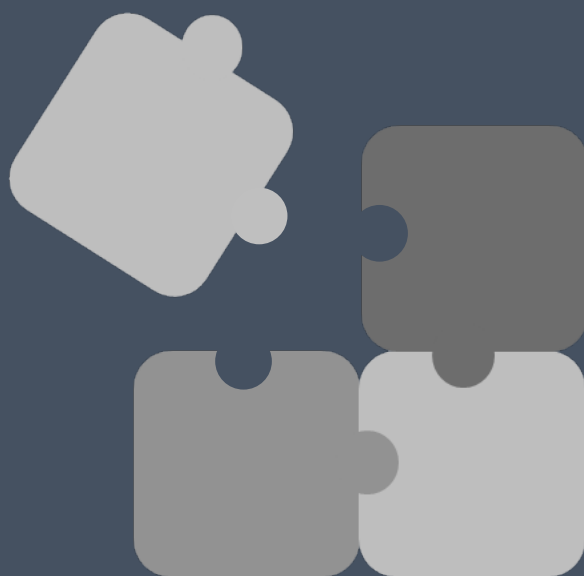




STUDENT HANDBOOK



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INTRODUCTION

ROAR Training Solutions is a Registered Training Organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) to deliver a range of nationally recognised qualifications and units of competency.

ROAR Training Solutions is committed to providing training and assessment in accordance with *Standards for NVR Registered Training Organisations 2025* (the Standards) and comply with national and state legislation. Legislation includes, but is not limited to; National Vocational Education & Training Act 2011, Workplace Health & Safety Act Qld 2011, Privacy Act 1998 and Australian Privacy Principles. This Student Handbook has been developed to provide information on our policies, procedures and obligations under both the Standards and Legislation, and is underpinned by robust strategic and operational processes to ensure consistent services of the highest quality. If you would like more detail on the key legislation we are governed by, please reach out to our Roar Team.

Should you have any questions on the content of this handbook, have feedback or a complaint, or would like to share ideas for improving our service, please do not hesitate to ask your Trainer or a member of our Roar Training Solutions Team.

ABOUT US

ROAR Training Solutions is a provider of high quality training and assessment services that support existing workers across multiple industry sectors. Our training solutions have helped hundreds of employees and their business partners across the globe, enabling them to provide safe and certified personnel

What makes us great is that we not only work closely with industry, we are industry! ROAR Training Solutions is a member of the Comlek Group of companies which collectively have been providing diverse services across heavy industry and has proven itself market leader in these sectors.

Our first-hand knowledge and understanding of business guarantee our training and assessment practices deliver outcomes that keep you and your workforce competent and safe onsite. ROAR Training Solutions offers training to meet the dynamic and complex nature of regulatory and legislative requirements to mitigate risk and achieve full compliance with the Australian Standards and Legislation.

CORE VALUES

Integrity

We foster a culture committed to acting with fairness and honesty, even when no one is watching.



Safety

We put safety first in everything that we do, creating an environment that protects our people, our customers, and the community.



Accountability

We accept responsibility for our actions and decisions, upholding the highest standards of authenticity, transparency and reliability.



People

We value our people, working together to provide the best advice and outcomes for our customers and stakeholders.



Quality

We prioritise excellence and innovation, striving to continually improve and exceed our customer expectations



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HANDBOOK DISCLAIMER

Before you begin your training, we want to provide you with all the information you need to make an informed choice.

This student handbook contains information that is correct at the time of printing. Changes to legislation and/or to ROAR Training Solutions policy may impact on the currency of the information included. We reserves the right to vary and update information without notice. You are advised to seek any changed information and updates from your trainer or by contacting ROAR Training Solutions.

All students need to carefully read, understand, be familiar with, and follow the policies and procedures outlined in this handbook. You can request current versions of any policies, procedures and forms mentioned throughout this handbook using the contact details below.

If you require any assistance in interpreting the information provided in this handbook, please advise one of our friendly ROAR staff members who will assign a support person to assist you.

STUDENT ACKNOWLEDGEMENT

Before you complete and sign your enrolment form for a ROAR Training Solutions course, please be sure that you have read through this Student Handbook and understand its contents. By completing, signing and submitting your Enrolment Form, you are acknowledging that you have read this Student Handbook and understand its contents.

CONTACT US

If you have any questions or need clarification, support or assistance, please do not hesitate to contact us.

General Enquiries and Bookings:

📞 07 5228 0222

✉️ training@roarsolution.com.au

🌐 <https://roarsolution.com.au/>

General turnaround timeframes:

Phone and email enquiries: 1-2 business days

Student Support: 1-2 business day

Enrolment Processing: 1-2 business days

Online Learning Access: 1-2 business days

Assessment Marking: up to 10 business days – dependent on size and complexity of assessment

