



Momentum
COLLEGE



2025-2026
Student Handbook

1	Quick Start Guide.....	4
1.1	Welcome Message from Momentum College.....	4
1.2	Key Contacts	4
1.3	How to Use This Handbook.....	4
1.4	Accessing Your Student Tools (Online)	5
1.5	Your First Week Checklist	5
2	Pre-Enrolment and Onboarding	6
2.1	Making an Informed Decision Before You Enrol.....	6
2.2	What You'll Need to Provide	8
2.2.3	Suitability Self-Assessment.....	9
2.3	Understanding Your Course Fees	14
3	Studying at Momentum College.....	18
3.1	What Your Course Includes	18
3.2	Work Placements	18
3.3	Work-Integrated Learning (WIL).....	19
3.4	Insurance	20
3.5	Reasonable Adjustments and Training Adjustment Plans – Your Personal Support Strategy	21
4	Student Support and Wellbeing	23
4.1	Need Help with Your Study?	23
4.2	Individual Support Strategies	29
4.2.3	Requesting & Receiving Help	30
4.2.4	Diversity & Inclusion—Cultural & Accessibility Support	31
4.3	Staying on Track – Progression and Early Intervention	33
4.4	Workplace Health and Safety	34
5	Rights, Responsibilities & Policies.....	37
5.1	Your Rights as a Student.....	37
5.2	What We Expect From You.....	38
5.3	Code of Conduct: Our Shared Values	38
5.4	Understanding Your Obligations.....	41
6	Recognition and Results	46
6.1	Can You Use Past Experience? (RPL & CT).....	46
6.1.3	RPL/CT Appeals—What to Do If You Disagree	48
6.2	How You'll Be Assessed	49
6.3	When You'll Get Results and Certificates	52
7	Complaints, Appeals & Feedback	54

7.1	How to Give Feedback.....	54
7.2	Not Happy? How to Raise a Complaint	55
7.3	Want to Appeal? What Happens and When	57
8	Legislative and Regulatory Requirements	59
8.1	National Standards & Regulatory Framework.....	59
8.2	Data Provision Requirements 2020.....	60
8.3	Statutory Education Licence.....	60
8.4	Privacy Protection – Privacy Act 1988 & 2024 Amendments.....	60
8.5	Anti-Discrimination, Harassment & Bullying.....	61
8.6	Media Consent and Usage Policy	62
8.7	Discrimination, Harassment and Bullying	62
8.8	National Police Check.....	63
8.9	Child Protection & Working with Children	63
9	If Something Changes During Your Course	67
9.1	Training Product Changes and Supersession.....	67
9.2	Changes to Delivery, Trainers or Services.....	68
9.3	If Momentum College Can No Longer Deliver Your Course	68
9.4	Accessing Your Records	68
10	Forms & Resources	69
10.1	Form Directory—What’s Available & Where	69

Our Marketing and Compliance Team regularly reviews all student-facing documents, including this Handbook, to ensure the information provided is accurate, up to date and compliant with national training standards.

- **Email Notification:** You will receive an email to your primary email address within **5 business days** of any change to policies, procedures, training products or schedules.
- **LMS Alert:** A corresponding alert will be posted under **Announcements** on the Student Portal dashboard on the same day the email is issued.
- **SMS Reminder:** For major changes (e.g. changes to units, or qualification), a brief SMS will be sent to the mobile number on file **2 business days** before the change takes effect.

All notifications will include the nature of the change, its effective date, any impact on your training or assessments, and the actions you need to take. Please acknowledge receipt via the LMS or by replying to the email within **5 business days** of notification. Failure to acknowledge will prompt a follow-up SMS from Student Support.

1 Quick Start Guide

1.1 Welcome Message from Momentum College

Welcome to Momentum College. We're excited to support you on your learning journey. This handbook will guide you through everything you need to know as a student with us.

Our Commitment to You

We're committed to:

- Providing quality training that meets the Standards for Registered Training Organisations 2025
- Making your learning experience safe, inclusive and supportive
- Helping you succeed with the right support services and clear information

1.2 Key Contacts

- **General Enquiries:** 0416 068 136 | studentservices@momentumcollege.edu.au
- **Student Support:** studentservices@momentumcollege.edu.au
- **Complaints & Appeals:** studentservices@momentumcollege.edu.au and appeals@momentumcollege.edu.au
- **Trainer Contact:** Provided during orientation and via the aXcelerate learning portal

1.3 How to Use This Handbook

This Student Handbook has been designed to guide you through your journey as a learner with Momentum College. It includes important information to help you understand what to expect, what is expected of you, and where to get support along the way.

We recommend reading the handbook in full at the start of your training. You can return to it any time you need clarity on your rights, responsibilities, or support options.

Here's how it's organised:

- **Quick Start Guide**
Your first week essentials—key contacts, login info, and what to do first.
- **Pre-Enrolment and Onboarding**
What happens before you start training, including eligibility checks, required documents, and understanding your course fees.
- **Studying at Momentum College**
Information on how your course is delivered, assessment types, placements, and safety.
- **Student Support and Wellbeing**
Where to go if you need help with study, personal challenges, or require reasonable adjustments.
- **Rights, Responsibilities & Policies**
What you're entitled to as a student and what we expect from you, including behaviour, attendance, and academic integrity.
- **Recognition and Results**
How to apply for RPL or credit transfer, how you'll be assessed, and when to expect your certificate.

- **Complaints, Appeals and Feedback**
How to raise concerns, challenge decisions, or provide feedback on your experience.
- **Final Notes and References**
Glossary, policy review cycle, and how we use your feedback to improve services.

If you need assistance at any point, contact Student Support via email on studentservices@momentumcollege.edu.au or on 0416 068 136.

1.4 Accessing Your Student Tools (Online)

Once your enrolment is confirmed, you'll receive an email with your login details for the aXcelerate (Learning Management System) and the {{Student Portal}}.

These platforms give you access to:

- Your course materials and assessment tasks
- Feedback and messages from your trainer
- Support services and online forms

You'll also receive a welcome call to help you:

- **Get to know your Trainer** – Learn who your trainer is, how to contact them, and when you can expect their support and feedback.
- **Understand Support Services** – Get introduced to our Student Support team and the different ways we can help you throughout your course.
- **Navigate the Portal** – Be guided on how to log in, access your learning materials, and track your progress.
- **Plan Your Next Steps** – Discuss work placement requirements, goal setting, and how we'll check in regularly to keep you on track.

If you haven't received your login or can't access the platform, contact Student Support via email on studentservices@momentumcollege.edu.au or on 0416 068 136.

1.5 Your First Week Checklist

What We Do

1. **Welcome Call** – We call to introduce you to your course, provide key information, and explain the suite of support services available.
2. **Portal Orientation** – We offer one-on-one sessions to ensure you feel confident logging in and getting started.
3. **Early Check-In** – We follow up promptly to see how you're settling in and to offer any additional support.
4. **Ongoing Support** – We provide regular check-ins to help you overcome any barriers and ensure you receive tailored support for your individual needs.

Your Role & Actions

1. **Ask Questions** – We encourage you to ask as many questions as you need so you feel clear on what's required and what support you can expect throughout your learning journey.
2. **Return Documents** – Make sure all requested forms and documents (such as ID and your USI consent form) are completed and submitted within your first week.

2 Pre-Enrolment and Onboarding

2.1 Making an Informed Decision Before You Enrol

We take a few important steps before you enrol, to make sure your course is the right fit for you and that you're set up to succeed from day one. This is a two-way process: we make sure you understand the course requirements, workload, delivery mode, technology and digital requirements, any work placement or practical requirements, likely time commitment, fees, and the support available to you, while we work with you to identify any individual support needs or possible barriers before you sign up. This process helps us:

- **Confirm your eligibility and suitability** for the course, in line with Standards 2.1 and 2.2
- **Identify any support you may need**, such as LLND, digital or wellbeing support, per Standards 2.3 and 2.4
- **Align your training with your goals** and experience, so your course sets you up for success, per Standards 2.5 and 2.6
- **Meet our obligations under the Standards for RTOs 2025** that govern accurate information, suitability and support planning

Before enrolling, you'll receive a Course Flyer and Enrolment Agreement outlining everything you need to know, including:

- Course code and title
- Delivery mode and duration
- Fees and payment details
- Support services available
- Work placement or additional requirements

You should review this information carefully and reach out if you have any questions before proceeding.

2.1.1 What You'll Receive from us

Prior to enrolment, Momentum College will ensure you are provided with:

What We Provide	When You'll Receive It
Training product details – Title, code, duration, delivery modes, assessment requirements, work placement or licensing needs	Before commencement
Support services – LLND/digital support, wellbeing assistance, and how to access them	Before commencement
Fees and refunds – Total cost, payment schedule, refund policy and any extra materials	Before commencement
Your obligations – Attendance, participation, expected conduct, equipment needed	Before commencement

Using AI at Momentum College: before you start, please also read *Responsible Use of Artificial Intelligence* in this Handbook, which explains what AI use is and isn't permitted in your assessments.

All this information is summarised in your **Course Flyer & Pre-enrolment information** provided at the time of enquiry.

2.1.2 Selection Criteria

To be eligible for this course, you must meet the course-specific entry requirements outlined on our website and in your Course Flyer, as these can vary between qualifications.

Any checks and screenings required for your course — such as a National Police Check or Working with Children Check — are linked to work placement and must be completed before your placement can commence.

2.1.3 What You Need to Do

To confirm your enrolment and help us identify any support you may need:

Step	Your Action	Due Date
1	Read all course information provided by Momentum College via email, portal or printed pack	Immediately on receipt
2	Return your signed Enrolment Agreement (online form)	Before enrolment
3	Provide your USI and upload photo ID via the Enrolment Agreement	Before enrolment
4	Complete your suitability call with Student Services, to confirm your readiness	Before enrolment

2.1.4 Our Pre-Enrolment Checks: Suitability & Course Alignment

As part of your pre-enrolment process, you'll complete an enrolment and suitability assessment.

Our Student Services team will then contact you to:

- Confirm the course aligns with your goals and experience
- Explain course expectations and requirements
- Talk you through the support services available to you

If you need this information in another format — for example Easy English, translated, or screen-reader friendly — please contact Student Support.

2.1.5 Getting You Ready to Start

Once your enrolment is finalised, you'll receive access to your learning portal and key information about your course, including:

- Units of competency
- Assessment requirements
- Delivery structure
- Trainer and support contacts

Every program also has a Training and Assessment Strategy (TAS), and all course information documents are version-controlled so you always have access to the most current information.

Before commencing your units, you'll complete a short online Language, Literacy, Numeracy and Digital (LLND) assessment. This tool is matched to the AQF level of your program, and helps us understand your current skill level and make sure you're ready for your course requirements.

You'll need to complete it within five business days of receiving the link, answering honestly so we can provide the right support, if needed.

If your results suggest you may face barriers in this course, we'll arrange a short pre-training interview with you within seven business days of completing the assessment, to confirm your readiness and talk through any support you may need.

Your results inform the support, adjustments and pathway discussions we have with you — they are not used on their own to declare you “unsuitable”. If we identify any concerns, we will:

- Discuss this with you
- Recommend appropriate support or an alternative pathway
- Document outcomes to ensure transparency and compliance

Where support needs can't be reasonably addressed in your current course, we may recommend deferral, foundation skills training, or an alternate learning pathway. Once this is complete, you'll be ready to begin progressing through your course with the right support in place.

2.1.6 Confirmation & Access

After your enrolment is finalised, you'll receive your Welcome Email and login details within one business hour, so you can access your course and get started. If any important course details change, we'll notify you via your registered email within two business days.

We'll also arrange a Welcome/Orientation call with a member of our Student Services team. This is an opportunity to:

- Walk through key information about your course
- Introduce the support services available to you
- Answer any questions you may have early on

This ensures you feel confident, supported, and ready to begin your learning journey.

If you have any questions or need assistance at any stage, please contact Student Support via email studentservices@momentumcollege.edu.au or on 0416 068 136.

2.2 What You'll Need to Provide

2.2.1 Pre-Enrolment checklist

Before we can confirm your place in the course, you must complete the following:

We Provide...	You Confirm...
A summary of your training product (name, code, volume of learning, delivery modes, key dates)	☐ I have read and understood the training product details.
Details on fees, charges, refund policy, and payment arrangements	☐ I accept the fees, payment schedule, and refund policy.
Information about support services available (LLND, digital, wellbeing, adjustments)	☐ I know how to access support services if I need them.
A Code of Conduct and expectations around participation and behaviour	☐ I agree to follow the expectations outlined in the handbook.

You must check and acknowledge all four items before your Enrolment Agreement is accepted.

2.2.2 Timeline Overview

Step	Your Action	Due By
Enrolment & Suitability Form	Complete and submit online or email with valid ID and USI	Before commencement
LLND Assessment	Complete LLND tool in your aXcelerate or via link sent to you	Within 5 business days of receipt
Training Plan and Adjustment Sign-Off	Review and sign Training Plan if required (incorporating adjustments if applicable)	Within 10 business days of receipt

2.2.3 Suitability Self-Assessment

Conducting a Suitability Self-Assessment **before** you sign your Enrolment Agreement ensures we can:

- Confirm you meet entry requirements;
- Identify any LLN, digital, physical or other support needs;
- Plan reasonable adjustments and support strategies;
- Document outcomes in your Training Plan.

This aligns with **Standard 2.2(b)** and helps us tailor your learning experience for success.

How We Conduct the Suitability Check

- 1. Complete the Form** - As part of the pre-enrolment process, we assist you to complete a Suitability Self-Assessment
- 2. Complete the LLND assessment** -
 - The assessment covers:
 - Language, literacy and numeracy tasks (e.g. reading and writing activities)
 - Digital capability tasks (e.g. basic file handling, navigation of online modules)
 - Physical or workplace requirements (e.g. manual handling, use of tools)
 - Any other factors affecting your ability to engage
- 3. Review & Analyse**
 - We review your responses and task results, scoring each domain against benchmark criteria.
 - We interpret outcomes to determine whether:
 - You can proceed without adjustments;
 - You require specified support (e.g. LLND workshop, digital skills coaching);
 - Alternative pathways or deferment should be considered.

