enrolment via the 1 Education website - <http://www.1education.com.au/>.

Should you have any questions along the way please email them to: [enquiries@1education.com.au](mailto:enquiries@1education.com.au), or phone us directly on 0435 484 267.





### Pre-enrolment information...

Prior to your enrolment decision, it is important for you to please review:

- the **1 Education Student Handbook** (this document), in full;
- the applicable course **enrolment pack**; and
- the **1 Education website**, in particular the **Course Brochure** for your chosen course of study.

Collectively, these documents will contain key information relating to your course, including entry requirements, academic outcomes, job prospects, subjects, mode of study, any Training Partner involvement, course duration, study expectations, fees, support services, refund, complaints and appeals processes, and other information.

### Identification...

All students will be required to provide some form or **identification**, including photograph identification at the time of their enrolment. The requirements for identification will vary for each student depending on what identification you have access to, and whether you are trying to enrol into a funded or unfunded program.



### Unique Student identifier...

Each student enrolling into an accredited training program in Australia is required to provide the RTO with a '**USI**' (Unique Student Identifier).

A USI is given to each student to record their training history in one central location, and this can also be accessed at a later point to view your academic transcripts from any previous studies, from any RTO you have studied with.



To create or find your USI please go to the following site and follow the step provided: <https://www.usi.gov.au/students> .

## Course Fees



All 1 Education course fees and conditions of enrolment will be made available to you prior to your enrolment.

Fees for different courses will vary, and in some cases will also vary for the same course offering, depending on whether 1 Education has government funding to subsidise that course's fees, and whether you meet eligibility requirements.

1 Education is a Queensland Government Skills Assure Supplier, and therefore, can offer some fee subsidies in the following areas under the Career Start and Career Boost funding initiatives:

- Certificate III in Hospitality (SIT30622);
- Diploma of Hospitality Management (SIT50422);
- Certificate II in Skills for Work and Vocational Pathways (FSK20119) (only if required to support Cert III enrolment).

*See course brochures for details.*

### Fee inclusions

1 Education's advertised course fees will include all expenses incurred by 1 Education to deliver the course (Trainer and Assessor fees, tools, equipment, materials / consumables, utilities, lease costs, administration services associated with your enrolment and issuing your award).

NOTE: Where students are provided with materials or items to take home after the course to keep, the cost of these items will be made transparent in all cases prior to enrolment – in the enrolment kit.

Such expenses will have no profit margin for 1 Education, only cost recovery.





### Fee Protection Policy

1 Education safeguards all course payments made in advance.

This is assured by us segregating all pre-paid enrolment revenue until the service has been provided, maintaining comprehensive and up-to-date records and having ample funds in our accounts to ensure cash flow issues do not affect payment of our expenses.

### Guarantee from 1 Education to complete training

1 Education guarantees it will provide each student with continuity for their course and access to complete the delivery of their training program once the student has commenced study. This will include any situation where a Training Partner of 1 Education is unable to fulfil their obligations.

### Payment terms

To enrol into a 1 Education course, full payment is required at the time of enrolment, unless your total enrolment fee is greater than \$1,500, or unless a payment plan has been negotiated.

Enrolments cannot be accepted without the payment of fees unless an agreed payment plan is in place.

Where a student fails to maintain payments in accordance with their agreed payment plan, 1 Education reserves the right to stop the provision of training to the student until all such fees have been paid in full.



## Refund of Fees and Student Withdrawal



If a student formally withdraws (in writing) from a 1 Education training course, prior to the course commencement, their fees will be repaid, in full.

If a student withdraws from their face to face course after the course begins, they may be eligible for a partial refund IF some competencies / unit of study have not yet commenced, and ONLY for the amount attributable to those competencies.

For online students, no refund will be issued for units of competency after the resources have been issued to the student for those competencies.

If a course is cancelled by 1 Education, the student will be issued with a full refund (no administrative charges).

Whilst it is not common practice, 1 Education also reserves the right to issue additional refunds that do not meet our eligibility guidelines (above) in exceptional circumstances. This decision may only be made by the RTO Director based on a detailed written submission and all decisions are final.

If a student fails to comply with the conditions of enrolment as per the 'Student Rules and Obligations', 1 Education reserves the right to terminate the student's enrolment with no refund.

See our website for an *Application for Fees and Refunds Policy and Procedure*.

