



**Trade & Occupational College of Australia Pty Ltd**  
**RTO 32407**



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# Student Handbook

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## Welcome to TOC Australia

On behalf of the staff at TOC Australia, we would like to welcome you.

TOC Australia also trades as Sport Skills Australia. Any reference to TOC Australia will include reference to Sport Skills Australia, as they both come under the Registered Training Organisation Provider Number 32407

To help you to understand the way our organisation works and to help you get the most from your studies, we are providing this Student Handbook which includes all of your terms and conditions for enrolment into one of our courses and we trust this handbook will answer the questions you have about studying with us. If not, please feel free to ask our Admin staff or your trainer.

For those of you enrolled in a certificate or diploma course, please take the time to read this handbook and sign the acknowledgement form at the back of the book confirming that you have done so. This document will be photocopied and retained in your student file. In accordance with the Privacy Act, TOC Australia would also appreciate your signing the consent form (Appendix E). If you would like further clarification, please feel free to talk to one of our staff members. If you would like further clarification, please feel free to talk to one of our staff members.

Copies of the acknowledgement and consent forms not already handed in will be collected one month from the date of enrolment and will be retained in your student file.

Trainers are responsible for ensuring all students are kept informed of any changes to legislation or TOC Australia's policies. Any changes affecting your studies or learning environment will be emailed to all currently enrolled students. Please ensure you keep TOC Australia informed of any changes to your email address. This can be done by completing "Change of Address Notification Form (Appendix D)

All staff members are here to assist you to learn as quickly as possible and we encourage you to talk to us at any time to discuss any problems you may have.

We trust that your time with TOC Australia is an enjoyable one and that the skills you learn here prove valuable in your chosen career.

The Management Team  
CEO: Ben Foster-Brown  
ABN 14135783827  
Phone 07 5564 7666

TOC Australia  
Trade & Occupational College of Australia Pty Ltd Pty Ltd

## Introduction

As a Registered Training Organisation, TOC Australia has agreed to operate under the laws specific to vocational educational and training. However, that doesn't mean that there are not also many other laws that also affect the work we do. You can find a list of relevant legislation at the back of this handbook. Some that are important to you are mentioned within this handbook. You will be also be hearing about them at your induction.

TOC Australia is responsible for the quality of the training and assessment you receive and as a registered training organisation must comply with the Standards for Registered Training Organisations 2015. Our compliance with these standards is monitored by the Australian Skills Quality Authority (ASQA) [www.asqa.gov.au](http://www.asqa.gov.au).

Unless the College forms an arrangement where training and assessment is being provided by a third party or where training and assessment is being provided on behalf of a third party, the College can only offer the courses on its scope of registration.

If all the units required for the achievement of the qualification have been achieved, this will be a qualification certificate.

If some but not all of the units of competency are completed, this will be a statement of attainment for those units completed.

If the College closes or ceases to deliver any part of the training product that you are enrolled in, TOC Australia will ensure that you are transitioned to another RTO to provide a continuity of training. Should the College make any decision to involve a third party in your training or assessment or to change its ownership or any other matter that you should be informed about, this will be communicated to you promptly via letter and/or email. Training by a third-party organisation may involve fees and charges.

As an RTO we have a Code of Practice. The Code is the rules we ask all our staff to keep. The Code ensures that you are given a safe and efficient training environment in which to learn. You also have a Code of Conduct to follow, which are the rules you have to keep. You can also read about your Code of Conduct in this handbook.

### *Accidents*

All accidents must be and recorded on the Incident Report Form (see Appendix B), which must be signed by the Chief Executive Officer or their nominated representative. Any action taken must be recorded. Follow-up will be completed the following day to ensure the student's well-being.

### *Change of enrolment details*

It is your responsibility to notify us of any change of name, address or employment, which occurs during the term of your studies with us. Please use the Change of Address Notification (Appendix D) to do this. At the conclusion of your course TOC Australia will send Certificate/Statement of Attainment to the most recent address recorded in the records management system. It is, therefore, imperative that you keep us informed of any changes to your personal details.

## **Complaints and Appeals Policy**

### **Complaints and Appeals Policy**

TOC Australia provides fair, transparent, and accessible mechanisms for learners to have complaints and appeals addressed efficiently and effectively. TOC Australia ensures the principles of **natural justice** and **procedural fairness** are applied at every stage of the process.

#### **Commitment**

- Complaints and appeals policy is made available in the Student Handbook and on the website.
- All complaints/appeals are acknowledged in writing within **7 calendar days**.
- All reasonable measures will be taken to finalise matters within **60 calendar days**. If resolution is not possible in that timeframe, the complainant/appellant will be informed in writing of the reasons for the delay and kept regularly updated until resolution.
- Independent review by a person not involved in the original decision will be made available at the request of the complainant/appellant.
- Learners will be advised of the policy prior to course commencement and again during orientation.
- Learners may bring a support person or advocate to any meetings.