4. Provide Feedback & Next Steps

- If gaps are identified, you will receive a Suitability Outcome Summary via email within 5 business days of submission, detailing:
 - Recommended support services and resources
 - Any agreed reasonable adjustments

5. Integrate into Training Plan

- We update your draft Training Plan to include any support strategies or adjusted timelines, for your final sign-off.

2.2.4 Your Role & Actions

Step	What You Do	Timeline
1	Access the Form • Pre-Enrolment Documents → Enrolment form & Suitability Self-Assessment over call	As soon as Pre-Enrolment Pack is issued
2	Complete & Submit • Answer all sections and questions honestly and thoroughly.	Within 5 business days of form issue
3	Discuss Adjustments • Speak with your Trainer (online) to confirm support strategies.	Within 5 business days of outcome summary
4	Final Sign-Off • Sign the updated Training Plan - now including support and adjustment details. • Return your signed Training Plan for your file	Within 10 business days of outcome summary

Mandatory Requirement: Your Enrolment **cannot** be finalised until the Suitability Self-Assessment is completed with you, reviewed and incorporated into your Training Plan.

For assistance at any point, please contact **Student Support** immediately.

2.2.5 Our Approach to Inclusion and Reasonable Adjustment

Momentum College recognises that learners bring different strengths, experiences and support needs to their training. We take reasonable steps to ensure you can access and participate in training, assessment, support services and work-integrated learning on the same basis as other learners.

Disclosing a disability or requesting an adjustment will not disadvantage you. You can tell us about a support need or request a reasonable adjustment before enrolment, or at any stage during your training — you do not need to wait until enrolment to raise this, and you do not need to wait until you are struggling. We will work with you to understand your individual circumstances, discuss the options available and determine reasonable adjustments, while maintaining the competency requirements of your training product.

You do not necessarily need to have a diagnosed disability or provide medical evidence before talking with us about a barrier to your learning. If you are experiencing difficulty accessing or participating in training or assessment, please contact us. We will talk with you about the barrier you are experiencing, the support or adjustment that may assist, and whether any further information is reasonably required.

Momentum College considers support and reasonable adjustment requests individually and in consultation with you. Any adjustment must maintain the integrity and inherent requirements of the training product and assessment.

2.2.6 USI & AVETMISS—Your Obligations & Our Reporting

Your USI is your unique education number made up of 10 letters and numbers. It can be all letters but never all numbers. You only need to create it once and you have it for life.

Your USI gives you access to a government authenticated record of all your vocational education and training (VET) achievements since 2015.

You need a USI if you are:

- a student studying nationally recognised Vocational Education and Training (VET)
- seeking a VET student loan
- a higher education student seeking a HELP loan or Commonwealth Supported Place
- a higher education student graduating.

Follow the link below for everything you need to know about creating, finding, managing and sharing your USI. [Students - Unique Student Identifier](#)

Your Unique Student Identifier (USI) and accurate AVETMISS data ensure your training is recognised nationally and help us meet government data-reporting requirements under the Data Provision Requirements 2020.

2.2.7 How We Manage Your USI & AVETMISS Data

1. USI Collection & Verification

- a. We collect your USI when you enrol—or, with your written consent, apply on your behalf—using the official USI portal. usi.gov.au
- b. We verify your identity by matching the name you provide to your USI registration.

2. AVETMISS Data Capture

- a. We gather mandatory fields—demographics (Indigenous status, disability), employment, study details—directly from your enrolment form.
- b. We submit this data in compliance with Data Provision Requirements 2020, ensuring timely and accurate reporting.

3. Regulatory Compliance & Data Security

- a. All USI and AVETMISS processes conform to government standards.
- b. We store and transmit your data securely, adhering to the Privacy Act 1988 and USI privacy principles.

Your Role & Actions

Step	What You Do
1	Create or Provide Your USI – If you already have a USI, enter it on your Enrolment Agreement. – If not, complete the USI Consent section to authorise us to apply on your behalf. – To create your own USI, go to usi.gov.au/students/create-your-usi and follow the steps: use a personal email, provide one form of ID, set up multi-factor authentication and ensure your name matches your ID.
2	Complete AVETMISS Fields – Accurately fill all demographic and study-related fields on your enrolment form, including disability status and employment details.
3	Notify of USI Changes – If you update or correct your USI, submit an Access/Correction Request Form within 2 business days of the change.
4	Review Privacy Information – Read the USI privacy notice on our website

By providing accurate USI and AVETMISS information, you help us maintain the integrity of your training records and comply with government reporting obligations. If you need assistance at any point, contact Student Support via email studentservices@momentumcollege.edu.au or on 0416 068 136.

2.2.8 Language, Literacy, Numeracy and Digital (LLND) Support

Strong LLND skills are essential for your success in training and assessment. By identifying your needs early and providing focused support, we ensure you can fully engage with course materials and demonstrate competence.

How We Assess & Support Your LLND Needs

- **Mandatory Assessment:** All students must undertake an LLND assessment.
- **Rapid Results & Planning:** We return your LLND results quickly, then tailor a Training Adjustment Plan if required.
- **Timely Implementation:** Agreed adjustments—extra time, tutorials, assistive technology—are put in place within days.
- **Ongoing Review:** We monitor your progress and adapt support through regular check-ins and governance reviews.

Your Role & Actions

Step	What We Do	What You Do
1. LLND Assessment	• Document: Q2.D1–LLND Assessment Cert III–IV Assessor Guide & Tool • When: Immediately accessible upon enrolment; must be completed before commencing your first unit • Where: Your Learning Journey (student onboarding) module	1. Access and complete the LLND self-assessment in the Your Learning Journey module. 2. Complete the assessment unaided, unless you have approved adjustments. 3. Contact Student Support if you need special arrangements.
2. Results & Planning	• When: Within 2 business days of assessment • What: Written LLND results. If gaps are identified, we'll arrange a call and co-create a Training Adjustment Plan with you	1. If gaps are identified, join your scheduled call within seven business days of completing the LLND assessment. We'll use this call to co-create your Training Adjustment Plan and confirm any support you need. 2. Where a Training Adjustment Plan is created, sign it within 2 business days to confirm your understanding.
3. Implement Adjustments (if applicable)	• Document: Q2.D2–Training Adjustment Plan • When: Within 5 business days of plan sign-off • What: Apply tutorials, assistive tools, extra time	1. Attend all scheduled support sessions and use provided resources. 2. Provide feedback on how the adjustments are working for you.
4. Monitoring & Review	• How: Monthly Trainer Reports and governance reviews update support as needed	1. Join monthly check-ins with Student Support. 2. Ask for additional help or revise your plan if your needs change.

If you need assistance at any point, contact Student Support via email studentservices@momentumcollege.edu.au on 0416 068 136.

2.3 Understanding Your Course Fees

Transparent and fair fee practices help you make informed decisions about your training. This section outlines your financial obligations, refund entitlements, how to access certification, and what to do if you need support with payments or believe something hasn't gone right.

This aligns with:

- **Compliance Requirements – Division 1: Information and Transparency**
- **Compliance Requirements – Division 3: Accountability**
- **Outcome Standard Q1.D2.4** – Timely issuance of certification
- **Australian Consumer Law** – Cooling-off period and refund rights

2.3.1 How We Manage Fees, Refunds and Certification

What We Do	What You Need to Know
Fee Disclosure	You'll receive a Course Flyer that includes all tuition, material, and admin charges. A maximum of \$1,500 can be collected before your course begins.
Admin Fee	An upfront admin fee (\$150) is included in your deposit and is non-refundable if you cancel.
Refund Eligibility	Refunds are available under certain conditions (see table in section 2.3.3).
Payment Plans	Weekly and fortnightly plans available for balances above \$1,500.
Certification	You'll receive your certificate or Statement of Attainment within 30 calendar days of successful completion, at no extra cost.
Reassessment	You get two free reassessment attempts per unit. A Statement of Attainment will be issued for units you've completed if the full course isn't completed.
Fee Protection	We never collect more than \$1,500 upfront from you, so your prepaid fees always stay protected.
Cooling-Off Period	You may cancel within 10 business days of enrolment and request a refund.

For full details, refer to your Course Flyer and the Refunds policy available on request or in your Student Portal.

2.3.2 Setting Up a Payment Plan

If your total course fees exceed the \$1,500 deposit cap, we offer a structured Payment Plan covering the full remaining balance. This includes all tuition, material and admin charges not covered in your initial deposit.

What We Do:

- Create a written Payment Plan showing total cost, due dates, and late fees (covered in our terms and conditions)

Your Role:

1. Request a Payment Plan during the time of enrolment
2. Review the plan
3. Submit required financial information (bank account details) within 5 business days
4. Pay each instalment on time
5. Contact Student Support if you anticipate a missed payment

Tip: Set calendar reminders for each instalment to avoid late fees

2.3.3 Cancelling During the Cooling-Off Period

You have the right to cancel your enrolment for any reason within **10 business days** of signing your Enrolment Agreement — as long as your course hasn't commenced.

What We Do:

- Honour all cancellation requests made within the 10-day cooling-off period
- Process eligible refunds within 10 business days, less any applicable non-refundable admin fee (\$150)

Your Role:

1. Send a written **Cancellation Notice** to Student Support studentservices@momentumcollege.edu.au within 10 business days of submitting your Enrolment Agreement form.
2. Complete and attach the **Refund Request Form** (available from Support Services or from your learning portal) to your cancellation email.
3. Keep a copy of your sent email (with timestamp) as confirmation.
4. We will acknowledge your cancellation and refund request within 2 business days and confirm the next steps.

Note: If your course has already started, your request will be assessed under our standard refund conditions (see Section 2.3.4).

2.3.4 Requesting a Refund

You have a 10-business-day cooling-off period from your enrolment date to cancel, provided your training hasn't started. After that, you can still withdraw and receive a partial refund at any point before training starts — once training has commenced, refunds are no longer available (except in the circumstances listed below).

When You Withdraw	Refund Amount
Within the 10-business-day cooling-off period (and training hasn't started)	Deposit refunded less the non-refundable \$150 admin fee
After the cooling-off period, but before training starts (written notice required)	Deposit refunded less the non-refundable \$150 admin fee
Once training has commenced	No refund

You may also be eligible for a refund at any stage if Momentum College cancels your training, fails to deliver agreed services, or you have overpaid. Withdrawal due to illness or hardship prior to commencement may also be considered on presentation of supporting evidence. See your Enrolment Agreement for full terms.

Your Role:

1. Submit a **Refund Request Form** with your cancellation notice
2. We'll confirm the outcome within 5 business days
3. Approved refunds are processed within 28 days

If funds don't arrive by the expected date, contact Student Support via email studentservices@momentumcollege.edu.au on 0416 068 136.

Automatic Refund Triggers (no admin fee retained):

- Overpayment
- Course cancelled by Momentum College

Refunds may be granted (with documentation) if:

- You experience serious illness or hardship
- Momentum College fails to deliver agreed services

2.3.5 Protecting Your Prepaid Fees

To protect your investment, we follow **Clause 18 of the Compliance Requirements** for the Standards for RTOs 2025, and do not collect more than \$1,500 before your course starts.

If your total course fee exceeds this amount, we:

- Collect only \$1,500 upfront
- Create a structured Payment Plan covering the full remaining balance.

This ensures that if Momentum College is unable to deliver your course, you'll never have more than \$1,500 at risk. We will work with you to:

- Transfer you into an equivalent course at no extra cost; **or**
- Provide a refund for any training you haven't yet received.

Your Role:

- Understand that we never ask you to prepay more than \$1,500 at a time
- Honor your payment plan

2.3.6 Your Consumer Rights and Appeals

As a student, you're protected by **Australian Consumer Law**, which guarantees that services must:

- Be delivered with care and skill
- Match the service described
- Be fit for purpose

If you believe Momentum College has not met these expectations or you wish to dispute a fee outcome:

Your Role:

1. Submit a **Complaints and Appeals Form** detailing the issue and outcome you seek
2. Include any evidence (receipts, emails, correspondence)
3. We'll acknowledge your submission within 3 business days
4. We aim to resolve complaints within 10 business days
5. If unresolved, you may escalate to:
 - Australian Skills Quality Authority (ASQA)
 - State Ombudsman
 - Consumer protection agency

More information is available in our **Complaints and Appeals Policy** on page 57.

3 Studying at Momentum College

3.1 What Your Course Includes

What We Do:

- We deliver your training in accordance with the nationally recognised training product, using a validated Training and Assessment Strategy (TAS).
- Your course is structured into clear phases: orientation, training delivery, assessment, and (where applicable) work placement.
- Each unit of competency is mapped to the relevant training product requirements and delivered using appropriate methods (e.g. practical tasks, simulated work, online learning).
- We provide trainers who are qualified and current in their industry area, and ensure all assessment tools meet the Principles of Assessment and Rules of Evidence.
- We monitor your progress, offer individualised support, and ensure your records are accurate and secure.

Your Role & Actions:

1. **Engage in Learning** – Attend sessions, complete tasks, ask questions.
2. **Meet Unit Requirements** – Understand the unit outcomes and use your student portal or handbook to check what's required.
3. **Stay on Track** – Use feedback, tutorials, and check-ins to stay up to date.
4. **Take Responsibility** – Raise any concerns early and make use of support.

Your course aligns with national qualification standards, meaning your achievements are recognised across Australia.

3.2 Work Placements

Some courses include a **mandatory work placement**—a valuable opportunity to apply your training in a real-world setting.

Where your qualification requires it, your Training Plan will confirm the total placement hours required (for many of our qualifications this is 120 hours), any prerequisites or clearances you need before you start (such as a police check or Working with Children Check), and any pre-placement requirements such as inductions or immunisations. This information forms part of your informed decision to enrol and is available to you before you commit to your course.

If your placement is in a disability, aged care or community services setting, you are expected to uphold the dignity, privacy, choice and human rights of the participants or clients you work with. This includes maintaining professional boundaries, respecting confidentiality, and following safeguarding and incident reporting procedures at all times.