### Refunds specific to RPL

There is NO cost incurred for Stage 1 of the RPL process and therefore a full refund will payable up to that point. This ensures that the client has an accurate understanding of what Units of Competency they are likely to be eligible to receive prior to them committing to proceed. No refund is available for an RPL (Recognition of Prior Learning) enrolment due to the costs generated in performing the RPL Assessment, irrespective of the outcome.

### **Change of Details after Enrolment – Student Information**



It is important to advise us if you have changed your personal details in any way from the details provided on your enrolment form. Please see our website

<http://www.1education.com.au/> to complete a *Change of Personal Details* form to ensure that our records remain current.

It is important that we are notified of changes to any of the following information:

- Student's name;
- Address;
- Telephone number and email contact details;
- Course or subject selection;
- Change of employer, if the course is being delivered as an Apprenticeship or Traineeship;
- Any substantial time planned away from studies.

**NOTE:** If you wish to change your name, original documentation needs to be sighted i.e. Marriage certificate / change of name certificate.

### **A pleasant learning environment...**

1 Education is committed to the concept of respectful interactions in all of our dealings, particularly within our learning environment.

This concept requires students and 1 Education staff members to abide by certain rules which form part of the conditions of your enrolment.

1 Education is committed to ensuring that all willing students have a positive experience whilst in our care. If any student fails to exercise the required level of courtesy and maturity towards their Trainer and/or fellow students, 1 Education reserves the right to remove that student from their studies until 1 Education can be convinced that the issues have been resolved. Note that where suspension progresses to expulsion this may result in loss of paid funds.

These cases are uncommon as we believe our students generally approach their studies with the maturity and sense of responsibility expected an adult learning environment.

## Student Rules and Obligations

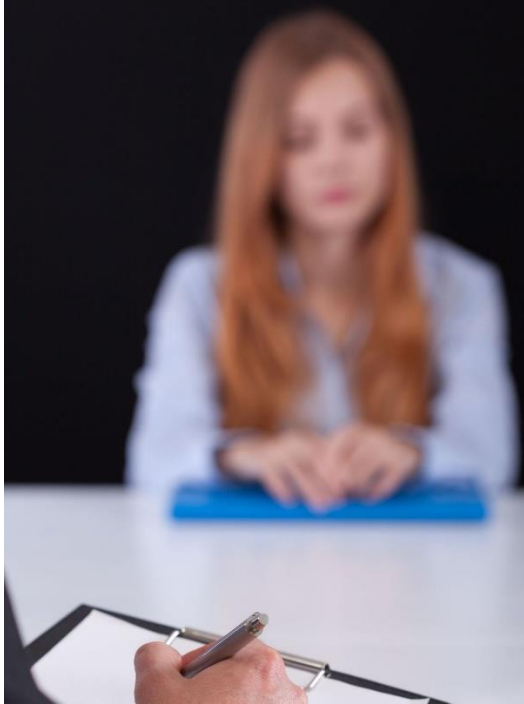


The management and staff of 1 Education are here to support all of our students throughout their studies.

Whilst we anticipate that our students will act respectfully towards others, we must advise that any unacceptable behaviour, especially actions affecting the welfare of staff and/or fellow students, will not be tolerated.

Please review the following list of expectations we have of all our students:

- Complete all assessment tasks by the due date (if you are having issues completing on time, advise your Assessor);
- Carry identification with you each time you attend class;
- Always identify yourself clearly and accurately when asked to do so;
- Attend class (on time) and actively participate in all course activities;
- Always wear the appropriate clothing, particularly where personal protective clothing and equipment (PPE) has been mandated;
- Behave in a mature manner without distracting others from their studies;
- Maintain a safe learning environment and do not engage in practices that might place others at risk;
- Treat others equally without bias based on gender, race, culture, age, religion or other differences;
- Provide true and accurate information at all times;
- Promptly report any and all incidents of harassment towards yourself or other persons;
- Take care to minimise the likelihood of any loss or damage to equipment and facilities;
- Respect the privacy of others by not accessing or sharing another person's personal information;



A few more...

- No smoking on 1 Education premises;
- No swearing or offensive language;
- No access to inappropriate content on the internet such as pornography or other offensive content;
- Never physically touch a staff member or fellow student in any way unless it is a part of your course of study and you are given permission to do so;
- No weapons or dangerous items to be brought on to 1 Education premises;
- No stealing;
- No cheating or plagiarism;
- Do not bring unsupervised children to class;
- No gambling.