### **Complaints Process**

#### **(a) Local Level Resolution**

1. Learners are encouraged to raise issues directly with the staff member involved.
2. Any complaint received (verbal, phone, email, or otherwise) is referred to the CEO or their nominated representative.
3. The nominated representative investigates, discusses with relevant staff, and attempts to mediate.
4. Outcomes are confirmed in writing and recorded in the Complaints Log.
5. If unresolved, a formal meeting/phone conference is arranged. Learners may bring an advocate.
6. Notes of discussions/meetings are retained, and copies provided to the learner.

#### **(b) Resolution by Nominated Representative**

- Formal complaint submitted on **Complaints Form (Doc.46)**.
- Acknowledgement sent within 7 days; details logged.
- Learner given opportunity to present their case.
- All actions and outcomes documented.

- Final decision provided in writing (face-to-face or email).

**(c) Resolution by External Mediation**

- If unresolved, TOC Australia will arrange a mediation session through the **Australian Mediation Association** (TOC pays for first two hours).
- Learners also have the right to contact the **National Training Complaints Hotline (1800 000 674)**.

**Appeals Process**

- Appeals must be lodged within **14 calendar days** of receiving the decision.
- Appeals submitted on **Appeals Form (Doc.45)**.
- Discussion held within 24 hours of receipt.
- Outcome sought within **7 working days**.
- Decision provided in writing with reasons.
- Appeals Register (Doc.68) updated.
- If dissatisfied, learner may activate external review (independent consultant/mediator or National Training Complaints Hotline).

**Course Withdrawals**

- Students must notify in writing using the Course Withdrawal Form.
- Refunds assessed case-by-case under Refund Policy.
- Statement of Attainment issued for completed units of competency.

**Orientation and Student Conduct**

**Orientation**

On their first day, all new students must register at reception at the appointed time. Students will be greeted, and an **Orientation Program** will be conducted. This includes:

- Distribution of Student Handbooks to those who have not already received one.
- Explanation of relevant policies and procedures contained in the Handbook (including Complaints & Appeals, Student Support, Academic Integrity, and WHS).
- A floor plan orientation (toilets, fire exits, kitchen, legislation folder, first aid kits, etc.).
- Overview of the evacuation procedure.
- Information on support services available, including LLN support, counselling referrals, and academic support.

**Academic Misconduct**

TOC Australia takes academic integrity seriously. Dishonest behaviour in assessment undermines the validity of training and assessment outcomes and will not be tolerated. Academic misconduct includes (but is not limited to):

- Deliberate copying or attempting to copy another student's work.
- Using unauthorised materials during assessments.
- Submitting another student's work (in whole or part) as one's own.
- Plagiarism (taking another's work, ideas, or writings without acknowledgement).
- Collusion or consulting with peers during closed assessments.

**Process for Managing Misconduct**

- Alleged breaches are investigated by the CEO (or their delegate).
- Students are informed in writing of the allegation and given an opportunity to respond.
- Where misconduct is substantiated, outcomes may include:
  - A verbal or written warning.
  - Requirement to resubmit or undertake an alternative assessment.

- Formal counselling by the CEO.
- Suspension or withdrawal from the program (for repeated or serious breaches).
- All outcomes are recorded on the student's file.
- Students have the right to appeal decisions under the **Complaints and Appeals Policy**.

## Discipline

TOC Australia promotes a learning environment based on cooperation, mutual respect, and professionalism. Disciplinary action may be taken where behaviour poses a risk to safety, disrupts learning, or breaches policies.

## Examples of Misconduct

- Bringing onto, or consuming on the premises, alcohol or non-prescribed drugs.
- Being adversely affected by drugs or alcohol while on premises.
- Damaging or removing property belonging to TOC Australia or its training venues.
- Physically or verbally assaulting another person.
- Ignoring safety instructions from staff.
- Aggressive, disorderly, disruptive, or harassing behaviour.
- Entering restricted areas without authorisation or refusing to leave when directed.

## Disciplinary Process

- **First step:** Verbal warning (recorded on student's file).
- **Second step:** Written warning issued and discussed with the student (copy kept on file).
- **Final step:** Suspension or removal from the training program. Student is notified in writing, and a copy is kept on file.
- Students may lodge a complaint or appeal disciplinary action under the **Complaints and Appeals Policy**.