What to Expect:

- You'll experience what it's like to work in your industry, develop new skills, and build your confidence.
- You'll work under supervision, complete tasks linked to your units, and receive feedback from your trainer and host supervisor.
- Placement hosts are reviewed for suitability and safety before approval.

How We Support You:

- Your **Training Plan** will explain how many placement hours are required and what's involved.
- We'll help you **find a suitable host organisation** if you don't already have one.
- Your **Trainer/Assessor will monitor your progress** during placement, check your logbook entries, and provide support.
- We'll check in regularly and provide emergency contacts, if needed.

Checks and Requirements:

- Depending on your course, you may need to complete a **Police Record Check** and/or a **Working with Children Check** before placement.
- We'll let you know during enrolment if this applies to your course and help guide you through the process.

Your Role:

- Be professional and reliable—treat it like a job.
- Record your hours in your logbook daily.
- Follow all workplace safety rules.
- Raise any concerns with Student Support or your Trainer.

If a placement becomes unsuitable or unsafe: tell your Trainer or Student Support immediately. We will work with you to address the issue, which may include speaking with the host, adjusting arrangements, or finding you an alternative placement, and we will never leave you in an unsafe environment.

Work placements are a fantastic way to bridge the gap between study and employment. Make the most of it!

3.3 Work-Integrated Learning (WIL)

Some courses may include **Work-Integrated Learning (WIL)**—structured activities that simulate or take place in real work environments to help you develop job-ready skills.

What to Expect:

- You may participate in placements, community projects, or simulated workplace activities.
- Each WIL experience is linked to a specific unit of competency and is designed to support its learning outcomes.
- You'll complete a **WIL Learning Plan** that outlines the activity type, outcomes, supervision, support, and assessment approach.
- A **WIL Placement Agreement** will outline your responsibilities, the host organisation's role, and our commitment to ensuring a safe, valuable experience.

Monitoring and Support:

- Your trainer will conduct scheduled visits (where able), use the **Workplace Visit/Contact Log**, and gather feedback from both you and your supervisor.
- You'll complete a reflection on your learning and may be asked to participate in a mid-placement review.

Your Role:

- Take the WIL activity seriously - treat it like a professional opportunity.
- Follow instructions, engage with the tasks, and document your experiences in your Learning Plan or logbook.
- Provide feedback and participate in any scheduled reviews.
- Ask for help if something isn't clear or if you need support during the activity.

Work-Integrated Learning is a powerful way to bring your training to life and show future employers what you can do!

3.4 Insurance

We want you to feel safe and supported while you're out on work placement. Here's a plain-English rundown of the insurance cover we hold, and what it means for you.

You're covered by our insurance whenever you're on work placement.

3.4.1 How You're Protected

1. Personal Injury & Liability Cover

- We hold personal injury and liability cover for students, so you're protected if something happens while you're training with us — including while you're on placement.

2. Public Liability Insurance

- We maintain public liability cover, and your work placement host is also required to hold their own public liability insurance for the time you're with them.

3. Workplace Suitability & Risk Assessment

- Before your placement starts, we check that your host organisation is suitable and carry out a risk assessment, so you can feel confident your workplace is safe.

4. Professional Indemnity Insurance

- We also hold professional indemnity cover, protecting you if something goes wrong with the advice, training or assessment we provide.

5. Workers' Compensation

- We comply with workers' compensation laws, covering our staff and contractors where required.

All our insurers are properly authorised, and we review our policies every year to make sure you stay protected. If you ever have questions about our cover, just contact Student Support on studentservices@momentumcollege.edu.au or 0416 068 136.

3.5 Reasonable Adjustments and Training Adjustment Plans – Your Personal Support Strategy

Everyone's learning journey can present unexpected challenges. A reasonable adjustment is a change we make to how your training or assessment is delivered so that you can participate and demonstrate your skills on the same basis as other students. Where an adjustment needs to be documented, we record it in a tailored Training Adjustment Plan (TAP) — extra time, targeted tutorials or assistive resources — so you can stay on track and succeed.

A Training Adjustment Plan is not about changing course outcomes—it's about supporting you to reach them. Every student deserves a fair opportunity to succeed.

3.5.1 How Reasonable Adjustments and TAPs Work:

- **Trigger** – A need for adjustment may be identified through LLND results, the Suitability Self-Assessment, an Intervention Plan, or simply because you tell us at any stage that you need support
- **Consultation** – We discuss your individual circumstances with you, consider the adjustment against the inherent requirements of your training product, and explore the options available together
- **Draft & Approve** – You and your Trainer review and comment within 3 business days
- **Sign-Off** – You confirm the TAP within 2 business days (ask questions if unsure)
- **Implementation** – Resources and sessions are arranged immediately
- **Review** – We review your plan regularly, and always if your circumstances or needs change, using assessment outcomes, attendance and your feedback
- **Monitoring** – Outcomes are securely logged and protected under the Privacy Act 1988
- **If a requested adjustment cannot reasonably be provided** – We will explain why, discuss alternative options with you, and document the outcome. You can raise this through our Complaints and Appeals process if you disagree with the outcome

3.5.2 Examples of Reasonable Adjustments:

- Extra time for assessments or extensions on deadlines
- One-on-one tutorial support or mentoring sessions
- Use of assistive technology (e.g. screen readers, spell-check tools)
- Printed materials in large print or different formats
- Modified practical tasks to accommodate mobility or sensory needs
- Language support or simplified instructions

3.5.3 Your Role:

- Attend support sessions, review your plan regularly, and request updates if your needs change
- Keep in touch with Student Support to keep your plan effective
- Ask questions before signing and collaborate openly

By actively engaging with your Training Adjustment Plan, you give yourself the best chance of achieving success—on your terms.

For assistance or to request an adjustment, contact Student Support on studentservices@momentumcollege.edu.au or on 0416 068 136

4 Student Support and Wellbeing

4.1 Need Help with Your Study?

Our support services are available to all students—before enrolment, during training, and right through to completion. All support is provided confidentially and based on your consent.

You do not need to wait until you are struggling. Support needs can emerge or change at any point during your training. We proactively review engagement, progression and how well support is working with you throughout your course, not just at enrolment.

Your success at **Momentum College** depends not only on course content but also on the **support services** available to help you thrive.

By identifying learning needs early, providing timely support, and nurturing wellbeing, we ensure that you can fully participate and succeed—aligned with **Standards 2.3 to 2.6** of the *Standards for RTOs 2025*.

Wherever you're at, your dedicated Student Services Officer is your first point of contact — whether that's booking a Learner Portal Orientation session, requesting support, or just talking something through.

We offer:

- **Learner Portal Orientation:** a one-on-one session with your dedicated Student Services Officer to help you navigate the portal, access your resources and assessments, and set your first learning goal
- **Academic Support:** Language, Literacy, Numeracy & Digital (LLND) assessments, phone/email and one-on-one assistance with a Trainer or Student Services team member, and reasonable adjustments (see section 3.5)
- **Administrative Support:** help with administration enquiries, overcoming barriers to your studies, and accessing wellbeing referrals
- **Wellbeing Support:** confidential screening, counselling referrals, and regular check-ins with your dedicated Student Services Officer
- **Diversity & Inclusion:** accessible materials, cultural partnerships, and an Inclusive Learning Experience Feedback Survey to check in on how you're going
- **Recognition Pathways:** Credit Transfer (CT) and Recognition of Prior Learning (RPL) options (see section 6.1)
- **Continuous Improvement:** termly feedback surveys, quarterly support reviews, and biennial policy updates

Step	What We Do	What You Do
1. Learner Portal Orientation	• Offer a one-on-one Learner Portal Orientation session with your dedicated Student Services Officer, covering how to navigate the portal, access your resources and assessments, and set your first learning goal • Sessions typically run for 30 minutes	• Book a Learner Portal Orientation session, especially if you haven't studied with us before or are unsure where to start • If your preferred time or date isn't available, complete a Student Support Request Form or call 0416 068 136
2. Identify Support Needs	• LLND Assessment on enrolment • Screen each student from pre-enrolment through admissions	• Complete your LLND within 5 business days of enrolment

Step	What We Do	What You Do
	and onboarding. This is to confirm you can meet the course requirements and that your training aligns with your goals and aspirations	• Declare any health, language, or disability needs at induction
3. Academic Support	• Provide phone, email and one-on-one assistance with a Trainer or Student Services team member, who can offer assessment guidance • Reasonable Adjustments through a Training Adjustment Plan (see section 3.5 for how this works in practice) • Respond within 48 business hours of your request	• Submit a Student Support Request Form, including your full name, the unit and specific question you need help with, and a clear explanation of the support you require • Review and agree to your Training Adjustment Plan with your trainer
4. Administrative Support	• Support administration enquiries and help you work through any barriers to your studies • Provide access to mental health and wellbeing referrals • Respond within 24 business hours of your request	• Submit a Student Support Request Form for administrative help, or book a call with your dedicated Student Services Officer
5. Wellbeing & Counselling	• Wellbeing screening at induction and mid-course • External counselling referrals in line with our Wellbeing Policy • Monthly check-ins on your wellbeing and general support needs (see your survey touch points in section 7.1)	• Complete your screening surveys • Consent to referral services and attend booked sessions • Provide feedback on support effectiveness
6. Diversity & Inclusion	• Cultural partnerships (see Q2.D3–Diversity Policy) • Accessible digital/print materials • Check in on your experience via our Inclusive Learning Experience Feedback Survey at Month 3 • Accessible Materials: digital, translated content, and hard-copy versions available on request • Cultural awareness training for Trainers and Student Support staff to ensure inclusive service delivery	• Notify Student Support if you need cultural/language services • Request print materials if digital is a barrier • Share your feedback in the Month 3 Inclusive Learning Experience Feedback Survey
7. Monitoring & Review	• Quarterly effectiveness reviews logged internally for continuous improvement • Annual wellbeing surveys	• Complete surveys honestly • Participate in focus groups if invited • Share your support experience

Step	What We Do	What You Do
	Biennial policy review by Compliance Manager	

Your wellbeing matters to us. If you feel overwhelmed, anxious, or need help, you can:

- Talk to your trainer or our Student Services team
- Contact Beyond Blue on 1300 22 4636 or Lifeline on 13 11 14
- Access culturally appropriate or youth-specific support services—ask us for a referral

All wellbeing matters are treated confidentially and respectfully.

4.1.1 Support Services – Where to Get Help

Your wellbeing is important. During your studies, you may experience challenges—whether personal, financial, emotional, or health-related. We are here to support you. In addition to support from your trainer and our staff, you can access the following **free and confidential support services** across Australia:

Mental Health & Crisis Support

Service	Description	Contact Details
Lifeline	24/7 crisis support for people in distress	13 11 14
Beyond Blue	Mental health support, anxiety, and depression help	1300 22 4636
Suicide Call Back Service	Counselling for people affected by suicide	1300 659 467

Youth & Education Support

Service	Description	Contact Details
Headspace	Mental health and wellbeing for young people aged 12–25	1800 650 890
Kids Helpline	Support for young people aged 5–25	1800 55 1800

LGBTIQA+ Support

Service	Description	Contact Details
QLife	Peer support for LGBTIQA+ individuals	1800 184 527

Family & Domestic Violence Support

Service	Description	Contact Details
1800RESPECT	24/7 support for sexual assault and domestic violence	1800 737 732
Men's Referral Service	Help for men concerned about their behaviour	1300 766 491

Multicultural & CALD Student Support

Service	Description	Contact Details
Multicultural Health Connect	Health information and services in your language	1800 186 815
Translating & Interpreting Service (TIS)	Free interpreting for non-English speakers	131 450

Disability & Accessibility

Service	Description	Contact Details
Disability Gateway	Info and referral for people with disability	1800 643 787
NDIS	National Disability Insurance Scheme	1800 800 110

Financial & Housing Assistance

Service	Description	Contact Details
National Debt Helpline	Free financial counselling and budgeting advice	1800 007 007
Ask Izzy	Find local housing, food, health, and financial services	www.askizzy.org.au (Free data on Telstra network)

General Health & Sexual Health

Service	Description	Contact Details
Healthdirect	24/7 trusted health advice from registered nurses	1800 022 222
SHINE SA (national referrals)	Sexual health support and education	www.shinesa.org.au

Not Sure What You Need?

If you're unsure which service to contact or just want to talk it through:

- Speak with your **Trainer**, or our **Student Services team**
- They can help guide you to the most appropriate support and assist you in making contact

All support conversations are confidential and focused on helping you feel safe, supported, and ready to succeed in your training.

We regularly review and update this list to ensure services remain current and accessible. If you notice outdated details or need help choosing a service, please let us know.

4.1.2 Support Services Form

At Momentum College, we know that students may need help at different points in their learning journey—whether it's academic, wellbeing, or access related. The **Support Services Form** is available to help you, your Trainer, or our Admin team request or record the support you need, when you need it.

This form can be used to:

- Request tutoring, study skills support, or extra learning resources
- Ask for adjustments to your training or assessment due to health, family, or personal reasons
- Notify us of a disability or condition that may affect your learning
- Share any wellbeing concerns, such as stress, mental health, or needing a referral
- Flag challenges with Language, Literacy, Numeracy or Digital (LLND) skills

You can access the form:

- Online via **aXcelerate learning portal → Support Services → Forms**
- Or request a copy from your Trainer or Student Support

Who Can Use This Form?

- **Students** – to request support, raise concerns or ask for adjustments
- **Trainers** – to document support discussions, wellbeing concerns or adjustment needs
- **Admin staff** – to support referrals or record observations made during enrolment or induction

What Happens After You Submit the Form?

1. This form is reviewed by your **Trainer or Student Support team** within **2 business days**. Depending on your needs, a Training Adjustment Plan (Q2.D2), referral, or one-on-one meeting may be arranged.
2. If further support is needed, one or more of the following may occur:
 - A **Training Adjustment Plan** or **Individual Support Plan** is created
 - A referral is made to counselling, LLND support, or other external services
 - A check-in is scheduled to follow up on how the support is working for you
3. All records are **securely stored in the aXcelerate**, ensuring confidentiality and continuous support

If you are unsure whether to submit a form, speak with your Trainer or the Student Support Team - we're here to help.