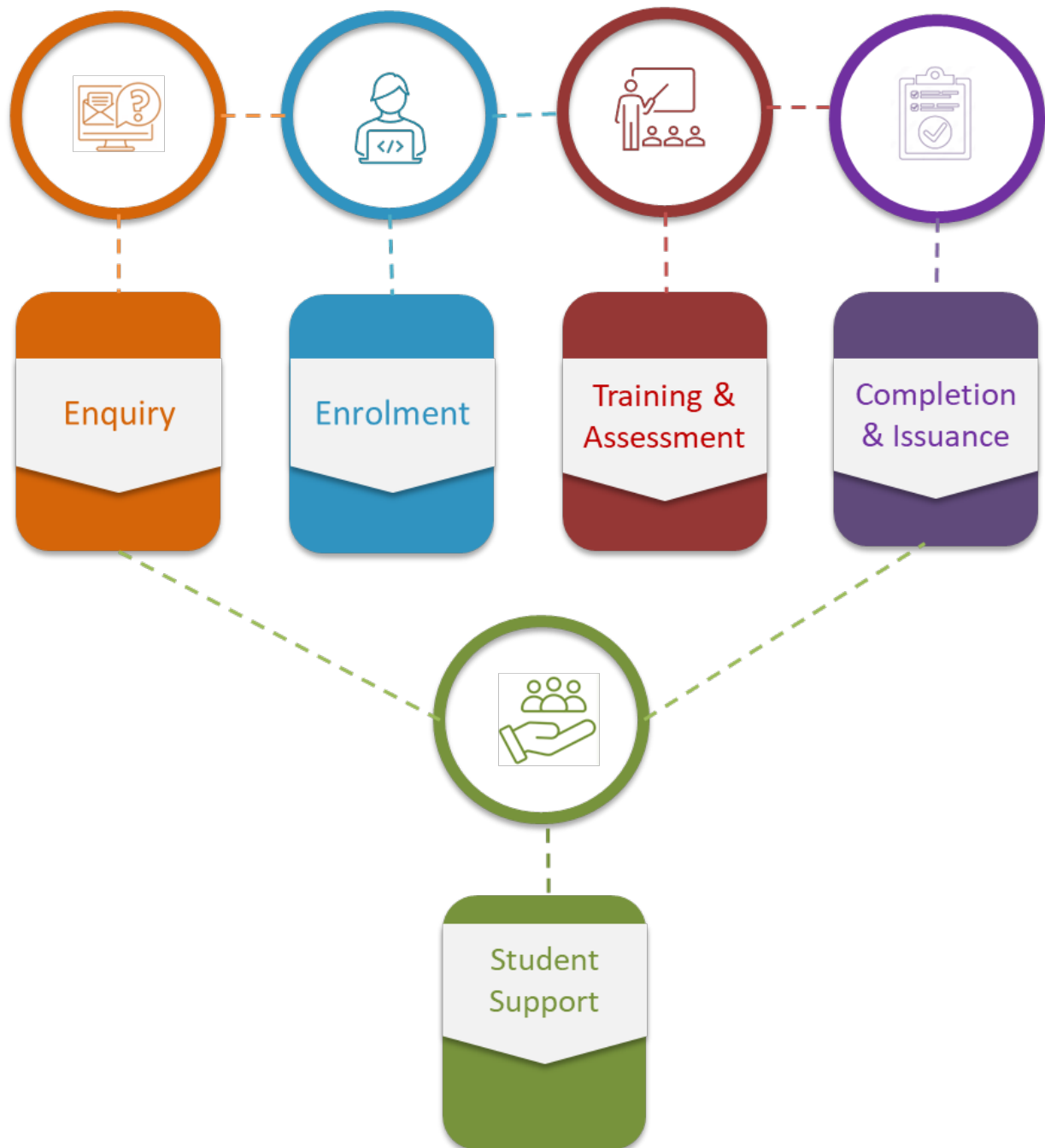
Certificate Issue: 5 days – fees apply if needed more urgently

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YOUR STUDENT JOURNEY

Your student journey is the complete pathway you take from the moment you first show interest in a course to the day you receive your qualification. It maps every key step so you always know what to expect next.

It begins when you enquire about a course and continues through enrolment, support services, and training & assessment. After you have successfully finished all requirements, you reach completion and will finally receive your certificate.



STUDENT JOURNEY - ENQUIRY

All of the courses that we currently offer here at ROAR Training Solutions are outlined on Roar Training Solutions website. We are committed to providing you all the information you need to make an informed choice on the training that is right for you. You will find lots of course specific information on our website that outlines the course overview, course outcomes, estimated duration, location/s, delivery mode and cost of the training program of your choice.

When you have decided on the course you would like to complete, you can enquire and book online direct from our website. Alternatively, contact our ROAR Training Solutions Team either by phone or email. They can take care of your booking for you.

Entry Requirements & Pre-requisites

During the enrolment process you will be required to provide evidence that you meet any entry and prerequisite requirements of your particular course before you can commence your training. It is imperative that you review the course information and determine if you hold the entry and prerequisites requirements before commencing the enrolment process. Confirmation and acceptance into the course is dependent on these requirements being met and the evidence provided.

Entry Requirements

An entry requirement outlines specific knowledge, skills and/or experience needed to enrol in a particular course. ROAR Training Solutions apply the following mandatory entry requirements to all our training that you as a student will need to meet

- existing worker, that is, you are currently employed, or have been employed in a role relevant to your training within the last 3-months
- a non-restricted Electrical Licence (for electrical courses only)
- sufficient language, literacy, numeracy and digital skills to complete the training
- for REFRESHER courses, you will be required to provide evidence of having already completed the course previously. Evidence can be either a copy of your Statement of Attainment, or a recently extracted copy of your USI Transcript.

The specific entry requirements for each of our courses can be located on our website under the Course Overview for the training you have chosen.