PLEASE NOTE... By signing the 1 Education Enrolment Form, each student agrees to abide by the 1 Education Student Rules and Obligations.

Where a student does NOT comply with these requirements the following process will be followed...

NOTE: Parents / guardians will be included in all disciplinary discussions if the student is under 18 years of age.



#### STEP 1 First warning

- The issue is raised by a staff member with the student (and documented);
- An agreed action plan is developed, and a date is set to review behaviour.

*NOTE: If the offence is considered to be significant the matter may be referred to the Director, and the student may be suspended until the matter is heard.*

#### STEP 2 Review Performance

*IF NO IMPROVEMENT is observed...*

- Escalate the matter to the Director via a report from the staff member and a letter shall be sent to the student with an invitation to respond within 7 days.
- The Director shall meet with the student (and parents if under 18), the Trainer and any other affected parties to review the evidence and make judgement accordingly.

#### STEP 3 Disciplinary Action

- The Director shall make a decision and shall advise the student in writing within five (5) working days of meeting with the student. At this point this may involve:
  - Taking no further action and informing both parties, or
  - Referring the matter to the trainer for continued action to improve the performance of the student or to ensure that procedures have been followed, or
  - Imposing a disciplinary penalty.

## 1 Education Staff Obligations

Effective relationships and mutual respect require the cooperation of two parties. As such every 1 Education staff member will recognise and appreciate students' individual needs and will interact with an appropriate level of respect.

1 Education's commitment extends to upholding the following standards:

- Provide clear expectations regarding assessment process, criteria and due dates;
- Apply reasonable consideration to all study extension requests;
- Ensure that training programs are of high quality and reflect the principles of adult learning;
- Maintain punctual start and finish times for all scheduled training and assessment activities and make sufficient preparations for the smooth facilitation of learning;
- Submit to a criminal history check prior to their commencement of duties with 1 Education;
- Exercise Duty of Care in relation to preventing and reporting all matters where potential harm could result to a student or staff member;
- Report any criminal act witnessed;
- Declare situations where a 'Conflict of Interest' exists such as assessing a student known to the Assessor;
- Maintain current trainer and assessor qualifications including current and relevant industry experience;
- Recognise and give credit to students who can substantiate prior learning equivalent to the course content;
- Comply with the conditions of the copyright licence;
- Recognise and cater to individual's learning styles;
- Provide clear instructions to students regarding when and what clothing and



equipment will be required throughout the course;

- Not introduce any additional undisclosed costs to students in order to complete their studies;
- Maintain a standard of behaviour among students to create a conducive environment for learning and assessment without distraction and apply disciplinary measures where required for people who act inappropriately;
- Maintain a clean and safe learning environment and not place any student at risk in any circumstances;
- Treat all students equitably;
- Ensure that Copyright laws are observed at all times;
- Only utilise students' personal information as required to train and assess that student and ensure that the information remains inaccessible by others at all times;
- NOT smoke on 1 Education premises;
- NOT swear or use offensive language;
- NOT access inappropriate content on the internet such as pornography and inappropriate sites;
- NOT physically touch a fellow staff member or student in any way unless it is part of the course curriculum and only with the permission of that person;
- NOT accept any gifts from students or clients without first reporting the gift to the Director;
- NOT use offensive body language and/or gestures;
- NOT undertake in any inappropriate behaviour that might bring the reputation of 1 Education into disrepute.
- 1 Education will also endeavour to ensure that any child on the organisation's owned or leased property is closely supervised and protected at all times.

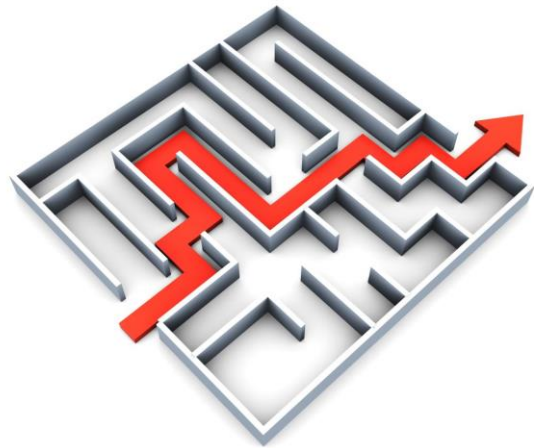


## Training Plans

Each student will receive a detailed Training Plan at the time of their enrolment. This will detail the subjects to be taught, the estimated start and finish times for each subject, the mode of training delivery and the general assessment methods to be used.