## Behaviour on Campus

Students are expected to:

- Treat staff, fellow students, and visitors with respect.
- Comply with safety rules and directions from staff.
- Lead by example in maintaining a safe, supportive, and respectful learning environment.
- Respect TOC Australia property and the property of others.
- Use appropriate language at all times.
- Switch off mobile phones during class.
- Consume food and drink only in designated areas (water bottles permitted in classrooms).

## Dress Code

Students are expected to wear neat casual attire. Shorts and thongs are not considered suitable. Enclosed footwear must be worn at all times. For some courses, specific protective clothing or personal protective equipment (PPE) may be required in line with Work Health and Safety legislation. Trainers will provide course-specific dress requirements prior to commencement.

## First Aid

If a student requires first aid, a trainer or staff member will administer basic first aid and the student must complete an **Incident Form**. If medical treatment is required, students will be referred to a medical practitioner. In emergencies, staff will call an ambulance and remain with the student until help arrives.

## Smoking

All TOC Australia premises (including classrooms, toilets, and office areas) are **smoke-free zones**. Students who wish to smoke must use designated outdoor smoking areas.



## Theft

As TOC Australia premises are accessible to the public, students are advised not to leave valuables unattended. The organisation cannot be held responsible for personal property lost or stolen.

## Compliance with the Standards

The course in which you are enrolled is a nationally accredited qualification. Successful completion will result in the issue of a Certificate; withdrawal prior to completion will result in a Statement of Attainment for units successfully completed.

TOC Australia complies with the **Standards for RTOs 2025**, the **Australian Qualifications Framework (AQF)**, and all relevant legislation. The Australian Skills Quality Authority (ASQA) monitors and audits RTOs on a **risk-based and ongoing basis** to ensure compliance.

Students support this compliance by:

- Participating in surveys (e.g. Quality Indicators, learner feedback).
- Completing assessment feedback forms.
- Providing honest course evaluation feedback.

Feedback is used to continuously improve TOC Australia's training, assessment, and support services.

## Rights and Responsibilities of Students and Staff

### Students' Rights

TOC Australia recognises that students have the right to:

- Receive high-quality training and assessment that respects individual learning needs and styles.
- Access all TOC Australia services without discrimination on the basis of educational background, gender, marital status, sexual orientation, race, colour, pregnancy, national origin, ethnicity, socio-economic background, disability, age, or religious/political affiliation.
- Have their prior learning, competencies, and experience appropriately recognised.
- Be informed of course learning outcomes, training and assessment requirements, and assessment tasks prior to commencement.
- Appeal assessment outcomes and decisions in accordance with the Complaints and Appeals Policy.
- Achieve the published outcomes of their training program, provided they apply the necessary effort and commitment.
- Learn from fully qualified, current, and competent trainers who deliver training and assessment fairly and ethically.
- Study in a safe, inclusive, clean, and appropriately equipped environment, free from harassment, bullying, or discrimination.
- Be treated with dignity, fairness, and respect at all times.
- Expect ethical, transparent, and professional conduct from TOC Australia in all communications and dealings.
- Have their personal information managed in accordance with the **Privacy Act 1988 (Cth)**, **Information Privacy Act 2009 (Qld)**, and TOC Australia's Privacy Policy.
- Receive timely administrative services including enrolments, fees, concessions, refunds, certification issuance, and academic records.

## Students' Responsibilities

Students are responsible for:

- Understanding and complying with course enrolment conditions and requirements.
- Providing accurate personal information at enrolment and promptly notifying TOC Australia of any changes to contact details within seven (7) days.
- Paying all applicable course fees and charges as required.
- Providing their own course materials or resources when notified.
- Attending classes and assessments regularly, punctually, and in a fit state for learning (sober and drug-free).
- Respecting the rights of staff, trainers, and fellow students by acting in a courteous, appropriate, and non-disruptive manner.
- Ensuring the security of their personal possessions.
- Reporting incidents, injuries, hazards, or harassment to staff without delay.
- Respecting and appropriately using TOC Australia property, facilities, and resources.
- Seeking clarification on their rights and responsibilities whenever uncertain.
- Abstaining from bullying, harassment, unlawful behaviour, or acts of self-harm.
- Following all WHS instructions and using equipment safely.

## RTO Responsibilities

TOC Australia is responsible for:

- The quality of all training and assessment provided under its scope of registration.
- Ensuring that AQF certification documentation is issued to students who are deemed competent within required timeframes.
- Maintaining accurate, secure, and accessible records of student enrolment, progress, assessment, and outcomes.
- Complying with the **Standards for RTOs 2025** and all applicable Commonwealth, State, and Territory laws.
- Providing clear policies and processes for student support, complaints, appeals, refunds, privacy, and access to records.
- Ensuring continuous improvement through systematic monitoring, feedback, and review.