Prerequisite Requirements

Prerequisites are units of competency that are critical to you achieving competency in your chosen course. They vary based on what you are studying and are set by industry. Please consult the course details on our website for specific prerequisite information.

In the event prerequisite evidence is not received by 3pm QLD time on the business day prior to the course, entry to the course will be refused. If you are having trouble finding the evidence you need, please contact us before the day of your training for advice and assistance.

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Where additional resources normally associated with a program of study are required (e.g. examples of work, own computer or digital device) you will be advised of exactly what is required in the course information on our website or enrolment confirmation for the program.

Credit Transfer and Recognition of Prior Learning

Completing the requirements of the qualification or course you are interested in can be achieved through a number of pathways

- structured training and assessment (eg online training, attending a face-to-face course)
- Credit Transfer
- Recognition of Prior Learning

ROAR supports your application for Credit Transfer and/or Recognition of Prior Learning through a formal structured approach. This is a standardised process that has been designed to deliver fair and consistent outcomes. If you are interested in exploring CT or RPL, you will be given opportunity to provide the information we need to determine your suitability for either/or before your enrolment is confirmed. If eligible, CT/RPL will be included in your learning plan with the price provided before you commence with finalising your enrolment.

Credit Transfer

Credit Transfer is the process of awarding credit for a unit or units of competency (UoC), attained from another RTO which are the same as or equivalent to the unit/s of competency required to complete

1. Certified copy of the Statement of Attainment or Qualification that you would like to credit, AND/OR
2. A recently extracted copy of your USI Transcript. Your USI Transcript should list all units/qualifications achieved since 2015

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that assesses the skills and knowledge that you might already have that were acquired through formal and informal learning, and workplace practice to determine the extent to which you meet the requirements specified in the training package or unit/s of competency in which you are enrolled.

Students making an application for RPL must be able to gather evidence to support their claims. This evidence will then be assessed by one of our experienced Trainers to determine whether RPL will be awarded.

Evidence might include:

- Self-assessments
- Third-Party Reports
- Portfolio – might include reports, videos, recordings, completed forms/documents
- Training and/or educational outcomes

RPL may be granted only for a complete course or full unit of competency. It will not be granted for part of a unit of competency. Any RPL granted will be based on you providing a sufficient volume of valid and authentic evidence that can be used to demonstrate that you meet the assessment criteria of the unit of competency.

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Language, Literacy and Numeracy (LLN)

In order to successfully complete courses offered at ROAR Training Solutions you will need to be able to:

- Read and comprehend written texts and write a range of short texts in a number of contexts which may be inter related
- Use and respond to language around everyday subject matter and as you progress in your course use the language and terminology specific to your area of study
- Deal with calculations either manually and/or using a calculator on an as required basis

Language, Literacy, Numeracy (LLN) & Digital Literacy Assessment

Prior to or on enrolment in your course of study, you may be asked to complete a quiz to gauge your level of language, literacy, literacy and numeracy. Given that our courses and industry sector have some important mathematical calculations, reading and writing requirements, it is important that we know your level of literacy and numeracy before we commence the training.

The outcomes of this assessment will determine your suitability for the course, and to identify whether you need additional language, literacy and numeracy assistance during your chosen course.

If during your course of study, you have language, literacy or numeracy concerns that may impact progress in the course, please let your Trainer know. We will make reasonable efforts to provide additional assistance to support your participation and progress. Where ROAR Training Solutions is unable to provide the LLN learning support you need, we will provide referral to a relevant agency to provide

Fees & Inclusions

Course Fees

Each qualification, unit of competency, course or RPL/Credit Transfer offered by Roar Training Solutions has a specific course fee. The course fee is the maximum fee that may be charged for their selected training program.

Course fees at ROAR Training Solutions are all-inclusive*. Students will not be 'surprised' by unexpected fees or expenses. Inclusions:

- Tuition
- Student Support
- Workbooks, Handouts, Learner Guides and Manuals
- Access to Classroom and facilities (including tea and coffee, WiFi)
- Access to specialised equipment necessary in the training

* Any costs associated with travel or lost work time are considered personal costs and are not the responsibility of ROAR Training Solutions.

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Invoicing and Payment Terms

All fees will be paid according to the fee structure disclosed at time of enquiry.

For courses under \$1500

- you will be required to pay before the day of your training. If payment is not received, you may not be permitted to participate
- no Certificate or Statement of Attainment will be issued if payment has not been received in full

For courses over \$1500 (this applies to individual students only).

- you will be required to pay no more than \$1500 upfront in advance of commencing your training and assessment activities. Rest of the course fee will be split up over the duration of your training.
- a payment plan that outlines critical payment dates will be put in place prior to commencement
- no Certificate or Statement of Attainment will be issued if payment has not been received in full

This arrangement is required under the Standards in which we operate and is designed to protect you and the fees that you have paid in advance.

Cancellations & Refunds

Cancellations, Withdrawals and Refunds

Students must give adequate written notice for a cancellation or withdrawal to be eligible for a refund or course transfer. There are no refunds for late cancellations, non-attendance, change of mind, or student misconduct.

Notice Periods

If you need to cancel your training, the following cancellation fees will apply:

** Less than 5-business days notice - cancellation fee equal to 100% of fees paid upfront

** More than 5-business days notice - 100% refund of all fees paid

Exceptional Circumstances

If you are unable to attend/complete your training due to exceptional circumstances (such as illness, work commitments, emergency, access issues due to flooding etc), you may apply for special consideration with supporting evidence.