4.2 Individual Support Strategies

At Momentum College, we understand that life circumstances, learning needs, and health concerns can affect your ability to study. That's why we offer a range of **individual support strategies**—designed to keep you engaged, progressing, and supported throughout your training.

These may include:

- **Reasonable adjustments** to training or assessment (e.g. extra time, alternative formats)
- **Support plans** that outline agreed actions, check-ins, and resources
- **Intervention plans** to help you catch up if you fall behind
- **Leave plans** for extended personal or medical absences

All supports are provided confidentially and with your involvement. They do **not lower course standards or unit outcomes**—they're here to help you meet them.

4.2.1 Types of Support Plans

Type	What It's For	Triggered When
Training Adjustment Plan (TAP)	Supports access for students with health conditions, disabilities, carer responsibilities or language needs	LLND assessment, Suitability Checklist, or Support Services Form
Individual Support Plan (ISP)	Short-term learning support (e.g. exam prep, confidence-building, access to tools)	You request tutoring or flag difficulty via the Support Services Form
Intervention Plan	Re-engagement strategy for late assessments or performance drop	Trainer notices reduced engagement or progress

4.2.2 What You Can Expect

Step	What We Do	What You Do
1. Request Support	We provide the Support Services Form	Complete the form in the Portal (Forms → Support Services) or contact Student Services
2. Draft a Plan	We review your needs and prepare the most suitable plan within 3 business days	Attend the meeting and share any relevant info (e.g. medical certificate, tech barriers)
3. Agree and Sign	We co-design your support strategy and send it to the Portal for sign-off	Review and sign the plan. Ask questions if anything is unclear
4. Deliver Support	We can organise tutoring, LLND sessions, extra time or adjusted assessments as needed	Attend all scheduled sessions, complete work as agreed, and let us know how it's going
5. Monitor & Update	We check in fortnightly and revise the plan monthly if needed	Give honest feedback- your needs may change, and that's okay!

Important:

All support records are stored securely in the aXcelerate and reviewed quarterly via our Continuous Improvement Register. You'll always be involved in decisions that affect your learning.

If you're not sure which type of support applies to your situation, just contact Student Services or your Trainer - we're here to help you succeed.

4.2.3 Requesting & Receiving Help

Everyone faces challenges from time to time—whether it's keeping up with deadlines, understanding difficult topics, or managing personal stress. At Momentum College, support is never far away.

We offer **timely, structured, and personalised help** to remove barriers and keep you progressing confidently.

What Kind of Help Can I Ask For?

You can request help for:

- Academic challenges (e.g. falling behind, struggling with assessments)
- Language, Literacy, Numeracy or Digital (LLND) difficulties
- Health or personal issues affecting your study
- Access needs (e.g. learning disability, carer responsibilities)
- Technical support using aXcelerate or training tools

How the Support Process Works

Step	What We Do	What You Do
1. Identify Needs	We screen your Suitability Checklist and LLND results to flag early support needs.	Complete your LLND assessment and Suitability Checklist honestly. Let us know if anything's affecting your learning.
2. Acknowledge Your Request	Once you submit a Support Services Form, we confirm receipt within 2 business days.	If you're struggling, submit the Support Services Form (Portal → Forms → Support Services). Don't wait—ask early.
3. Assess & Plan	We meet with you (within 5 business days) to understand your needs and draft a support plan. This may be a Training Adjustment Plan or Individual Support Plan.	Attend the planning meeting and bring any documentation or examples (e.g. medical notes, past assessments). Be open—it helps us help you.
4. Deliver Support	We provide tailored help—this could be tutoring, extra time, simplified materials, assistive tech or wellbeing referrals.	Attend all support sessions, follow your plan, and ask questions if anything is unclear.
5. Monitor & Update	We follow up with you fortnightly and update your plan at least monthly to ensure it's still working.	Give feedback at check-ins—if something's not helping, we'll adjust it together.

Not Sure Where to Start?

You don't need to know exactly what support you need—just tell us what you're experiencing.

- Talk to your **Trainer** or your **Student Support Officer**
- Or email us at studentservices@momentumcollege.edu.au

Support is **confidential**, free, and designed to **set you up for success**—no matter what challenges arise.

4.2.4 Diversity & Inclusion—Cultural & Accessibility Support

At Momentum College, we value the richness of all backgrounds and are committed to building a safe, inclusive, and accessible learning environment for everyone - regardless of language background, cultural identity, ability, gender, sexuality, or belief system.

We actively remove barriers to participation and provide tailored support to ensure you feel welcome and respected. This commitment aligns with **Standards 2.3 to 2.6**, and supports the principles of access, equity and cultural safety.

What We Provide

- **Cultural Inclusion**

We respect the cultural beliefs and religious practices of all students. You can request:

- Cultural leave for religious ceremonies or observances
- Alternative class schedules or assessment dates (e.g. Ramadan, NAIDOC Week)
- Prayer breaks or quiet spaces
- Interpreters (including AUSLAN)

- **Disability Inclusion**

We support students with visible and non-visible disabilities, including:

- Learning (e.g. dyslexia): simplified text, audio content, extra time
 - Mental health (e.g. anxiety): additional time, flexible assessment
 - Physical (e.g. mobility limitations): assistive tech
 - Sensory (e.g. vision/hearing): screen readers, large print, captioned videos
- These adjustments are made through a co-designed *Individual Support Plan*.

- **Learning Resource Adaptation**

If you need learning materials adapted, we can:

- Increase font size or line spacing
- Simplify complex language
- Provide translated summaries or glossaries
- Supply digital files compatible with screen readers

- **Staff Cultural Capability**

Our trainers and support staff undertake regular training in:

- Cultural awareness

- Inclusive language
- Anti-discrimination and unconscious bias
- **Peer Connection & Mentoring**
 You may request connection with a peer or mentor from a similar cultural, disability or lived-experience background. This is optional and confidential.

What You Can Do

Step	What We Do	What You Do
1. Explain Services	Provide information at induction about interpreters, cultural/religious leave, disability supports and assistive tools.	If you need support, complete the <i>Support Services Form</i> via Portal → Forms.
2. Arrange Support	Approve requests and arrange services within 3 business days.	Provide accurate info (language, disability type, event date, accommodation needed).
3. Adapt Materials	Modify materials and/or delivery methods to suit your needs.	Use the modified resources; give feedback if something doesn't work.
4. Monitor & Review	Check in mid-term; update your plan if your needs change.	Stay in touch with Student Support and request reviews as needed.
5. Capture Feedback	Conduct the <i>Inclusion Feedback Survey</i> termly to monitor quality.	Complete the short survey so we can improve our services.

Examples of Adjustments (Student & Staff Reference)

Barrier	Possible Adjustment
Visual impairment	Large-print handouts, screen readers
Hearing loss	Closed captions, AUSLAN interpreter
Dyslexia	Coloured overlays, audio assessments
Mental health	Quiet space, extended deadlines
Cultural obligation	Religious leave, rescheduled assessments
First Nations identity	Yarning circles, community Elder engagement

If you're not sure what support you need or want to talk it through confidentially, contact:

- **Student Support** via studentservices@momentumcollege.edu.au or on 0416 068 136.
- **Your Trainer** via your learning portal

All discussions are confidential and used only to help you feel safe and supported in your studies.

4.3 Staying on Track – Progression and Early Intervention

4.3.1 What Happens If We Notice You May Be Falling Behind

We understand that work, family, health and other circumstances can sometimes affect your ability to study. If we notice that your participation or course progress has reduced, our first priority is to check in, understand what may be getting in the way, and help you get back on track.

- **Identify** – Your Trainer or Student Support identifies reduced engagement, missed assessment timeframes, extended inactivity or progress that may place you at risk of not completing within your enrolment period.
- **Contact** – We will contact you to check in and give you an opportunity to let us know how you are going. We may make several contact attempts using email, SMS and/or telephone where we have not heard from you.
- **Explore** – We work with you to understand any barriers affecting your participation or progress and identify what support may assist.
- **Agree** – Together, we agree on appropriate support or intervention. Where relevant, this may be documented through an Intervention Plan or Training Adjustment Plan, including agreed actions and timeframes.
- **Review** – We monitor your progress and review whether the agreed support is helping. Where required, we will work with you to adjust the approach.

4.3.2 If We Are Unable to Reach You

If we're unable to reach you despite multiple attempts, here's what happens — and what your options are at each step:

- **Suspension** – if you do not respond after multiple reasonable attempts to contact and support you, we may place your enrolment on academic suspension.
- **Written notice** – before any further action, we will notify you in writing and give you a clear timeframe to contact us, so you have another opportunity to re-engage, tell us about your circumstances, and discuss available support or next steps.
- **If you respond** – we will work with you to determine an appropriate pathway to resume your studies, wherever reasonably possible.
- **If we don't hear from you** – despite our previous attempts to contact and re-engage you, we may commence the process to withdraw or cancel your enrolment in accordance with our relevant policies and procedures. You will be notified in writing of any decision affecting your enrolment and of any applicable review, complaints or appeals options.

Withdrawal is not our first response to poor progress or disengagement. We will make reasonable attempts to contact you, understand your circumstances and provide an opportunity to re-engage before progressing to withdrawal.

If you feel you are starting to fall behind, you do not need to wait for us to contact you. Please reach out to your Trainer or Student Support at studentservices@momentumcollege.edu.au so we can work with you as early as possible.

If you contact us after your enrolment has been withdrawn, we will work with you to review your options, which may include a course extension (fees and conditions apply, as set out in our Schedule of Administrative Fees, which is publicly available on our website, or you can contact our Student Services team for a copy).

4.4 Workplace Health and Safety

Your safety is our top priority—whether you're on campus or out on placement. The Work Health and Safety Act 2011 (as amended) sets clear duties for everyone involved in training to prevent harm and keep our learning environments healthy.

- **Risk Management:** We carry out regular hazard inspections, safety audits and risk assessments to identify and eliminate or control dangers.
- **Emergency Readiness:** You'll find evacuation maps, fire-equipment locations and first-aid kits clearly marked in all training areas. We run drills each semester so you know exactly what to do.
- **Incident Reporting:** Any injury, 'near miss' or safety concern is recorded and investigated using our WHS Incident Report form. Corrective actions and follow-up checks ensure the issue is resolved.
- **Information & Training:** From day one you receive a safety briefing at induction. We provide ongoing toolbox talks, online modules and one-on-one coaching so you understand safe work practices.
- **Health & Safety Representatives (HSRs):** If elected, HSRs receive paid training and act as your voice in safety consultations.

Right	What You Should Do
Safe Environment	Attend inductions, toolbox talks and follow all safety directives.
Informed & Consulted	Ask questions in briefings and participate in risk-assessment meetings.
Report Hazards & Incidents	Use the WHS Incident Report form (available from your Trainer) to report anything unsafe.
Access to HSRs	Nominate or vote for an HSR and bring safety issues to their attention.
Refuse Unsafe Work	If a task poses imminent risk, stop work immediately and seek advice.

4.4.1 Quick-Guide: What to Do After an Incident

1. **Ensure Safety First:** Move away from danger and, if needed, call emergency services.
2. **Notify Your Trainer or Supervisor:** They'll help secure the area.
3. **Complete the WHS Incident Report:** Capture what happened, where and who was involved.
4. **Follow Up:** Attend any review meeting and cooperate with corrective-action plans.

By working together—being alert, speaking up and following procedures—we create a training environment where everyone can learn, grow and thrive without unnecessary risk. If you ever have a safety question or concern, your Trainer, Student Support team or elected HSR is here to help.

4.4.2 Reporting an Incident

Whenever you see or experience an injury, hazard or “near miss,” during your Work Integrated Learning (WIL) or work placement, please follow these steps to ensure its logged and resolved.

1. Stay Safe First

- Move yourself and others out of harm’s way.
- If someone needs urgent medical help, notify your workplace supervisor who will provide instructions based on their internal policy and procedures

2. Grab the WHS Incident Report Form

- Available in your accelerate learning portal
- **Form:** WHS Incident Report Form - Q2.D4-WHS Incident Form

3. Fill It Out Clearly

- **Incident Details:** Date, time, location, exactly what happened, and any witnesses.
- **Injury Details** (if relevant): Person’s name, role (Student/Staff), injury site, and whether medical treatment was needed.
- **Hazard & Action:** What caused the incident? What you or others did immediately to control it?

4. Submit Within 24 Hours

- Hand the completed form to Reception or email a scanned copy to the WHS Officer.

5. WHS Team Follows Up

- The WHS Officer logs it in the register, carries out any risk assessments, and records corrective actions.
- The WHS Coordinator finalises “Action Required/Taken” and ensures those controls are put in place.

6. Continuous Improvement

- Incident outcomes are reviewed at the next Quality & Compliance meeting. You may be asked for feedback so we can prevent repeats.

By reporting promptly and fully, you help keep our training spaces safe for everyone. If you ever have questions about the form or process, just ask your Trainer or Student Support.

4.4.3 Emergency & Evacuation Onsite

Emergencies can happen without warning. Knowing exactly what to do keeps you and everyone around you safe, minimises panic and ensures we all get help as quickly as possible.

- **Clear Signage & Equipment:** All training rooms have evacuation maps, marked exits, fire extinguishers and hose reels.
- **Regular Drills:** We run evacuation drills each semester so you’re familiar with routes and muster points.
- **Trained Fire Wardens:** Designated staff lead evacuations and ensure everyone is accounted for.

- **Communication Systems:** Alarms, public-address announcements and mobile alerts are tested regularly.