Your Training Plan should be kept up-to-date and modified if any subjects or scheduling changes occur.

If you have not received a Training Plan in your Enrolment Pack, please contact the 1 Education admin team for a copy.



## Learning Resources



Resources to guide your learning will be made available to you at the time of commencing each subject.

For online courses you may be provided with all your course materials at the commencement of the program.

Whilst the 'set' of learning resources may vary between each subject, students will generally be given either a Study Guide / Workbook, and/or copies of the Trainer's Presentation. Numerous handouts will also often be provided. These are for you to use in accordance with copyright terms and conditions of each item.

Other learning strategies can include on-the-job training where you will receive guidance from a workplace mentor / trainer / supervisor. In this case, for workplace learning you may also be given access to a logbook or training record book, particularly for students studying a Traineeship or Apprenticeship and for students studying a program that contains vocational (work) placement.

*The course structure and content will be explained at information sessions or on induction to the program or by contacting us at the time of enrolment.*

*Course materials and program timetables will be handed out at the commencement of each course.*





All of 1 Education's accredited programs apply the concept of 'competency-based training and assessment'.

**Competency-based assessment** basically means you must be able to perform the required skills via a selected task and convey a sound understanding of the associated underpinning knowledge in order to be deemed 'Competent'.

Students cannot simply explain that they understand the theory behind a task or concept – you must be able to show that **YOU CAN DO IT** in a workplace context.

Each Unit of Competency contains **nationally consistent assessment criteria**, as part of a National Training Package. This means your subjects will be assessed to these same standards across Australia.

Students are welcome to visit the [www.training.gov.au](http://www.training.gov.au) site themselves to read the guidelines our Assessors will must work to.

#### Clear Guidelines

At the commencement of each subject / unit of competency, students will be advised by their Trainer / Assessor of the purpose of each assessment task, and the criteria to which they will be assessed.

Due to the competency-based system, each submitted assessment TASK will be assessed as either **Satisfactory** or **Unsatisfactory** and the student will be assessed as either **Competent (C)** or **Not Yet Competent (NYC)** for the overall unit of competency / subject based on successful completion of all of these tasks.

In the event that your assessment was 'Unsatisfactory' you will be given detailed feedback by your Assessor and you will then be allowed up to two more attempts. If these submissions are again considered to be Unsatisfactory, you may be given a final result and will need to re-enrol in that subject / Unit of Competency to make further attempts at the remaining assessment.

There will not be a result of Competent issued for any competency unless all assessments for the competency have been completed satisfactorily.

#### Your Award

Once you receive a 'Competent' result for all Units of Competency in your course you will receive your qualification or Statement of Attainment.

Each Award (Certificate, Diploma or Statement of Attainment) issued will be marked with a **unique identification number** that will be recorded and maintained by the RTO in the event that any organisation wishes to validate that the qualification is authentic. This will only ever be done with your permission to release such information.

#### Assessment Extensions

Should you require an **extension for more time to complete a particular assessment task** you will need to negotiate this with your Assessor BEFORE the due date and in most cases, provided a reasonable explanation is given, an extension will be granted.

Please remember, whilst we will not weaken or drop the national standards required to be deemed 'Competent', we will apply a flexible assessment framework to adjust the process if and as required to ensure you are not disadvantaged in your attempts to demonstrate competence.

Where written assignments are utilised as part of the assessment process students are required to keep a copy of their assignment in case the original is lost or damaged.



### Reasonable adjustment

All assessment will recognise equity issues without compromising the integrity of the assessment.

Students with a disability or language and literacy particular needs will be provided the opportunity to have all assessments and/or training adjusted to suit the individual needs. Examples can include verbal questions being asked by the assessor instead of the student providing written answers to questions and demonstration of a skill.

Adjustment will be achieved through negotiation with the student and documented in the student file.

We will ensure that our assessment process is valid, reliable, fair, and flexible.

Assessment (including RPL) will involve the collection of sufficient, valid, authentic and current evidence to enable a judgement to be made about whether competency has been attained.



### **Cheating and Plagiarism in Assessment Submissions**



The integrity and reputation of 1 Education is taken very seriously and therefore we take the issue of cheating and plagiarism very seriously.