Refund Requests

Refunds must be requested in writing and include any evidence you need to support your request. Processing times and conditions apply. You can email us at training@roarsolution.com.au. If you are dissatisfied with a refund decision, you may request a review in line with our Complaints and Appeals Policy

Important Information: These payment and refund terms and conditions do not cover training services conducted under Corporate (Business to Business) arrangements. Corporate arrangements may have other specific documented fee, payment and refund requirements.

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STUDENT JOURNEY - ENROLMENT

Enrolment Form

ROAR Training Solutions are required under legislation to collect accurate and true information on individual students and their programs of study. In addition to meeting government requirements, the information collected about you enables us to plan our resources and enables us to help identify any additional learning support you might need to successfully complete your training.

Completion of the Enrolment Form is compulsory and extremely important for any course which you wish to complete. Every field in the enrolment form requires your attention and completion. Failure to complete all fields will delay the commencement of your training and the issuing of your Qualification or Statement of Attainment at completion.

Enrolment data collected is stored electronically. ROAR Training Solutions accepts all students right to privacy and will treat all student information provided at enrolment confidentially.

Enrolment Confirmation

Once you have submitted your Enrolment Form, a member of our ROAR Training Solutions Team will process your application to determine if you

- meet entry and prerequisite requirements
- can be credited any units through the Credit Transfer process
- have been approved for the RPL process
- ID is verified

Upon successful enrolment you will receive written confirmation of your course details, additional information relating to your enrolment as well as login details to access our online Student Portal. The enrolment confirmation includes the time, date and location of training, the things you should bring to class such as PPE (if required), and the format / style of training to be provided.

Access to Online Student Portal

After successfully enrolling, you'll receive login details for your personalised Student Portal. This online platform is your central resource for accessing:

- Your training records
- Course learning content
- Course Assessments
- Details of completed courses
- Student Support Requests
- Statements of Attainment

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Unique Student Identifier (USI)

As of 1st January 2015, all students enrolling into nationally recognised training must have a USI. The USI scheme provides a national single authenticated online record of your training achievements. Qualification certificates and Statements of Attainment cannot be issued if you do not hold a current and verified USI.

It is your responsibility to provide your USI at the time of your enrolment. To create a USI for yourself you will need to go to the [USI Website](#). The website provides self-explanatory steps to apply for your USI including a list of the suitable identification documents you will need to provide to complete your USI application.

USI VET Transcript

You can use a VET transcript to backup or prove education qualifications you've received. It's a free, government authenticated transcript for all USI account holders.

VET transcripts can be used:

- as a credit transfer or to demonstrate pre-requisites for further training
- as a backup if original documentation is lost and can't be replaced
- to provide qualifications to employers and licensing bodies
- to reduce retraining resulting from lost credentials.

IMPORTANT NOTE: Due to Government Reporting requirements and timeframes, your completed training may take 12-months to show on your USI VET Transcript

Privacy of your Personal Information

Why we collect your Personal Information

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment with us. We are required, under law, to collect all the information that is requested in your Enrolment Form so it is imperative that you complete all mandatory fields. If you do not provide adequate information, we will not be able to administer your enrolment and therefore are unable to issue certifications.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

We are required by law under the National Vocational Education and Training Regulator Act 2011 (Cth) (NCVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NCVER Act) to disclose your personal information to the relevant state or territory training authority.

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How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETRA Act. For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

DEWR is authorised by law, including the Privacy Act and the NVETRA Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the [DEWR VET Privacy Notice](#)

Records Management

All course paperwork is scanned and entered into our Student Management System. Files are stored for the legislated period of time and electronic files are backed up regularly and are stored on a protected server here in Australia. Information concerning contact details, financial status, academic status, attendance status, registration details, identification details, evaluations, feedback, and surveys are all confidential.

Accessing your Records

Students have access to personal records upon written request to: training@roarsolution.com.au . To process your request, we will require proof of identity.

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STUDENT JOURNEY – TRAINING & ASSESSMENT

ROAR Training Solutions is committed to providing you with engaging training and learning experience. We will work with you to develop the knowledge and skills required by the specialist industry course you have selected. We encourage you to be actively involved in the training and assessment process and make the most of the skills, knowledge and experience of our Trainers and Assessors.

Training

Competency Based Training

Competency-Based Training is a key feature of the vocational education and training (VET) sector. It is a student-centred approach where students demonstrate skills and knowledge to meet specific competency standards outlined in units of competency. This approach emphasises practical, real-world skills that prepare students for their chosen industry or profession. It offers flexibility, allowing students to:

- Progress at their own pace.
- Access recognition of prior learning.
- Receive tailored support if needed.

Modes of Study and Flexible Delivery

Modes of study may vary from self-paced, distance or online education to face-to-face workshops (or in some cases, a combination of both). You will need to refer to the relevant course guide/information as to how the course is structured and what modes of study are incorporated.

The course information indicates approximately how many hours per week you will need to spend doing self-directed study, where applicable. This may vary depending on your level or previous knowledge and how quickly you are able to locate or access resources.

Attendance at face-to-face workshops (where relevant to your chosen course) is compulsory to successfully complete the course. Learning activities and assessments are undertaken at the workshops, which are unable to be completed by distance education.