When You Hear an Alarm	What You Do
1. Stop Work Immediately	Leave all equipment as is -do not tidy up or collect belongings.
2. Follow Your Fire Warden's Instructions	Proceed calmly to the nearest safe exit.
3. Use the Nearest Exit, Not Elevators	Head to the Evacuation Meeting Point (muster area) as signed.
4. Assist Others if Safe to Do So	Help classmates with mobility needs—but never put yourself at risk.
5. Report to the Muster Area	Wait for roll call; do not leave until you're formally dismissed.
6. Alert the Warden to Missing Persons	If you notice someone hasn't arrived, tell the Warden immediately.

4.4.4 Fire Emergency Tips

- **Only Fight Small Fires:** If a fire is small, you may use the nearby extinguisher—aim at the base, sweep side to side.
- **Know Your ABCs:** Use the correct extinguisher (A for wood/paper, B for liquids, C for electrical).
- **Don't Take Unnecessary Risks:** If in doubt, evacuate first and let the Fire Brigade handle it.

4.4.5 What Happens Next

1. **Accountability:** Your Trainer or Warden conducts a roll call at the muster point.
2. **All-Clear Signal:** Only once emergency services or the Warden confirm safety will you be told you can re-enter.
3. **Debrief:** After the event or drill, we'll review what went well and where we can improve. Your feedback is welcome.

By following these steps and staying calm, you help ensure everyone's safety. If you ever have questions about evacuation routes or emergency equipment, please ask your Trainer or a Fire Warden at any time.

5 Rights, Responsibilities & Policies

5.1 Your Rights as a Student

At Momentum College, you are entitled to learn and participate in an environment that is **safe, respectful, inclusive and supportive of diversity**.

You have the right to:

- Learn in a **safe, inclusive and culturally respectful environment**, free from discrimination, bullying, harassment or vilification.
- Be treated with dignity and respect regardless of **race, religion, ethnicity, culture, nationality, gender, disability, sexual orientation, or any other protected attribute**.
- Study in a learning environment where **racism, religious vilification, antisemitism, Islamophobia and other forms of discriminatory behaviour are not tolerated**.
- Receive **accurate, timely and accessible information** about your course, assessments, progress and support services.
- Request **reasonable adjustments** where required due to disability, health conditions, learning needs or personal circumstances.
- Access **academic and wellbeing support services at no cost** to assist with your learning and participation.
- Have your personal information **protected and handled in accordance with the Privacy Act 1988**.
- Provide feedback and participate in surveys that support **continuous improvement of training and student services**.
- Lodge complaints or appeals **without fear of penalty**, and have these addressed fairly, confidentially and within reasonable timeframes.
- Access accessible and inclusive training and assessment, including reasonable adjustment where required.
- Learn in a culturally safe environment that respects your background and identity.
- Have your privacy respected and your personal information handled appropriately.
- Be treated respectfully and receive procedural fairness in any decision that affects you.
- Be free from victimisation for making a complaint, requesting support, or disclosing a disability.

These rights apply to **all students regardless of background, delivery mode or study location**.

Momentum College is committed to maintaining a **respectful and inclusive learning environment for students, staff and visitors**. Any behaviour that promotes hatred, hostility or intimidation toward individuals or groups based on race or religion—including antisemitism or other forms of religious hatred—will not be tolerated and may result in disciplinary action.

Students who experience or witness discriminatory behaviour are encouraged to report the matter through the organisation's **Complaints and Appeals process**.

5.2 What We Expect From You

As a Momentum College student, you share responsibility for contributing to a safe, respectful and productive learning environment.

We ask that all students:

- Participate actively in training and meet expected **attendance, engagement and assessment deadlines**.
- Treat **trainers, staff, peers, clients and host employers** with courtesy, respect and professionalism.
- Act with **academic integrity**, completing assessments honestly and independently (plagiarism, cheating and misuse of AI tools are not permitted).
- Comply with **Work Health and Safety (WHS)** requirements in all learning and workplace environments.
- Communicate early if you require **learning support, adjustments or additional assistance**.
- Respect the **privacy and confidentiality** of others, particularly when undertaking workplace learning or placements.
- Follow the **Student Code of Conduct** in all learning settings, including classrooms, online platforms and workplaces.

5.3 Code of Conduct: Our Shared Values

Momentum College is committed to creating a **safe, respectful and inclusive learning environment where all students have the opportunity to succeed**.

This Code of Conduct outlines the behaviours expected of all students during training and work placement activities. It applies to **all modes of learning**, including on campus, online and workplace-based learning.

The Code is supported by Momentum College policies relating to:

- Student wellbeing
- Diversity and inclusion
- Academic integrity
- Professional conduct
- Complaints and appeals

All students are expected to behave in a way that **supports cultural safety, mutual respect and professional learning**.

5.3.1 Our Shared Values

We expect all students to uphold these values:

Value	What This Means
Respect	Treat all students, staff, clients and partners with courtesy and professionalism.
Responsibility	Take ownership of your learning, meet deadlines, and attend scheduled classes.
Integrity	Submit your own work, be honest in all assessments, and follow fair use of AI.
Inclusion	Celebrate diversity, accommodate difference, and use inclusive language and behaviour.
Safety	Follow all WHS instructions, report hazards or misconduct, and avoid behaviour that risks others' wellbeing.
Professionalism	Dress appropriately, use mobile devices responsibly, honour placement etiquette

Child Safety and Vulnerable People

If your course, work placement or any training activity involves contact with children or other vulnerable people, additional requirements apply, including a valid Working with Children Check (or equivalent state/territory clearance) and compliance with our Child Safe Code of Conduct. See *Child Protection & Working with Children* for full details, or contact Student Support if you're unsure whether this applies to you.

5.3.2 Prohibited Behaviours

You must not:

- Harass, bully, intimidate or discriminate against others, including behaviour that constitutes **racial discrimination, racial vilification, antisemitism, religious harassment or other forms of discrimination**.
- Use threatening, abusive or inappropriate language in any learning setting, including language that promotes hatred or hostility toward individuals or groups based on **race, religion, culture or identity**.
- Share confidential information about others without consent.
- Breach academic integrity (e.g. plagiarise, cheat, misuse AI – see Section 5.4.1).
- Share assessments, learning content or login credentials.
- Bring weapons or prohibited substances into a training or workplace setting.

5.3.3 Online Behaviour Expectations

When participating in online learning environments (such as the learning portal, webinars or forums), students must:

- Communicate using **respectful and inclusive language**.
- Avoid posting offensive content, discriminatory language, memes or unrelated material.
- Participate actively in discussions and activities.
- Keep cameras on to support engagement (where requested and appropriate).
- Never record, screenshot or share learning content or participant information without permission.

5.3.4 Use of Devices and Technology

Students must use technology responsibly.

- Keep mobile phones on silent during training sessions unless authorised by your trainer.
- Follow workplace or placement policies regarding **mobile phone use and technology**.
- Do not use **AI tools or electronic devices during assessments unless permitted**.
- Do not use technology to impersonate others, falsify evidence or fabricate assessment data.

5.3.5 What Happens If You Breach the Code?

If a student breaches the Code of Conduct, Momentum College may take appropriate action, including:

- Issuing a **verbal or written warning**
- Applying **temporary suspension from training activities**
- **Cancelling enrolment** for serious or repeated breaches
- Referring matters to **external authorities or placement organisations where required**

All incidents are documented using the **Misconduct Incident Form (Q1.D2)** and monitored internally as part of our continuous improvement process.

5.3.6 Reporting Concerns

If you experience or witness inappropriate behaviour:

- Speak with your **Trainer or Student Support representative**.
- Submit a confidential **Incident Report via the student portal**.
- Reports will be managed confidentially under the **Complaints and Appeals Policy (Q2.D5)**.

Momentum College will investigate concerns fairly and take appropriate action to maintain a safe and respectful learning environment.

5.4 Understanding Your Obligations

As a student at Momentum College, you share responsibility for maintaining a **safe, ethical and inclusive learning environment**.

These expectations support compliance with the **Standards for RTOs 2025**, including:

- **Outcome Standard 1.4 – Academic Integrity**
- **Standards for RTOs 2025, Clauses 2.3–2.7 – Student Support, Inclusion and Complaints**
- **Outcome Standard 4.3 – Governance and Risk Management**
- **Outcome Standard 4.4 – Continuous Improvement**

Students are expected to act responsibly and contribute positively to the learning community.

5.4.1 Academic Integrity & Assessment Honesty

Academic integrity means submitting your own work, citing sources correctly, and declaring any external tools (including AI) used. We uphold a fair assessment process for all students.

Key Requirements

- **Sign the Academic Integrity Agreement (Q1.D1)** before submitting assessments.
- **Use correct referencing** (e.g. Harvard) to acknowledge all external sources.
- **Follow AI instructions for each task** — check what is permitted or prohibited for that assessment, and declare any permitted AI use as instructed (see Responsible Use of Artificial Intelligence).
- **Do not engage in** cheating, plagiarism, collusion, data fabrication or impersonation.

What You Must Do

Step	Action	Supporting Documents
1	Submit original work only	Q1.D1 – Academic Integrity Agreement
2	Cite all sources accurately	Q1.D1 – Academic Integrity Agreement
3	Declare AI use honestly	Q1.D1 – Academic Integrity Agreement
4	Respond to misconduct notices promptly	Q1.D2 – Misconduct Incident Form
5	Use the Appeals Process if needed	Q2.D5 – Complaints & Appeals Form

Consequences for breaches range from resubmission to failure of the unit. All cases are documented and follow a fair process.

5.4.2 Work-Integrated Learning (WIL) Obligations

WIL placements are a formal part of many qualifications. You must meet all expectations to protect yourself, your host, and Momentum College obligations under the Standards for RTOs 2025, Clauses 1.1–1.3.

Your Responsibilities

- **Review your WIL Learning Plan and Placement Agreement** with your Trainer and host
- **Complete all host-specific requirements**, including background checks or WHS inductions
- **Log your attendance and tasks** in the Student Placement Logbook
- **Provide honest feedback** at the mid-point and end of your placement
- **Adhere to workplace professionalism** including punctuality, confidentiality, and safety protocols

Step	Action	Supporting Documents
1	Co-develop your WIL Plan	Q1.D1 – WIL Learning Plan
2	Complete host entry requirements	Host forms, Police Checks, etc.
3	Log placement tasks and hours	Q1.D1 – Workplace Visit / Contact Log
4	Attend debrief sessions	Debrief notes recorded internally

Failure to meet placement standards may affect your assessment outcome and eligibility to continue.

5.4.3 Cheating and Plagiarism

Academic misconduct damages the value of your qualification. We define:

- **Cheating:** Using unauthorised notes/devices, getting someone else to do your work, sharing answers.
- **Plagiarism:** Using someone else's ideas or words without citation, including from AI tools.
- **Misuse of AI:** Uploading assessments to AI platforms, or submitting AI-generated work without disclosure.

Misconduct is investigated under Q1.D2–Misconduct Incident Form and may result in:

Offence Type	Outcome
Minor / first	Resubmission with support
Serious / repeated	Fail grade and misconduct record

Students have the right to appeal via the Q2.D5 – Complaints & Appeals Policy.

5.4.4 Responsible Use of RTO Resources

At Momentum College, you'll have access to a wide range of resources to support your learning—from digital platforms to printed materials, work placement tools and assessment templates. These tools are for your personal study and development only.

What's Covered?

This section applies to:

- Your aXcelerate login and digital access
- Online Course content (e.g. learner guides, assessments)
- Work placement logbooks and forms
- Assessment templates and practice tasks
- Generative AI tools and search engines used during study

Permitted Use

You may:

- Access the aXcelerate with your individual login only
- Use course materials solely for your own learning and assessment
- Save personal notes or assignments to the system as advised by your Trainer
- Use AI tools **only where permitted for the specific task** and declared
- Seek clarification on AI use **before** starting your assessments

You must not:

- Share or upload assessment tasks, RTO documents, or confidential or personal information to unapproved public AI tools, websites or forums
- Use AI-generated content in assessments **unless approved and properly cited**
- Distribute RTO-owned resources to others (e.g. friends, other students, online)
- Copy, modify or repurpose Momentum College's assessments for any other use
- Access LMS content using another person's login
- Use AI or digital tools to impersonate, fabricate results or avoid learning activities

Responsible Use of Artificial Intelligence

Artificial intelligence (AI) tools are increasingly part of study and work. Used well, they can support your learning. Used the wrong way, they can undermine academic integrity and your own skill development. This section is your single source of guidance on AI use at Momentum College, in line with our AI Policy (AI-P1).

- AI may support your learning only where it is permitted for that specific task. For every assessment, your Trainer will tell you clearly what AI use is permitted and what is prohibited — this may differ from task to task, so always check before you start.
- AI cannot replace your own demonstration of knowledge and skills. In line with our AI Policy, AI is never used to make or replace decisions about your assessment outcome, progression or wellbeing — those decisions are always made by appropriately qualified staff, using their professional judgement.
- Where AI use is declared, state the tool, version and how it was used **before** you submit your assessment, using your task instructions or cover sheet.
- Do not upload confidential or personal information — yours or anyone else's — or Momentum College assessment materials to unapproved public AI systems.
- Undeclared or prohibited AI use is treated as academic misconduct and handled under the same process as plagiarism or cheating (see *Cheating and Plagiarism*).

If you are ever unsure whether AI use is permitted for a task, ask your Trainer before you start — it is always better to check first than to risk a misconduct finding.

5.4.5 Intellectual Property & Copyright

All training and assessment content is protected under copyright law and remains the property of Momentum College or its licensed third-party providers. Misuse or unauthorised distribution may result in:

- Withdrawal of access to the aXcelerate or resources
- Academic misconduct procedures (see Section 5.4.3)
- Legal consequences for severe breaches

Need Clarification?

If you're unsure whether something is permitted- ask first. Contact your Trainer or Student Services via email studentservices@momentumcollege.edu.au or on 0416 068 136.

5.4.6 Mobile Phone Use During Work Placement

Using mobile phones responsibly on work placements ensures you maintain workplace professionalism, minimise distractions, and safeguard confidential information - meeting our Work Integrated Learning (WIL) obligations and promoting a safe, productive environment.