There are strict rules that will be enforced in the event of such incidents:

- In the first instance, students will be required to re-attend the entire module and resit assessment tasks. The incident will be recorded in the student's file.
- Any second incident will result in immediate expulsion from the program.
- Appeals against academic decisions can be referred to the CEO, 1 Education for consideration – see the next section.

## Appealing an Assessment Decision

Should you believe that you have sufficient grounds to lodge an appeal against the outcome of an assessment, this should be directed to your Assessor as a first step. If there is still disagreement you may then lodge the appeal (in writing) to:

Chief Executive Officer  
1 Education  
P.O. Box 8905  
Gold Coast Mail Centre QLD 9726  
OR email [clint@1education.com.au](mailto:clint@1education.com.au)



Please ensure that your full name and enrolment details with an explanation of your concerns are included, with your contact details.

The appeal will be reviewed within 5 working days of receiving the written request and a written response regarding the outcome will be sent within 5 weekdays of that decision.

If your appeal is declined at that stage your only remaining option is to raise the issue with the industry regulator ASQA (Australian Skills Quality Authority) [www.asqa.gov.au](http://www.asqa.gov.au) or the Training Ombudsman.

## Access and Equity

1 Education's services and associated policies and systems will be applied fairly and consistency across all client groups, irrespective of gender, marital status, ethnic background, religious beliefs, disabilities, geographic location, age, sexual preference, religious beliefs or other differentiation.



1 Education is committed to providing a learning environment free from harassment, bullying and discrimination. We will encourage, assist and subsidise people with disadvantages to participate in our programs and courses, although access for all disadvantaged people may be limited by financial resources and available facilities.

Individuals who feel they are being harassed or discriminated against should discuss the situation with their Trainer or refer the matter directly to the Director, 1 Education. Please refer to the 1 Education Complaint Procedure as stated in this Handbook.

## Work Health and Safety



1 Education is committed to providing a safe and healthy environment for staff, students and the general public, in accordance with the Work Health and Safety Act 2011.

Staff, student and visitors are required to conduct themselves in a way that does not contribute to the creation of hazards.

Where an accident or hazard has been identified, it is the responsibility of all staff and students to report this immediately to a 1 Education staff manager.

All 'course induction sessions' will include a safety induction to ensure participants are aware of evacuation procedures in the case of an emergency and any dangerous features for that training environment – such as machinery operating protocols etc.

## Course Completion

Qualifications and/or Statements of Attainment for completed courses are automatically generated at the end of your program without a need to apply.

All 1 Education competencies taught are nationally recognised and will be delivered to the same assessment specifications as students studying the same qualification in any Australian state or territory.

Throughout each course students will be given assessment results and feedback on their rate of development. If you decide to withdraw from your course prior to completion, please advise us so we can issue you with a Statement of Attainment for subjects completed.



## Reissuing a Qualification or Statement of Attainment



All students will receive their qualification or a Statement of Attainment, at no extra cost.

If a student requires a reprint of their qualification or Statement of Attainment, previously issued, please apply via our Student Administration team – email [enquiries@1education.com.au](mailto:enquiries@1education.com.au).

A fee of \$30.00 will be charged for each reproduced Certificate or Statement of Attainment reprinted by 1 Education upon written request by the student.

## Work Placement



Some 1 Education courses may contain a workplace component to enable participants to gain practical on-the-job experience and, in some cases, to practice their skills in a real workplace setting.

Vocational Placement will either be coordinated by 1 Education or the student may wish to source their own host employer and 1 Education will arrange for all necessary forms to be completed to cover the student from an insurance perspective whilst with that host employer.

Where vocational placement applies, these details will be provided at the time of enrolment.

## Student Support, Welfare & Guidance Information

1 Education will review each student's language, literacy and numeracy support needs at the time of their enrolment.

Where it is identified that further development is needed, our staff will provide additional supervision during your studies, and, if required, you will be offered additional foundation skills studies, prior to your course to ensure you are well prepared for your vocational training program.

Returning to study after many years can raise many issues and problems that can cause stress and anxiety. Issues related to your course or studies should be directed to your Trainer.

Online students will also be assigned a Trainer for on-call support.

Should you ever be in a situation where your personal commitments are creating challenges for your studies, please ensure that you contact us to discuss ways in which we may be able to assist.