Reasonable Adjustment

We recognise that not everyone learns in the same manner, and that with an amount of 'reasonable adjustment', students who may not learn best with traditional learning and assessment methods can still achieve a successful outcome. We will assist you achieve your required competency level by making any adjustments required to meet your learning needs, where the adjustment is reasonable and within our regulatory limitations.

Pre-Course Work

It is of utmost importance that you finish any required pre-course work prior to the start of your face-to-face training session. If you have not completed your pre-course work, the decision to allow your participation in the face-to-face session and practical assessments will be at the discretion of your trainer and assessor on the day.

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Assessment

ROAR Training Solutions is all about expanding your knowledge and skills for work. For most of our courses, you will be required to undertake two types of assessment

- Theory (Knowledge)
- Practical (skills)

Throughout your course, you will be assessed using a variety of assessment methods to assess your level of skill and knowledge. These may be face to face, paper based or online in either simulated or real work environments.

Methods of Assessment

The methods of assessment that may be used include the following:

- Written Exams (Open and Closed Book) including short answer, multiple choice and essay responses
- Projects
- Observation Checklists
- Oral Questioning
- Role Plays
- Supervisor/Third Party Reports
- Self-Assessments

Rules of Evidence

ROAR Training Solutions assessment and evidence gathered must meet the Rules of Evidence:

- **Validity** - The assessment evidence clearly demonstrates that the student has the required skills and knowledge as outlined in the unit of competency and assessment requirements.
- **Sufficiency** - There is enough quality and relevant evidence to make a fair decision about your competency.
- **Authenticity** - The evidence provided is confirmed to be the student's own work.
- **Currency** - The evidence reflects current skills and knowledge and has been gathered from recent activity.

Principles of Assessment

All assessments at ROAR Training Solutions must be in line with the Principles Of Assessment:

- **Fairness** –We apply reasonable adjustments where appropriate and inform students about the assessment process. Students can also request to have assessment decisions reviewed or to be reassessed.
- **Flexibility** – We adapt assessment to suit individual learners. This includes recognising prior learning and using a variety of assessment methods suited to the student, the unit, and the context.
- **Validity** – Assessment decisions are based on evidence that matches the skills and knowledge described in the unit. This includes:
 - o Aligning tasks to the unit's requirements
 - o Assessing both knowledge and practical application
 - o Using evidence that shows the student can perform in real or simulated environments
- **Reliability** – Assessment outcomes are consistent, and different assessors will reach the same decision using the same evidence.

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Assessment Results

Detailed assessment information for each unit of your course will be provided at the beginning of each unit. Assessment outcomes for each unit will be noted

C – Competent or

NYC – Not Yet Competent

You must satisfactorily complete all assessment components of each unit to be deemed Competent (C). You must achieve 100%. While this seems like a difficult achievement, you will have up to three attempts at an assessment.

If you are assessed as Not Yet Competent, comments and feedback will be provided to you detailing requirements in order to achieve competency. A timeline will also be negotiated for re-assessment to occur.

Re-assessment

If you are assessed as 'Unsatisfactory/Not Yet Competent' in all or part of a unit you will be provided with an opportunity to be re-assessed. In the first instance the Assessor will need to discuss the initial assessment outcome with you and decide on an appropriate course of action prior to re-assessment. This may include further training and/or further simulated work-based experience.

Please note, where you have been unable to achieve competence after multiple attempts you will need to re-enrol in the unit(s) at the fee rate negotiated with the Training Manager.

If at any stage if you feel you are not being treated fairly in this process, an appeal can be lodged. Please refer to the complaints and appeals section of this handbook.

Special Consideration in Assessment

If you are experiencing circumstances beyond your control which are impacting on your ability to meet the assessment requirements of the course, you should discuss this with your Trainer / Assessor as soon as possible, and in all instances prior to due date of an assignment or the administration of an assessment task (e.g. test or exam). Depending on the nature of your request the matter will usually be resolved by your Trainer / Assessor. You will be advised in writing of this decision, and if approved, the changes to the assessment process will be implemented.

Submitting Authentic Work

All assessment work submitted must be your own work.

ROAR Training Solutions may verify authentic assessment in the following ways:

- Student Confirmation and Declaration
- Workplace Supervisor Verification
- Comparison of work style and quality for all work undertaken
- AI Detector Tools to identify AI (artificial intelligence) generated content

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Cheating and Plagiarism

Cheating and plagiarism are serious breaches of conduct and may result in disciplinary action. Plagiarism means to take and use another person's ideas or work without acknowledgement.

Cheating or plagiarism in any form will not be tolerated. Where substantiated cheating or plagiarism is found to have occurred, it may result in failure in the related unit or course and dismissal from the remainder of the course without refund or acceptance into another course.

Cheating includes but is not necessarily limited to:

- Submission of work that is not your own, including AI generated responses
- Submission of work which has been stolen, purchased or borrowed
- Submission or use of falsified data
- Submitting an assessment developed with someone else without your Trainer's knowledge or permission

Plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, without clearly identifying the source/author
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work
- Use of another person's ideas, work or research data without acknowledgement
- Copying computer/internet files without clearly indicating their origin

Using AI Responsibly

You may:

- Use AI tools to help check spelling or grammar.
- Use AI to help research—but not copy answers.