- **Timely Submission:** Agreements must be returned at least **5 business days** before placement commencement to allow approvals.
- **Dual Sign-Off:** Your Placement Supervisor and your Trainer will countersign to confirm their awareness and endorsement.
- **Accessible Form:** The agreement is available via **Student Portal**
- **Monitoring & Enforcement:** Workplace hosts and Momentum College staff may remind you of the agreement's conditions; repeated breaches can affect your placement eligibility.

Step	What You Must Do
1	Review & Sign – Read the Mobile Phone Use Agreement (Work Placement) in the Student Portal → Forms.
2	Return on Time – Submit the signed agreement to the Work Placement Coordinator at least 5 business days before your placement start date.
3	Ensure signatures – Obtain signatures from your Placement Supervisor and your Trainer to validate the agreement.
4	Adhere to Conditions – Follow all conditions outlined—only use your phone during authorised breaks, disable audio alerts in work areas and protect any workplace data.
5	Report Issues – If you need an exception (e.g. emergency contact access), request approval in writing from your Placement Supervisor and Trainer before use.

Repeated breaches may result in warnings, placement removal or course impact.

6 Recognition and Results

6.1 Can You Use Past Experience? (RPL & CT)

We know your skills and experience count. Recognition of Prior Learning (RPL) lets you gain credit for what you already know, reducing duplication and fast-tracking your qualification.

Applies to all enrolled students at Momentum College who wish to have previous learning, work or life experience recognised.

To apply for RPL or Credit Transfer, please speak with our Student Services Team or request the RPL/CT Application Form. You will be asked to provide evidence of your skills, knowledge, or prior qualifications. All applications are assessed fairly, and we will notify you in writing of the outcome. You can appeal any decision under our Complaints and Appeals process

Your Rights & Our Commitments

- **Right to Apply:** You may apply for RPL at any time, ideally within 2 weeks of enrolment.
- **Clear Guidance:** We provide you with an RPL Kit and support to gather evidence.
- **Fair Assessment:** Your evidence is assessed against unit requirements by qualified assessors.

6.1.1 What RPL Covers

- Formal education, work experience or life experience relevant to units of competency.
- Evidence types include portfolios, observations, interviews, simulations, written work and third-party reports.

Procedures for RPL

1. Decide and Declare

- **Action:** Indicate your interest in RPL on your Enrolment Agreement or contact Student Support.
- **When:** As soon as possible after induction, within 2 weeks of course start.
- **Why:** Early declaration helps plan your learning pathway.

2. Receive and Complete the RPL Kit

- **Document:** Q1.D3–RPL Kit Student Guide
- **Action:** We supply the RPL Kit, which explains required evidence and steps.
- **When:** Within 3 business days of your request.

3. Gather and Submit Evidence

- **Evidence Types:** Performance demonstrations, portfolios, workplace observations, interviews, simulations, written submissions, third-party reports.
- **Where:** Upload to Student Portal → Evidence Upload.
- **By When:** Within 10 business days of receiving the RPL Kit.

4. RPL Interview / Assessment

- **Action:** Attend an interview or practical demonstration as scheduled by your RPL Assessor.
- **Where:** MS Teams or on-campus room.

- **Timeline:** Interview to occur within 7 business days of evidence verification.

5. Outcome and Validation

- **Notification:** You receive a written RPL outcome within 10 business days of the interview.
- **Validation:** We conduct a validation of decisions using the RPL Validation Checklist (Q1.D3–RPL Validation Checklist) within 30 days.
- **Register:** RPL validation actions are logged internally as part of our continuous improvement system.
- **Next Steps:** If granted, your Training Plan is updated; if not, we discuss a Gap Training Plan to address missing competencies.

Further Support For assistance at any stage, contact Student Support or your assigned Assessor. Full details and forms are available on the Student Portal.

6.1.2 Credit Transfer

If you've already achieved competencies with another RTO, our Credit Transfer process gives you full recognition - no extra assessment needed for matched units.

Applies to all students with authenticated AQF qualifications or transcripts from other RTOs.

Your Rights & Our Commitments

1. **Right to Transfer:** You may apply for Credit Transfer at any time after enrolment.
2. **Transparent Process:** We guide you through each step and confirm outcomes in writing.
3. **Fair Assessment:** All applications are reviewed promptly and against unit requirements.

Procedures for Credit Transfer

1. **Complete the Credit Transfer Form**
 - Document: Q1.D3–Credit Transfer Form
 - Action: Fill in personal and course details; list units you wish to transfer.
2. **Provide Certified Transcript**
 - Document: Authenticated VET transcript or authenticated copy (JP or RTO staff certifies).
 - Action: Highlight units on the transcript that correspond to your current enrolment.
3. **Submit Your Application**
 - Where: Student Portal → Forms → Credit Transfer Form, with transcript attached.
 - When: Recommend submitting within 2 weeks of enrolment.
4. **Eligibility Verification**
 - Action: We verify your qualifications via USI (for completions after 1 January 2015) and check transcript authenticity.
 - Responsibility: COO and relevant Assessor.
5. **Outcome Notification**
 - When: Within 10 business days of submission.
 - What We Do: Inform you in writing:
 - Granted: Units transferred and updated in your Training Plan.

- Not Granted: Reasons for ineligibility and further options.

If your application for credit transfer is unsuccessful, you will be notified in writing and given the opportunity to appeal the decision under our Complaints and Appeals process.

Further Support Questions? Contact Student Support or your Trainer for clarification on matching units and processes.

6.1.3 RPL/CT Appeals—What to Do If You Disagree

Appealing an RPL/CT Decision If you disagree with your RPL or Credit Transfer outcome, you can lodge an appeal:

- **What We Do:**
 1. **Provide Appeal Form:** We supply an **RPL/CT Appeal Form** in Section J for any contested decisions.
 2. **Acknowledge Receipt:** We acknowledge your appeal within **3 business days** of submission.
 3. **Conduct Review:** We review your appeal, re-examine evidence and, if necessary, engage an independent assessor, within **10 business days**.
 4. **Issue Final Decision:** We communicate our final decision in writing, including reasons and any changes to outcomes.
- **Your Role & Actions:**
 1. **Complete the RPL/CT Appeal Form** (Section J), specifying which decision you are appealing and why.
 2. **Attach Supporting Evidence**, such as additional references or clarifications.
 3. **Submit Your Appeal** within **7 business days** of receiving the original outcome.
 4. **Attend any Review Meetings** scheduled as part of the appeal process.
 5. **Receive the Final Decision** in writing; if still dissatisfied, request details for an external review.
 6. Refer to the **Complaints & Appeals Policy** for detailed procedures and external review options.

6.2 How You'll Be Assessed

At Momentum College, we assess your knowledge and skills through carefully designed tasks that align with national competency standards. This section explains what you can expect—and what is expected of you.

6.2.1 Key Compliance Requirements

- **Standards 1.1–1.5** – Foundational outcome standards for training structure, industry engagement, assessment validity and fairness
- **Practice Guide – Assessment** (17 June 2025)

Principles of Assessment

All assessments are designed and conducted according to the four principles:

1. **Fairness**
 - We consider your individual needs and provide reasonable adjustments where required.
 - You'll receive clear instructions, and can challenge results or be reassessed if needed.
2. **Flexibility**
 - Assessment methods suit diverse contexts and recognise prior learning.
 - We offer oral, written and practical options to match your strengths.
3. **Validity**
 - Assessments measure exactly what they claim to (e.g. performance criteria).
 - We ensure tasks align to unit requirements and minimise bias.
4. **Reliability**
 - Assessment decisions are consistent across different assessors and settings.
 - We use standardised tools, moderation and validation to reduce judgement errors.

Rules of Evidence

Assessment evidence must be:

- **Valid** – Directly relevant to the unit/module
- **Sufficient** – Demonstrates all competency aspects
- **Authentic** – Clearly your own work
- **Current** – Reflects recent performance

Assessment Tool Requirements

Each task is supported by:

- Mapping to unit requirements
- Assessment conditions and AQF level
- Criteria for performance and feedback
- Instructions for adjustments and reattempts

6.2.2 What You'll Receive Before Each Assessment

Before every assessment, you will receive:

- A **Student Assessment Guide** (information from the guide can be found in the Overview and instructions of each assessment in your learner portal)
- Access to support and adjustments
- An opportunity to clarify instructions or expectations

If you're unsure about anything, please ask your Trainer. Misuse of tools (including AI) or collaboration without permission may result in academic misconduct (see Section 5.4.3).

6.2.3 Assessment Process & Feedback

Step	What We Do	What You Do
1	Ensure students can access all information in the Q1.D2–Student Assessment Guide in axcelerate	Log into aXcelerate → Learning Plan → Each Unit (overview and instructions)
2	Return marked work within 10 business days	Review feedback in aXcelerate → Grades & Feedback, email, or receive directly from your Trainer. Ask questions if unsure
3	Manage academic misconduct with documented procedure	If issued a Misconduct Notice, respond in writing and attend the review meeting
4	Conduct internal moderation	If invited, attend the moderation session and share your experience to help improve assessment quality

If you disagree with a result, you may lodge a formal appeal via the **Complaints & Appeals Policy** (see Section R).

6.2.4 Re-attempts & Escalation

- You are allowed **up to 3 free re-attempts** per assessment task.
- Feedback is issued within 5 business days.
- Re-attempt due dates are set within 10 business days of feedback.

If you're still unsuccessful after 3 attempts:

- The matter is escalated to the Academic Coordinator.
- You may be offered a **4th attempt** through alternate methods or gap training.
- These are reviewed on a case-by-case basis and recorded internally if linked to systemic issues.

6.2.5 Assessment Design & Timing

What We Do	Your Role & Actions
Design assessments using rules and principles	Understand what's being assessed and why
Use varied methods – written, practical, projects, simulations	Plan for any workplace approvals or resources you'll need

6.2.6 Training Delivery & Work-Integrated Learning (WIL)

- Training is delivered according to your **Training & Assessment Strategy (TAS)**
- Trainers are qualified and current in their industry area
- Sessions use inclusive resources and are mapped to learning objectives
- WIL placements use formal agreements and your performance is jointly assessed by your supervisor and Trainer

6.2.7 Training Product Updates & Transitions

- **14-Day Email Notice** of any unit, schedule or product changes
- **LMS Announcement** posted the same day
- **7-Day SMS Reminder** issued before the effective change
- **Updated Info Pack** includes: what's changing, when, impacts and support available

What You Do	Timeline
Acknowledge the change via email or LMS	Within 5 business days
Discuss transition with your Trainer	Within 10 business days
Sign the updated Training Plan via aXcelerate → Documents	Within 5 business days of meeting

If you need clarification on any step of the assessment process, please contact Student Support or your Trainer.

6.3 When You'll Get Results and Certificates

At Momentum College, we aim to provide timely, accurate and accessible results - ensuring you receive the formal recognition you've earned. This section explains how and when your results will be finalised and when you'll receive your qualification or Statement of Attainment.

6.3.1 Results Timeline

Once you have submitted your final assessment tasks and completed all required training:

Step	What We Do	Timeline
1	Final Assessment Review – Your trainer confirms that all tasks are satisfactorily completed and competency is demonstrated	Within 5 business days of final submission
2	Assessment Validation & Moderation – Where required, your assessments are reviewed for consistency and accuracy	Within 10 business days
3	Training Plan Completion – Your training file is checked to confirm all units are complete and support needs (e.g. RPL, CT) are documented	Within 15 business days
4	Outcome Submission to Student Records – Your results are uploaded and finalised in the aXcelerate and student management system (SMS)	Within 20 business days
5	Final Results Notification – You'll be notified of your final result via email and aXcelerate → Grades section	By the 20th business day

If you're still completing assessments, your results will only be issued once all competencies are achieved and validated.

6.3.2 Certificates

All certificates are issued within **30 calendar days** of course or unit completion, in line with national guidelines and the **National Vocational Education and Training Regulator Act 2011**.

Completion Type	What You'll Receive	Format	Logo Use
Full Qualification	AQF Certificate + Transcript	PDF + Hard Copy	Includes NRT logo and AQF branding
Skill Set	Statement of Attainment for completed skill set units	PDF + Hard Copy	Includes NRT logo
Single Unit	Statement of Attainment for that unit	PDF	Includes NRT logo
Credit Transfer Only	Statement of Attainment (if applicable)	PDF	Only issued if a unit was awarded by transfer, not originally delivered

Important Notes:

- You **must have a verified USI** (Unique Student Identifier) for any certificate to be issued.
- You must have **paid all fees in full**.
- If your name or contact details change, let us know via the **Change of Details Form** in the Student Portal.

6.3.3 About the Logos on Your Certificate

- The **NRT logo** (Nationally Recognised Training) confirms that your training product is nationally endorsed and compliant with the Australian VET framework.
- The **AQF logo** (Australian Qualifications Framework) appears only on certificates for full qualifications and indicates the level (e.g. Certificate III, Diploma).

These logos cannot be used by students or employers in their own materials but appear on certificates issued by Momentum College to confirm authenticity.

6.3.4 What You Need to Do

Step	Your Actions	Support
1	Check your final unit results in aXcelerate → My Progress	Contact your Trainer with any questions
2	Confirm your contact details and USI are current	Contact Student Support if any of your details require updating
3	Pay any outstanding fees (if applicable)	Contact Accounts if unsure
4	Await formal email confirming your certificate has been issued	Usually within 30 days of your final unit
5	Download your digital copy and store your hard copy safely	Ask Student Support if you need a reprint

If you've only completed a few units and are exiting early or transferring RTOs, you will still receive a **Statement of Attainment** for all competencies achieved.

For any queries about results or certificates, contact Student Support via studentservices@momentumcollege.edu.au or call 0416 068 136.

7 Complaints, Appeals & Feedback

7.1 How to Give Feedback

Your insights help us refine our courses, support services and overall student experience. By sharing what's working (and what isn't), you enable us to meet our continuous-improvement obligations under Standards 4.2 and Practice Guide – Feedback, Complaints & Appeals.