## Staff Responsibilities

All trainers and assessors employed or contracted by TOC Australia must:

- Hold qualifications compliant with **Clauses 1.13–1.16 of the Standards for RTOs 2025**, including:
  - Certificate IV in Training and Assessment (TAE40122 or successor), or equivalent;
  - Current vocational competencies relevant to the units delivered;
  - Current industry skills and knowledge; and
  - Ongoing professional development in VET and industry practice.
- Ensure all training and assessment provided is fair, valid, reliable, and consistent with competency-based training principles.
- Deliver accurate and current information to students, consistent with TOC Australia's Code of Practice.
- Accurately record student attendance and assessment outcomes in the required format and timeframe.
- Maintain accurate and secure records, including assessment evidence, feedback, and attendance.
- Deliver classes as scheduled, report any changes immediately, and comply with classroom allocation policies.
- Treat all students with respect, ensuring a safe, inclusive, and supportive learning environment.
- Hold and maintain a valid Working with Children Check / Blue Card (or equivalent clearance).

## Sustainability Commitment

TOC Australia is committed to environmentally sustainable, socially responsible, and economically viable practices. Staff and students are expected to contribute by reducing waste, conserving resources, and acting responsibly in their use of facilities.

## Student Records

- Trainers must provide accurate and timely records of student performance and attendance in accordance with TOC Australia policies.
- Assessment results are recorded within **30 days** of the assessment event. Students may request progress updates at any time following this period.
- Each student is assigned a personal file. Records are stored securely:
  - Hard-copy files are kept in locked cabinets;
  - Electronic files are password protected and accessible only by authorised personnel.
- Students may request access to their records in writing. Requests are reviewed in line with privacy legislation and TOC Australia's Privacy Policy.
- Information will not be released to a third party without the student's written consent, unless required by law.

## Training and Assessment

### Access to Student Training Records

Access to student records is managed in line with the **Privacy Act 1988 (Cth)**, **Information Privacy Act 2009 (Qld)**, and TOC Australia's Privacy Policy.

Access is restricted to:

- Students accessing their own records.
- Students authorising release of information in writing to third parties.
- TOC Australia staff who require access as part of their job role.
- ASQA officers or their representatives conducting audits, monitoring or compliance activities.
- Legal requirements (e.g. subpoena, search warrants, Centrelink/social services requests, or other lawful disclosure).

Students may request updates on their progress towards course completion at any time. TOC Australia aims to respond to such requests within **three (3) working days**. Where a longer timeframe is required, students will be advised in writing.

## Academic Progress

- Students are expected to maintain satisfactory and ongoing progress until competency is achieved in all enrolled units.
- Trainers will monitor engagement, provide feedback, and support students who are experiencing difficulties.
- Where students are initially deemed **Not Yet Competent**, trainers will provide guidance on areas requiring improvement and opportunities for reassessment.
- Students are expected to undertake **at least 20 hours of training and study per week**, including scheduled classes (on-campus or online) and self-study. Additional study time may be required depending on individual experience and skills.

## Training and Assessment Methods and Pathways

TOC Australia delivers qualifications listed on its scope of registration (visible at [www.training.gov.au](http://www.training.gov.au)).

### Assessment Information

- Students will be advised of the **purpose, context, and process of each assessment** at the beginning of each unit.
- Assessment methods may include written tasks, projects, practical demonstrations, online tasks, and workplace evidence.
- Where reasonable adjustment is required, alternative methods may be provided to ensure fairness without compromising the integrity of the competency.
- Students are entitled to discuss outcomes with their trainer/assessor and seek guidance on improvement.

### Study Options

- **Full-time** – classroom or online delivery as scheduled.
- **Part-time** – for students balancing work or family responsibilities.
- **Flexible** – a mix of classroom, online, and self-paced learning.  
(*Not all courses are available in every mode — students should confirm options with TOC Australia before enrolment.*)

### Pathways

Students may achieve competency through:

- **Formal learning** (enrolled study programs).
- **Work experience** (skills acquired on the job).
- **Life experience** (skills developed informally, e.g., hobbies, volunteering).

### Assessment Criteria & Academic Integrity

Assessments will be marked against clear criteria including:

1. **Relevance** – addressing the question or task requirements.
2. **Referencing** – correctly acknowledging all sources.
3. **Accuracy** – correct spelling, grammar, and clarity of communication.
4. **Compliance** – using the correct format (cover sheet, word-processed where possible, appropriate headings, bibliography).