You must not:

- Ask AI tools to write any part of your assessment.
- Paste assessment questions or training content into AI tools.

What Happens if There's a Breach?

Academic misconduct is taken seriously. If you're found to have plagiarised or cheated, you may:

- Be asked to re-do your assessment
- Be removed from the unit or course
- Be ineligible for a refund

You will have the chance to respond to any allegations, and you may appeal the decision.

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STUDENT JOURNEY – COMPLETION & ISSUANCE

Completion Dates

ROAR Solutions Training offer different modes of delivery such as face-to-face training and online training. Different modes may have different expectations around expected completion dates – these will be communicated to you at the time of your enrolment confirmation.

If circumstances beyond your control that will prevent you from completing an assessment task by the due date, you are advised to discuss this with your Trainer/Assessor or another member of the ROAR Team. Requests for extension must be submitted in an email at least five working days prior to the due date of submission and clearly outline the reasons for requesting the extension.

Withdrawal

You may request to withdraw from a program of study at any time during the course. Each request must be submitted via email. Financial penalty may apply.

Students contemplating a withdrawal are advised to speak with a member of our ROAR Team to determine the best course of action.

Cancellation

ROAR Training Solutions reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered.

ROAR Training Solutions reserves the right to change course fees, dates, content, Trainers or method of presentation at its discretion. ROAR Training Solutions will take responsibility and follow processes to ensure changes to our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

Student Feedback

Your feedback is important to us, so please provide us with your thoughts at any time during the course either by talking to us or sending us an email.

A formal feedback process will be conducted on course completion and we thank you for taking the time to complete these. If for any reason you have a concern about any aspect of the course or believe you did not receive the training and assessment services for which you enrolled, then please include details on your Feedback form, or alternately, raise this with a member of the ROAR Team.

Surveys

You may be contacted to participate in a government-administered survey, conducted by the NCVER or an authorised agency. Participation is optional, and you can choose to opt out when contacted.

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Certificates and Statement of Attainment

ROAR Training Solutions is responsible for the issuance of certificates and statements of attainment related to successful completion of nationally recognised qualifications, units of competency and accredited courses listed on our scope of registration.

When you successfully complete a short course with one or more units for competency, you will receive a Statement of Attainment listing all competencies completed.

When all requirements of a national Qualification are met you will receive a Qualification Testamur and a Record of Results. A Testamur is a legal document issued by an education provider that serves as proof of you having met all the requirements. In the event that you have enrolled in a qualification but do not meet all the requirements to receive the full Qualification Testamur, you will be issued a Statement of Attainment listing the units that competence was achieved.

Qualification Testamurs and Statements of Attainment will be issued within 5 days of satisfactory course completion. If you require it sooner, please advise staff at the time of booking. An additional Fee of \$25 will apply.

Qualification Testamurs and Statements of Attainment will not be issued under the following circumstances:

- The day you have completed your training. Please allow until the following business day if you need it sooner
- Assessment requirements are incomplete;
- Assessment requirements have not met the required standard i.e., Unsatisfactory, and/or
- Course fees are partly or fully unpaid.

Replacement certificates

Student results are held by ROAR Training Solutions for a period of thirty years. If your certificate or statement of attainment is lost, damaged or stolen you can contact our Office Administrator to organise a replacement. Replacement certificates are issued at a cost of \$25.00.

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STUDENT JOURNEY – SUPPORT

At ROAR Training Solutions your wellbeing is a priority. We want to ensure that you have the resources and support you need to succeed in your studies and maintain your health and happiness throughout your student journey with us. We actively work to create a safe, inclusive, and supportive environment for all learners whether you are here for one day or for an extended period completing a qualification.

Don't hesitate to reach out if you ever need help—together, we can ensure that your learning journey is positive, rewarding, and well-supported. If we are not able to provide the level of support you need, we are able to refer you to someone who can.

See our Support & Wellbeing Fact Sheet located on our website for a list of free, easily accessible support from various organisations .

Code of Conduct

ROAR Training Solutions is committed to:

- providing a safe, supportive and encouraging learning environment
- promoting a climate conducive to effective learning
- conducting training in a professional and ethical manner
- treating all students with respect and courtesy
- ensuring all students are treated equally and fairly
- hiring only the best people
- maintaining currency in our vocational field of expertise and training and assessment practices.

ROAR Training Solutions provides training services in a spirit of cooperation and a win-win for all. When attending a course at our premises or any other place where we are conducting training, or where you are known to be a student of ROAR Training Solutions, we ask that students adhere to the Code of Conduct and always behave in a professional manner.

All students are required to abide by these basic rules set out in our Code of Conduct:

- Display a commitment to learning and to achieving success
- Be responsible and to be accountable for their own learning, behaviour and decisions
- Actively participate in all activities and learning experiences
- Report to class promptly each day, ready and willing to actively participate
- Be accountable for punctuality and attendance
- Use acceptable language and be polite. (Verbal abuse, offensive language and disrespect are unacceptable and will not be tolerated)
- Wear clothing and shoes suitable to undertake the course
- Work in harmony and respect the rights and opinions of other students
- Stay within the designated areas and not distract other classes being conducted
- Value and care for all Roar Training Solutions property
- Be free of the influence of alcohol and drugs

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- When a worksite, abide by workplace documentation including but not limited to Standard Operating Procedures (SOPs), JSEAS, Risk Assessments, Pre-Vehicle checks

Breaches include but are not limited to:

- Willful damage or theft of ROAR Training Solutions property
- Assault or harassment (physical or verbal)
- Cheating or attempting to cheat or assisting any other student to cheat by any means
- Negligent or disorderly conduct towards a staff member or student
- Being under the influence of alcohol or drugs
- Smoking within Roar Training Solutions vehicles or buildings
- Infringing copyright

Students who are in breach of the Code of Conduct may face disciplinary action including having their enrolment suspended or discontinued.