1. **Quality Indicator Survey:** We collect your course feedback for ASQA's annual indicators and improvement planning.
2. **Informal Feedback:** Tell your trainer or Student Support Officer in person or via the Portal at any time.
3. Trainers must record informal feedback in the Feedback Log. All informal concerns are reviewed weekly and escalated if required by the Compliance Manager.
4. **Formal Feedback:** Submit a Feedback Form (via Portal or email). You can remain anonymous if you wish.
5. **Post-Course Evaluation:** At the end of your training, we'll invite you to complete a course satisfaction survey.
6. **Continuous Improvement:** We review every piece of feedback in our Quality & Compliance meetings and track enhancements in our Continuous Improvement Register.
7. We review every piece of feedback in our **Governance Meetings** and track improvements internally to keep raising the quality of our services.

All surveys are conducted via email and completed electronically. If you'd prefer a hard copy for accessibility, just contact Student Support and we'll arrange one for you.

When	Survey	What It Covers
Month 2 (30 days post-enrolment)	Student Satisfaction Survey	Your feedback on enrolment, onboarding, communication and your early learning experience
Month 3	Inclusive Learning Experience Feedback Survey	Your feedback on accessibility, inclusion and how effective your support has been
Month 6	Training Evaluation Form (Student & Employer)	Training quality, relevance, support and workplace application at the mid-point of your course
Course completion or end of enrolment	ACER Learner Questionnaire	Your feedback for national reporting and continuous improvement
Course completion or end of enrolment	ACER Employer Questionnaire	Your employer's feedback on training quality, relevance and workforce outcomes

When (if applicable)	Survey	What It Covers

By engaging in this feedback process, you help shape a better learning environment for yourself and future students. If you have any questions about how feedback is handled, contact Student Support via studentservices@momentumcollege.edu.au or call 0416 068 136.

7.2 Not Happy? How to Raise a Complaint

We value your right to speak up. Whether it's feedback, a concern or a formal complaint—about another student, a staff member, our training delivery or a third-party partner—we're committed to hearing you and acting. Our complaints process is clear, impartial and timely, ensuring we maintain trust and continuously improve our services in line with Standards **2.7** and **2.8**.

You can raise a complaint without being disadvantaged for doing so. You can bring a support person to any meeting, and we will make accessibility adjustments if you need them. We will keep information confidential as far as practicable, apply procedural fairness, keep you informed of progress, and let you know about external review options if you remain unhappy with the outcome.

- Multiple Pathways:** You may share informal feedback, lodge a formal complaint or submit an appeal—whatever suits your concern.
- Support & Fairness:** You may involve a support person or interpreter at any stage. We ensure procedural fairness by giving all parties a fair opportunity to respond.
- Timely Resolution:** We acknowledge all formal complaints within **5 business days** and aim to resolve most within **60 calendar days**. If not, we'll keep you informed every **20 business days**.
- Escalation & Independent Review:** If unresolved, you can escalate to a senior manager, request a no-cost independent review, or contact ASQA or the Ombudsman.
- Confidentiality:** All matters are handled discreetly. Your identity and information are protected unless disclosure is legally required.
- Continuous Improvement:** We log all complaints internally and use them to improve our services.

Step	What We Do	What You Do
1. Receive & Acknowledge	Acknowledge in writing via Portal and email within 5 business days.	Lodge your concern by emailing the Complaints & Appeals Form to Student Support via studentservices@momentumcollege.edu.au or call 0416 068 136. You may first speak informally with your Trainer or Student Support.
2. Assign & Investigate	COO investigates fairly and impartially. All parties may present their version of events.	Attend scheduled meetings, provide evidence, and feel free to bring a support person or interpreter.
3. Interim Updates	If not resolved in 60 days, we notify you in writing and provide progress updates every 20 business days.	Share any new information as it arises. Stay engaged with Portal/email updates.

Step	What We Do	What You Do
4. Decide & Communicate	Provide a written outcome explaining findings, decisions, and actions.	Review the outcome and ask for clarification within 10 business days if needed.
5. Escalate Internally	A senior manager or CEO (if required) conducts an internal review.	Request a review in writing to studentservices@momentumcollege.edu.au within 10 business days.
6. Independent Review or External Bodies	We offer an independent reviewer (at no cost). If unresolved, we provide contact details for ASQA and other regulators.	Request an independent review or escalate to one of the external bodies listed below.
7. Record	The Compliance Manager logs your case internally. Trends are reviewed at Quality & Compliance Meetings.	No further action needed - your input helps improve our services.
7. Improve	If the issue indicates a broader systemic concern, the Compliance Manager will document it internally for continuous improvement.	

7.2.1 Quick Reference: Complaints Forms & Registers

- **Complaints Form:** Portal → Complaints & Appeals or request via Student Support.
- **Record Keeping:** All cases are logged internally with a reference number so you can follow up at any time.
- **Informal Feedback:** Verbal or casual feedback to staff is recorded in our Feedback Log and considered during our continuous improvement reviews.

7.2.2 External Agencies (No Cost to You)

- **National Training Complaints Hotline**
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- **Australian Skills Quality Authority**
- **Ombudsman & Fair Trading Offices:** Contact details available via Student Support.

By following this robust process, you help us resolve issues fairly, maintain compliance and continually improve our services.

If you need assistance at any point, contact Student Support via email on studentservices@momentumcollege.edu.au or on 0416 068 136.

7.3 Want to Appeal? What Happens and When

You have the right to challenge an assessment result if you believe it is incorrect, unfair or inconsistent. Our appeals process ensures all decisions are evidence-based, impartial, and compliant with **Standards 1.3, 1.4, 2.8**, and the *Practice Guide – Assessment*.

1. **Informal Discussion First:** Speak with your Trainer/Assessor to clarify your result.
2. **Formal Appeal Lodgement:** If unresolved, lodge a formal appeal using our standard Complaints & Appeals form within a defined timeframe.
3. **Independent Review:** We appoint an independent assessor—and, if needed, an external Review Board—to re-assess your work.
4. **Clear Timelines & Updates:** We acknowledge and resolve appeals within set timelines, notifying you at each stage.
5. **Step 5: External Review Option** – If still unresolved, you may request a **Review Board** or refer your case externally.
6. **Continuous Improvement:** All appeal outcomes are recorded and analysed to strengthen our assessment practices.

Step	What We Do	What You Do
1. Submit Appeal	-	Submit your appeal within 10 business days of receiving the complaint decision.
2. Informal Discussion	Your Trainer discusses the outcome with you.	Raise the concern within 7 calendar days . Be specific and refer to your Assessment Guide.
3. Acknowledge Formal Appeal	Acknowledge your submitted form in writing within 5 business days.	Submit the appeal via Portal within 7 business days of the informal discussion.
4. Investigate & Meet	COO convenes a review panel (excluding the original Assessor).	Attend the meeting and bring supporting evidence. You may involve a support person.
5. Decision Issued	A written outcome is provided within 15 business days .	Review the result. If re-assessment is offered, attend as scheduled.
6. Independent Re-assessment	A qualified, independent assessor reassesses your work within 10 business days .	Submit revised or original work for review. Attend as scheduled.
7. Review Board (Optional)	A panel including an external RTO representative reviews the case.	If you remain dissatisfied, you may request an independent review. All independent reviewers are impartial and not previously involved in your case. The review will be finalised within

Step	What We Do	What You Do
		60 calendar days unless extended with written notice and reasons provided.
8. Final Decision & Logging	Final result issued within 20 business days of the Review Board. Your case is logged internally with a reference number.	Final decision is binding. If procedural fairness was breached, escalate to external agency.

7.3.1 Key Documents & Registers

- **Complaints & Appeals Form:** Portal → Complaints & Appeals or via Student Support.
- **Appeals Register:** All lodgements and outcomes are recorded with unique reference numbers.
- **Governance Meetings:** Appeal trends and improvements are reviewed monthly.

External Review Options (No Cost to You)

If our internal process is exhausted and you remain unsatisfied, you may escalate to:

- [National Training Complaints Hotline](#)
Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally.
- [Australian Skills Quality Authority](#)
- **Ombudsman & Fair Trading Offices:** Contact details available via Student Support.

If you need assistance at any point, contact Student Support via email on studentservices@momentumcollege.edu.au or on 0416 068 136.

8 Legislative and Regulatory Requirements

When undertaking training or work placement, students must comply with both **employer** and **RTO policies and procedures**, which are informed by the legislation outlined below. This includes responsibilities under workplace safety, privacy, discrimination, and quality frameworks.

8.1 National Standards & Regulatory Framework

This section gives you a condensed overview of the key laws and standards that apply to your training. It is not a substitute for legal advice, and full detail is available in our controlled policies on request from Student Support.

Momentum College ensures compliance with the following mandatory instruments:

- Standards for Registered Training Organisations
 - [Standards for Registered Training Organisations \(RTOs\) 2025](#)—standards to ensure nationally consistent, quality outcomes for learners and employers.
 - [Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements](#)—Requirements which all RTOs must comply with, comprised of administrative, binary or process-oriented requirements.
 - [Credential Policy](#) - an enforceable policy which outlines the credentials required for delivering training and assessment and undertaking validation of assessment.
- [Financial Viability Risk Assessment Requirements 2021](#)—which relate to training organisations' ability to meet financial viability requirements
- [Data Provision Requirements 2020](#)—which sets out the requirement for providers to supply ASQA with data upon request, and to submit quality indicator data annually
- [Australian Qualifications Framework](#)—which is the national policy for regulated qualifications in Australian education and training.

Students should refer to these instruments for full legislative context and detailed requirements.

RTO Responsibilities

- Ensure compliance with the **Standards for RTOs 2025** (Outcome, Compliance, Credential Policy) under the **NVET Act 2011**
- Maintain systems for **self-assurance**, governance, risk management, public liability, and annual reporting to ASQA

Student Responsibilities

- Familiarise and comply with the Student Handbook, policies, and legislative obligations.
- Engage in **internal and external quality surveys** and feedback processes.

8.2 Data Provision Requirements 2020

What We Do:

1. **Capture Accurate Data** – Enrolments, attendance, assessment and completion data recorded per AVETMISS NCVER standard
2. **Submit Quality Indicator Surveys** – You may receive invitations (e.g. ACER Learner Questionnaire)
3. **Report to ASQA & NCVER** – Annual AVETMISS data lodgement (March–April)
4. **Maintain Data Security & Privacy** – Secure handling per Privacy Act 1988

Your Role:

1. Provide accurate personal/course details at enrolment (e.g. USI and prior qualifications)
2. Respond to surveys promptly and truthfully
3. Notify Student Support of any changes within 5 business days
4. Understand that your data is used for VET sector monitoring and policy-making, not publication

Key Links & Resources:

- Data Provision Requirements 2020: legislation.gov.au
- AVETMISS Data Standard: ncver.edu.au
- Quality Indicator Summary: asqa.gov.au

8.3 Statutory Education Licence

Under Part VB of the **Copyright Act 1968**, RTOs can legally use third-party material under the Statutory Education Licence administered by Copyright Agency Ltd (CAL). Contact CAL on 02 9394 7600 or educationlicences@copyright.com.au for licence details. Without this licence, copying materials requires direct permissions.

8.4 Privacy Protection – Privacy Act 1988 & 2024 Amendments

Why We Collect Information:

We collect personal details (name, contact, enrolment, assessment results, health/disability info for reasonable adjustments) to deliver training, meet regulatory obligations, and safeguard you.

How We Handle Your Data:

- **APP 1:** Transparent data management; full Privacy Policy on Student Portal
- **APP 6:** Limited use/disclosure—only with explicit consent or legal requirement
- **APP 8:** Overseas data transfers only to providers meeting Australian privacy standards
- **APP 11:** Secure storage with restricted authorised access
- Additional compliance with 2024 reforms:
 - Statutory tort for serious privacy invasions from **10 June 2025**
 - New criminal offence for *doxxing* from **10 December 2024**

- Automated decision-making disclosures required by **10 December 2026** [Norton Rose Fulbright: Privacy Act reform summary](#)

Your Rights & Responsibilities:

- **APP 12 & 13:** Access and correction requests via Student Support
- **APP 2:** Choose to remain anonymous or use a pseudonym unless legal identifiers required
- Keep personal records up to date
- Lodge privacy complaints internally or with the **OAIC** via [oaic.gov.au](https://www.oaic.gov.au)
- Report breaches under the new tort or doxxing laws

Australian Privacy Principles Overview:

APP 1: Transparency | APP 2: Anonymity | APP 6: Consent-based use | APP 8: Overseas transfer safeguards
| APP 11: Security of data | APP 12-13: Access and corrections

Useful Links:

- Privacy Act 1988 (latest): [legislation.gov.au](https://www.legislation.gov.au)
- OAIC APP Guidelines: [oaic.gov.au/privacy/australian-privacy-principles](https://www.oaic.gov.au/privacy/australian-privacy-principles)
- 2024 Amendment Act: [legislation.gov.au](https://www.legislation.gov.au)

8.5 Anti-Discrimination, Harassment & Bullying

RTO Responsibilities:

- Comply with Federal Acts: Age Discrimination Act 2004, Disability Discrimination Act 1992 (including the Disability Standards for Education 2005, which require us to actively prevent harassment and victimisation of students with disability), Racial Discrimination Act 1975, and Sex Discrimination Act 1984 (including the positive duty to proactively prevent sexual harassment and sex discrimination, in force since December 2023)
- Recognise Fair Work Act 2009 and Work Health and Safety legislation protections against workplace bullying and discriminatory conduct, including during work placement
- Support students to lodge complaints with the Australian Human Rights Commission (Australian Human Rights Commission Act 1986) or the relevant state/territory regulator
- State/Territory laws, including:
 - **NSW Religious Vilification** (Anti-Discrimination Amendment Act 2023), commenced **12 November 2023** [NSW Legislation: Anti-Discrimination Amendment Act](#)
 - **NSW Conversion Practices Ban Act 2024**, effective **4 April 2025** (up to 5 years imprisonment) [NSW Legislation: relevant Act](#)
 - Similar conversion practice bans in VIC, QLD, ACT, SA; consultation under way in WA, TAS, NT
- Educate staff and students; provide complaints/conciliation processes

Student Responsibilities:

- Treat all individuals with dignity and respect
- Do not engage in discrimination, vilification, harassment, bullying, or conversion practices
- Report incidents to trainers, Workplace Supervisors, Student Support, or external agencies

8.6 Media Consent and Usage Policy

Momentum College will only collect and use identifiable media (photos, videos, audio) of a student for promotional purposes where informed consent has been obtained. Media may also be captured for educational or administrative purposes as part of ordinary training and assessment activities.