## Training Package Changes and Transitioning

Each 1 Education training program is written to meet the specifications of a National Training Package. These training packages are generally reviewed and updated every three to eight years, sometimes resulting in changes to the number of subjects, the core subjects and/or the assessment criteria required to be considered competent in each subject.

As a registered training organisation, it is 1 Education's responsibility to transition all of our training courses to the latest package by that package's expiry date (usually 12-18 months after a new package is released). When this occurs, it is our commitment that no existing student will be disadvantaged if they are mid-way through the qualification that is being updated.

1 Education's approach to this matter is that we will:

- Transition all 'new enrolments' to the revised version of the Training Package within six (6) months of its release, unless the student has a study schedule to complete the superseded qualification prior to its expiry in a lesser time.;
- Transition all existing students to the new training package within one month of its expiry;
- Where students are required to upgrade to the new version of the training package because they will not complete the course before it is phased out / transitioned to the new package, 1 Education will commit to providing any additional gap training and / or assessment to transition those students at 1 Education's cost. This is not an obligation placed on 1 Education – it is a point of difference we have decided to offer to our students.

## Information – Access and Privacy



All student records will be treated confidentially and will not be accessible to any person outside of 1 Education other than the student to whom the records relate, unless written prior approval is received from the student.

The only exception to this is if 1 Education is directed to release the record by law to specified third parties and some student records will also be selected randomly for audit of 1 Education's quality systems.

If students wish to access their own student files / records they are required to approach, make the request in writing to [enquiries@1education.com.au](mailto:enquiries@1education.com.au).

Records of students' results are held for a minimum of 30 years and assessments are actually held for eight years from the time of their result being issued.

Students must advise 1 Education if they wish for their employer to have access to your training records.

## Complaints and Feedback

Each feedback, both positive comments and complaints, shall be recorded on a central register maintained by 1 Education.

All complaints will be considered with an open mind, treated without bias.

The person raising the complaint shall be contacted and given the opportunity to personally present their issue and will be given a formal written response once an outcome has been decided.

Where the person raising the complaint is not satisfied with the response from 1 Education, they do have the option to raise their concerns to our governing body, ASQA.

1 Education will attempt to handle all complaints locally and quickly to the satisfaction of the student / client.

### Complaint Steps...

1. Students should raise their concerns initially with their local Trainer / Assessor, however, if they wish they can refer the matter immediately with the CEO – [clint@1education.com.au](mailto:clint@1education.com.au). All 1 Education representatives are trained to record, investigate and respond to complaints within five (5) working day.
2. If you are unhappy with the resolution, you may lodge an appeal in writing and a meeting will be convened within five (working) days or less with the Director either by phone or in person. All parties involved have the right to be accompanied by a second person at meetings regarding the issue.
3. After the matter has been heard all outcomes from investigations and 1 Education's final position will be documented and issued to the student.
4. Where actions are agreed, timeframes and a person shall be assigned to each action and this shall be followed up to ensure that the actions have been taken and have served to rectify the concerns raised.



## Course Evaluations and Continuous Improvement

1 Education shall utilise all data and anecdotal evidence at our disposal to drive continuous improvements throughout our business systems and services.

1 Education will utilise Course Surveys, completion / student retention rates, sales / enrolment trends, complaints, completion rates and qualitative feedback from industry to identify areas for improvement from a customer service perspective.

Students will be continually reminded and encouraged to submit suggested improvements for our products and services via our 'Feedback' button on the 1 Education website

[www.careerstrainingcertification.com.au](http://www.careerstrainingcertification.com.au) and / or directly to our staff members and contractors.

1 Education will also carry out occasional audits of its business systems against the standards for National Registered Training Organisations and other benchmarks.



## Legislation and Regulatory Requirements

1 Education complies with all applicable Queensland Commonwealth Legislation relating to the delivery of vocational education and training:

- Standards for Registered Training Organisations (2025);
- Vocational Education, Training and Employment Act (2000);
- Career Start Program Policy 2025-2028
- Career Boost Program Policy 2025-2028
- Work Health and Safety Act (2011);
- Freedom of Information Act – Qld (1992);
- Information Privacy Act – Qld (2009);
- Anti-Discrimination Act (Qld) (1991);
- Tobacco and other Smoking
- Products Act (1998);
- Disability Discrimination Act (1992);
- other legislation relating to our operations.