Zero Tolerance

ROAR Solutions Training enforce a zero tolerance of the following behaviours:

- Harassment – behaviour that is directed at an individual or group of individuals which a reasonable person would consider to be offensive, humiliating or intimidating.
- Sexual Harassment – behaviour of a physical, verbal or non-verbal nature, directed toward an individual or group of individuals and which is considered by a reasonable person to be of a sexual nature and offensive, humiliating or intimidating.
- Bullying – behaviour of a physical, verbal or non-verbal nature, directed toward an individual or group of individuals and which is considered unreasonable or anti-social behaviour that is offensive, cruel, degrading, intimidating or humiliating.
- Discrimination – behaviour that results in a person being treated less favourably than another or others due to certain personal attribute. These attributes may include, but are not limited to, ethnic/religious background, gender, pregnancy, marital status, disability, and age.
- Emotional/Psychological Harm – behaviour that involves damage inflicted on an individual's emotional and psychological state due to negative behaviours or actions by others. This behaviour can include, but is not limited to, verbal abuse, manipulation, neglect, or intimidation public reprimands or actions intended to punish, ridicule, insult, make unsubstantiated allegations, and exhibit cruelty.

Complaints and Appeals

ROAR Training Solutions takes all complaints seriously in relation to the quality of training and assessment; the quality of client service; compliance with the Vocational Education and Training Quality Framework, or allegations involving the conduct of:

- the RTO, its Trainers, Assessors , Management or other Team members
- a third party providing services on the RTO's behalf,
- another student

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If you have a concern about any aspect of your course, or if a problem arises between you and another student, or you and a member of staff, there are a number of options available to. These summarised below from our Complaints and Appeals policy and procedure.

When a complaint is made the complainant has the right to:

- Discuss a problem without having to make a formal complaint (i.e. in writing)
- Be protected against unjust treatment or victimisation
- Be kept up to date on progress and decisions made
- Withdraw the complaint at any time in the proceedings
- Take their complaint to an external body

When a complaint is made the complainant is responsible for:

- Making the complaint in good faith
- Providing all of the relevant facts
- Co-operating with the resolution process

Informal Complaints

- Clients, staff and other stakeholders are encouraged to firstly resolve any complaints they have in an informal manner.
- Clients, staff and other stakeholders can do this by approaching the person/s against whom they are making the complaint and try to rectify issues that relate to their complaint.
- If the matter remains unresolved the client, staff member or other stakeholder can lodge a formal complaint with the Training Manager

Formal Complaints

A client, staff member or other stakeholder may choose to raise a concern formally in writing. Formal written complaints should be submitted to the Training Manager and should contain the following details:

- The reason(s) for the formal complaint i.e. the why
- Provide situational background to the complaint i.e. the what, when, who, where and how

Within 48 hours of receipt, the Training Manager will contact the complainant to acknowledge receipt of the complaint. The Training Manager will action as follows:

- Review the client, staff member or other stakeholder correspondence
- Verify that all appropriate policies and procedures have been correctly carried out
- Source additional information from appropriate individuals concerning the subject of the complaint
- Discuss the matter directly with the client, staff member or other stakeholder
- Undertake other investigation or action as appropriate.

The complainant will be informed of the outcome within 15 working days of submission of the formal complaint. If for any reason the management of a complaint exceeds this timeframe, the complainant will be informed of the

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reasons for the delay and will be provided with regular updates on the progress of the matter. The written advice of the outcome shall include the reasons for the outcome and advise the complainant of their right to appeal.

Circumstances in Which Complaints May Not Proceed

- The matter that is being complained about complies with relevant legislation
- The complaint has been previously dealt with
- An external body that has jurisdiction has already investigated the complaint
- The complaint is made anonymously
- The complainant declines to be named

Appeals Management

An individual has the right to appeal the outcome of a complaint. An appeal may be made on one or more of the following grounds:

- New evidence of a relevant nature is available
- The decision was made without due consideration of all facts, evidence or circumstances
- There was bias, prejudice or a conflict of interest by the person investigating
- Some significant policy/procedural irregularity occurred in the investigative process

Appeals should be submitted to the CEO in writing within 7 days of the complainant receiving notification of the outcome of the complaint procedure and must set out the grounds of the appeal and provide any supporting evidence. You will hear from us within 1-business day to acknowledge receipt of your appeal.

The CEO will investigate all appeals. The investigation stage may include interviews with the appellant, any witnesses or other relevant persons, and a review of any documentation.

You will be provided with a written statement of the appeal outcomes, including reasons for the decision within 15 working days of submission of the appeal. If for any reason the management of an appeal takes longer than 15 days, the appellant will be informed of the reasons for the delay and will be provided with regular updates on the progress of the matter.