RTO Responsibilities:

- Obtain written, informed consent **before** any media is captured or used.
- Explain how the media will be used (e.g., in marketing, e-portfolio submissions, social media).
- Securely store consent forms and respect withdrawal of consent wherever practical, noting limitations if media has already been distributed.
- For students under 18, verify capacity to consent per [OAIC guidance](#) (students 15+ are presumed capable unless otherwise assessed).

Student Responsibilities:

- Read and sign the media consent form prior to participation.
- Understand how your image, name and work will be used.
- Notify Student Support if you wish to withdraw consent; be aware that previously published media may not be fully removable.

8.7 Discrimination, Harassment and Bullying

Discrimination, sexual harassment, harassment and bullying are prohibited under Commonwealth and state/territory law (including the Age, Disability, Racial and Sex Discrimination Acts, and equivalent state/territory anti-discrimination legislation), and are contrary to Momentum College policy and professional standards.

This covers:

- **Discrimination** — unfavourable treatment based on age, disability, race, sex, intersex status, gender identity or sexual orientation

Each state and territory also has its own anti-discrimination legislation and regulator. You can lodge a complaint about discrimination, harassment or bullying with the relevant agency in your state or territory:

[Australian Capital Territory](#)

[New South Wales](#)

[Northern Territory](#)

[Queensland](#)

[South Australia](#)

[Tasmania](#)

[Victoria](#)

[Western Australia](#)

- **Sexual harassment** — unwelcome sexual conduct that is reasonably offensive, intimidating or humiliating, including unsolicited touching, suggestive comments, advances after refusal, or coercion
- **Harassment and bullying** — repeated unreasonable behaviour that creates a risk to health and safety, including verbal abuse, intimidation, exclusion, derogatory comments or online content
- **Victimisation** — unfavourable treatment of someone because they made, or intend to make, a complaint

Our commitment: we uphold and enforce these laws in all interactions, provide training to staff, maintain transparent reporting mechanisms, and ensure prompt, impartial investigation of any report.

Your responsibility: act respectfully and professionally at all times — in class, on placement and online — and report any incident promptly to your Trainer, Student Support, or an external authority such as the Australian Human Rights Commission or Fair Work Commission. See *Complaints and Appeals* for how to raise a concern.

8.8 National Police Check

A number of industries require students and staff to complete a National Police Check before students can commence Work Placement, including the Aged Care and Children's Services industries. Momentum College has teamed up with National Crime Check to make getting your police check quicker and easier.

This service is complimentary — there's no cost to you.

Most police checks are verified and dispatched within 24–48 hours. As part of this process, you consent for your police check to be sent directly to Momentum College.

The Process:

1. Fill in your basic details.
2. Complete the initial security verification (by email and/or SMS).
3. Provide your required additional information.
4. Complete the InstantID online proof of identity verification using your original ID.
5. Sign your consent online.

Need help? Contact National Crime Check on 1800 080 095 or email support@nationalcrimecheck.com.au, or contact our Student Services team for assistance.

Start your application here: momentumcollege-volunteer.nationalcrimecheck.com.au

8.9 Child Protection & Working with Children

8.9.1 Legislative Framework & Scope

All staff and students participating in child-related work must comply with the legislative obligations in each jurisdiction, including:

- **Commonwealth:** National Principles for Child Safe Organisations (2019, re-endorsed 2022)
- **State/Territory Acts** mandating Child Safe Standards and Reportable Conduct Schemes:
 - **NSW:** Child Safe Scheme (2020), Child Safe Standards under OC-G
 - **VIC:** Child Safe Standards (2016; updated 2022)
 - **TAS:** Child and Youth Safe Organisations Act 2023 (from 2024)
 - **ACT:** Child Safe Standards under Human Rights Commission Act (2024)
- **Working with Children Checks:** Mandatory clearance before engaging in face-to-face child-related training or placements, including private tuition or school-based activities.

RTO Responsibilities:

- Confirm appropriate **Working with Children Check** for every relevant person before starting training or placement.
- Maintain a robust **Child Safe Policy** aligned with National Principles and local legislation.
- Implement **mandatory reporting** and **reportable conduct processes**, ensuring that suspected harm is managed promptly—consider national reforms requiring 24-hour reporting and digital media restrictions effective from September 2025
- Deliver child protection training, covering abuse identification, handling disclosures, emergency and digital safety protocols.

Student Responsibilities:

- Obtain and maintain a valid **Working with Children Check** where child-related work is involved; inform the RTO immediately of any change in status.
- Complete all child safeguarding training and adhere to the Child Safe Policy.
- Report any concerns—such as neglect, abuse, threat, or boundary violation—to the RTO or placement supervisor.
- Use digital technology (photos, devices) in line with policies and informed consent protocols.

8.9.2 Child Safe Principles—National & State Integration

All services at **Momentum College** align with the following standards and principles:

1. Child safety and wellbeing are embedded in organisational leadership, culture, and governance.
2. Children and young people are informed, involved, and listened to regarding matters affecting them.
3. Supporting diversity and inclusion—especially for First Nations, multicultural, LGBTQIA+, and neurodiverse children.
4. Staff and students are screened, trained, and supervised for child safety.
5. Empowering families and communities to assist in safeguarding children.
6. Clear policies and processes to respond to complaints, concerns, and reportable conduct.
7. Child-safe environments are regularly reviewed and improved.
8. Online and physical environments minimise harm risks.
9. Staff and students receive professional development in child protection.
10. Policy documentation reflects best practice and is readily accessible.

8.9.3 Working with Children Checks–National Guide

The following table links the required applications by jurisdiction:

Jurisdiction	Working with Children Body	Application Link
NSW	Office of the Children’s Guardian	https://www.service.nsw.gov.au/transaction/apply-for-a-working-with-children-check
VIC	Department of Justice & Community Safety	https://www.vic.gov.au/working-with-children-check
QLD	Blue Card Services	https://www.qld.gov.au/law/laws-regulated-industries-and-accreditation/queensland-laws/blue-card-services
SA	Department for Child Protection	https://www.sa.gov.au/topics/rights-and-law/rights-and-responsibilities/screening-checks/screening-wwcc
WA	Department of Communities	https://www.wa.gov.au/organisation/department-of-communities/working-children-check
TAS	Department of Justice	Apply for registration to work with vulnerable people (TAS)
NT	Department of Education	https://nt.gov.au/emergency/child-safety/apply-for-a-working-with-children-clearance
ACT	Access Canberra	https://www.accesscanberra.act.gov.au/business-and-work/working-with-vulnerable-people/apply-for-or-renew-a-wwvp-registration

8.9.4 Child Protection–Conduct & Reporting

RTO Responsibilities

Momentum College will:

- Identify and manage child-safety risks in training, assessment and work placement, in line with Standard 4.3 and the National Principles for Child Safe Organisations.
- Verify required Working with Children Checks before a student undertakes regulated child-related work.
- Maintain clear, accessible pathways for reporting child-safety concerns, disclosures or allegations.
- Respond promptly to concerns, notify authorities where legally required, and manage all reports confidentially through authorised personnel.
- Ensure students are never required to investigate allegations or determine whether a disclosure is true.
- Regularly review our child-safety controls and reporting arrangements.

Student Responsibilities

Students must:

- Treat children and young people with dignity, respect and appropriate professional boundaries at all times.
- Hold and maintain any Working with Children Check required for your placement or activities.
- Immediately report any child-safety concern, disclosure or allegation through the pathway provided by Momentum College or your placement provider.
- Contact emergency services on 000 where a child is in immediate danger.
- Not investigate an allegation, confront the person involved, or promise confidentiality to a child.
- Comply with any mandatory-reporting obligations that apply to your employment, profession or placement role.

Not every student is legally classified as a mandatory reporter — this depends on your role and context. All students must still follow the reporting pathways above.

8.9.5 Implementation Checklist

To remain audit-ready, we ensure:

- Working with Children Check verified and on file before placement commences.
- Child-safety information provided, and acknowledgement recorded, before students engage in child-related activities.
- Reporting pathways (internal and external, including emergency escalation) clearly communicated.
- All concerns, disclosures and actions taken are documented and escalated appropriately.
- Controls and incidents reviewed periodically as part of continuous improvement.

9 If Something Changes During Your Course

Training doesn't always stay exactly as planned — courses get updated, trainers change, and sometimes an RTO needs to make bigger changes to how it operates. Here is what you can expect from us if that happens.

9.1 Extensions and Deferrals

We recognise that personal circumstances can sometimes affect your ability to complete your course within your original enrolment period, or may mean you need to pause your studies altogether. Whatever your situation, please contact your Trainer or Student Support as early as possible so we can work through your options together — applications for an extension or deferral cannot be accepted after your enrolment has expired.

Course Extensions

An extension beyond your original enrolment end date is not automatically granted. Extensions are approved at Momentum College's discretion, on a case-by-case basis, having regard to your progression, engagement, individual circumstances and remaining course requirements.

- **Increments** – extensions are limited to a maximum of 6 months in total per enrolment, approved in increments of no more than 3 months at a time.
- **Completion plan** – each increment requires a completion plan co-created with you to support your progression within the approved timeframe. Where progression is not demonstrated against the completion plan, further extensions will not be approved.
- **Fees** – an extension fee applies, calculated using our standard course fee for your qualification, irrespective of any promotional, discounted or reduced fee applied to your original enrolment. Current rates are set out in our Schedule of Administrative Fees, which is publicly available on our website, or you can contact our Student Services team for a copy.

Deferrals

If you need to pause your studies altogether due to circumstances beyond your control — such as serious illness, personal trauma, or significant hardship — you may be eligible to defer your enrolment under Special Consideration.

- **Increments** – deferrals are considered in increments of up to 3 months at a time, to a maximum of 6 months in total per enrolment, in line with our Special Consideration provisions.
- **When to apply** – you must contact us as soon as you become aware of any circumstances that may affect your ability to continue your studies. Applications for special consideration or deferral cannot be accepted after your enrolment has expired.
- **Resuming your studies** – we'll work with you to agree a plan for resuming your studies once you're ready.

9.2 Training Product Changes and Supersession

When a qualification or unit you are enrolled in is updated, superseded or withdrawn by its owning body, we will assess how this affects your training, explain your options (such as transitioning to the new version or completing under transitional arrangements), and support you through the change at no disadvantage to you.

If your qualification is superseded, you'll have the opportunity to complete it, or be transferred to its replacement, within 1 year of the new version being released. If a qualification is removed from the

National Register without a replacement, you'll have up to 2 years from that date to complete it and receive your certification.

9.3 Changes to Delivery, Trainers or Services

If your trainer or assessor changes, or we need to make a significant change to how your course is delivered (such as delivery mode, location, timetable, or placement arrangements), we will notify you as early as possible, explain the reason for the change, and work with you to minimise disruption to your training.

9.4 If Momentum College Can No Longer Deliver Your Course

In the unlikely event that we are unable to complete your training — including if Momentum College's registration is cancelled or we cease operating — we will contact you promptly, explain your options under our Fees and Refund Policy and fee protection arrangements (see Refunds), and support your transfer to another provider or a refund for undelivered training wherever possible.

9.5 Accessing Your Records

You can request a copy of your training records, including your Statement of Attainment or qualification testamur, at any time — including after you finish studying with us or if Momentum College ceases to operate. Contact Student Support for assistance.

We will always communicate changes that affect you clearly and as early as we reasonably can, and support you to understand what the change means for your training. If you have questions about a change, contact **Student Support**.

10 Forms & Resources

This section lists all the forms you may need during your training and explains how to ensure you're using the correct, up-to-date version.

10.1 Form Directory—What's Available & Where

Throughout your studies with Momentum College, you may be asked to complete or access certain forms to support your training, assessments, and communication. These forms help us ensure everything is clearly recorded and managed in line with compliance standards.

Here are some of the key forms available to you:

Form Name	Purpose	Where to Get It
Enrolment Agreement Form	To enrol in your chosen course and provide personal, contact and emergency information	Provided during pre-enrolment via email or on our website
Training Adjustment Plan	To request or record adjustments to your training or assessment due to learning needs or support	From your trainer or Student Support
Intervention Plan	To support your learning progress if you're at risk of not completing successfully	From your trainer or Student Support
Student Services Form	To ask a question, request support from the team, or provide feedback on how we can improve our services	Learner Portal → Student Support Model → Student Forms and Policies
Complaints & Appeals Form	To raise concerns or suggestions about your experience, or formally request a review of an assessment outcome you disagree with	Learner Portal → Student Support Model → Student Forms and Policies
Credit Transfer Application, Verification and Permission Form	To apply for credit transfer based on your previous qualifications or completed units, and give permission for us to verify your results	Learner Portal → Student Support Model → Student Forms and Policies
RPL Application Form	To apply for recognition of prior learning based on your existing skills, knowledge and experience	Learner Portal → Student Support Model → Student Forms and Policies
Refund Request Form	To request a refund of course fees in line with our Refund Policy	Learner Portal → Student Support Model → Student Forms and Policies

Form Name	Purpose	Where to Get It
WHS Incident Form	To report a workplace health and safety incident, injury or hazard	Learner Portal → Student Support Model → Student Forms and Policies
Misconduct Incident Form	To document and report suspected student misconduct, such as academic dishonesty or breaches of terms and conditions	Learner Portal → Student Support Model → Student Forms and Policies

Note: Ask your trainer or Student Support if you need help filling in any of these forms. We are here to support you.

Did You Know? Most forms can be completed online or requested by email - easy!

Hard Copies: A hard copy of these forms can be made available upon request.

If you have any questions about this handbook, please contact us directly. We are here to support you every step of the way.