Access & Equity

ROAR Training Solutions upholds access and equity policies across all operations, ensuring no discrimination based on:

- Gender
- Physical or intellectual or psychiatric disability, or disease
- Pregnancy
- Sexual orientation or preference
- Race, colour, nationality, ethnic or ethno-religious background
- Age
- Marital status
- Socio-economic factors

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Our training programs and facilities aim to maximise access and participation for all students. We achieve this by:

- Promoting training opportunities for everyone, regardless of background or identity
- Delivering services in a non-discriminatory and respectful manner
- Providing reasonable accommodations for learners at all levels
- Conducting inclusive student selection processes
- Encouraging participation from disadvantaged groups and offering tailored support
- Providing culturally inclusive LLN and other support to help students achieve their goals

GENERAL INFORMATION

Verifying your Identity

You will be asked to verify your identity so be sure to have your ID available to show on request. ROAR Training will not retain copies of ID unless it is required by law.

Start/Finish Times

Arriving on time is key to getting the most out of your course. Please ensure you arrive at least 15 minutes before the start time.

Late arrivals may not be allowed to join the class (more than 15-minutes after start time). While you can transfer to another course, refunds are not available in these cases. If you have been held up for reasons out of your control, please call us to let us know your expected arrival time.

Dress Code

Students are encouraged to wear comfortable clothing work attire that do not restrict participation in practical activities. For training that is being delivered on a worksite, company dress code will apply.

It is not acceptable for Students to attend a course or workshop wearing

- clothing that bears obscene, offensive or insulting images or wording.
- thongs or other open toe shoes.

The industry has certain safety requirements that must be observed. If personal protective equipment (PPE) is required to participate in or complete a practical session, you will either be advised prior to the course, or it will be provided for you.

Class Breaks

During training mini refreshment and longer lunch breaks will be scheduled. A microwave, refrigerator, coffee and tea making facilities are available for student use. Please ensure you return from breaks in a timely manner.

Mobile Phones

We understand the need to stay connected, but during class, please turn your phone on silent and avoid making or receiving phone calls. If you're expecting an important call, inform your trainer before the course begins. This ensures a distraction-free environment where everyone can focus on learning.

Medical Episodes/Restrictions

If you face any challenges that could affect your training, such as a medical issue or injury, please inform your trainer as early as possible—ideally before the course begins.

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A first aid kit is located in each facility for responding to minor issues. Please note that Panadol/Paracetamol will not be issued by ROAR Training Solutions staff, however you can bring and administer your own if required. In the event of a medical emergency during the course, such as a collapse requiring immediate attention, we may call for ambulance assistance. Your safety is our top priority, and we are here to support you to stay that way.

Smoking

Smoking is not permitted during training class times and should be restricted to taking place during training breaks. All smokers must abide by the law keeping a minimum distance of five metres from any building. Cigarette butts must be disposed of in rubbish bins provided.

Safety and security

Students are advised not to leave bags or other valuables unattended, as no responsibility will be taken for items lost or stolen.

Fire and Evacuation

Each training venues have their own emergency evacuation plan that will be shared during orientation. Please familiarise yourself with the evacuation route, exit doors and the evacuation meeting point. It is important that during an emergency evacuation that you remain calm and follow the instructions of your Trainer. Each Trainer has been equipped with the resources and skills to manage any emergency situation.

Work Health and Safety

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining Work Health and Safety standards.

ROAR Training Solutions are committed to:

- Secure the health, safety and welfare of employees and others
- Eliminate, at the source, risks to health, safety or welfare of employees and others
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of undertakings by employers and contractors
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and improvement of health, safety and welfare standards.

It is an obligation under legislation that all ROAR Training Solutions employees and management contribute to and assist in maintaining health and safety and risk management operations as part of their role within the RTO.

ROAR Training Solutions management is responsible for providing the following standards as part of the RTO's commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate WHS professional development for Students, employees, management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods such as chemicals if relevant.

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Your obligations are:

- observe safety signs and regulations
- wear safety clothing and footwear during classes and work placements
- use any safety equipment and PPE that the course requires.

You may be refused entry to a class or work placement if you are not wearing the appropriate safety clothing and footwear or fail to abide by safety procedures.

Governance and Legislation

At ROAR Training Solutions we operate in strict accordance with the law to ensure that our service provision and your student journey are lawful and meets the required standards. This means we must follow specific rules and regulations set by the government.. While we make every effort to be responsive to individual student needs, The legislation under which we operate determines the rules and expectations set and the level of flexibility we can apply. You, as a student, should be aware of this legislation and how it might affect your actions and behaviour during your training. It's essential to understand the laws that relate to you.

We take our responsibility seriously and have established processes to make sure our training and assessment methods comply with the National Vocational Education and Training Regulator Act 2011, a significant piece of legislation in the education sector, as well as various instruments that apply not just in our training environments, but workplaces as a whole.

The following is a summary of the legislation that will generally apply to our day-to-day work and your training:

- Work Health and Safety Act 2011
- Privacy Act 1988 (Cth)
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Copyright Act 1968
- Fair Work Act 2009
- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for Registered Training Organisations 2025
- Compliance Standards for NVR RTOs and Fit and Proper Person Requirements 2025
- Credential Policy - DEWR

For further information on any of the above Acts or Regulations, please refer to at www.australia.gov.au and www.legislation.com.au

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