All submissions must be the **student's own work**. Cheating, collusion, and plagiarism are breaches of academic integrity and may result in disciplinary action. Students must complete and sign a **Statement of Authorship** on the assessment cover sheet.

### Assessment Re-sit Procedure

- **Stage 1** – Initial attempt. Students notified of results within 14 days.
- **Stage 2** – First re-sit (free). Must be attempted within 7 days of notification.
- **Stage 3** – Second re-sit (a \$50 admin fee may apply). Must be completed within 7 days.
- **Stage 4** – If still **Not Yet Competent**, the unit must be repeated and additional fees may apply.

Missed assessments due to illness must be supported by a medical certificate. Fees may be waived at the discretion of the CEO.

## Competency-Based Training and Assessment

All training and assessment at TOC Australia is competency-based. This means:

- Students are assessed against the standards of performance required in the workplace (as defined in the training package).
- The **Principles of Assessment** (fairness, flexibility, validity, reliability) and **Rules of Evidence** (valid, sufficient, authentic, current) will always be applied.
- Recognition of Prior Learning (RPL) and Credit Transfer are available to all students.

## Credit Transfer Policy

- TOC Australia recognises AQF certification documentation issued by any other RTO.
- Students must provide original or certified copies of their Statement of Attainment or Qualification for verification.
- Credit Transfer will be applied free of charge.

## Fees and Refunds

- Students will never be required to pay more than **\$1,500 in advance**, in line with Clause 7.3 of the Standards for RTOs 2025.
- Refunds are available under certain conditions, including withdrawal before commencement or extenuating circumstances (e.g., illness, family emergency).
- Full details of fees, refunds, and payment plans are published in brochures, the website, and the Student Handbook.

If TOC Australia ceases to deliver a course, every effort will be made to arrange completion with another RTO at **no additional cost** to the student.

## Issuing of Qualifications

- AQF qualifications and Statements of Attainment will be issued **within 30 days** of course completion (and once all fees are paid).
- TOC Australia can only issue certification where a valid **Unique Student Identifier (USI)** is provided.
- Replacement certificates will incur a \$20 fee. Proof of identity is required before re-issue.

## Language, Literacy and Numeracy (LLN)

- All students will complete an **LLND (Language, Literacy, Numeracy and Digital Skills)** assessment at induction.
- Results are used to identify any support needs.
- Support may include: additional tutorials, reasonable adjustment to assessment, referral to specialist LLN services, or use of assistive technology.
- Trainers will ensure all learning materials are accessible and written in plain English.

## Recognition of Prior Learning (RPL)

- RPL assesses skills and knowledge gained through work experience, informal training, or life experience.
- Evidence must be valid, current, sufficient, and authentic.
- Outcomes may include full recognition, partial recognition (with gap training), or no recognition if evidence is insufficient.
- TOC Australia recognises all AQF qualifications and Statements of Attainment issued by other RTOs.

**Note:** To protect the integrity of programs, TOC Australia may limit the proportion of RPL granted in a qualification but will always comply with national standards.

## Students undertaking courses with GeSS Education

### Certificate and Diploma Students

If you are enrolled in a **Certificate or Diploma qualification**, then this section is relevant to you. Our Certificate and Diploma programs are delivered by **GeSS Education on behalf of TOC Australia** under a third-party agreement. Because these qualifications are on TOC Australia's scope of registration, **TOC Australia is responsible for compliance and will issue your AQF Certificate or Diploma upon successful completion** of your course.

### Delivery Options

Depending on your enrolment, your qualification may be delivered through:

- **On-campus** at GeSS Education's Gold Coast Campus, Australia Fair, Southport.
- **Online** through the **GeSS LMS (Learning Management System)**.
- **In-class at High Schools** in partnership with GeSS Education, as part of VET in Schools (VETiS) or school-based delivery programs.

Regardless of the delivery option, **all training and assessment follows the Standards for RTOs**, and this Student Handbook applies equally to you. TOC Australia and GeSS Education work closely to ensure you receive a high-quality and supportive learning experience.

### Fees

Students undertaking a Certificate or Diploma are required to pay additional fees, for example material/LMS fees.

These fees will be clearly outlined in your **Letter of Offer**.

### Pathways and Opportunities

Your qualification provides multiple outcomes:

- **University Pathways** – TOC Australia has formal articulation agreements with Australian universities (e.g. **Griffith University** and **Southern Cross University**), meaning you may receive **up to one year of credit** towards a related degree upon successful completion of your Diploma.
- **Employment Outcomes** – Certificate and Diploma programs prepare you with practical and industry-relevant skills, making you job-ready for direct entry into the workforce.
- **Further VET Study** – You may also progress into higher-level VET qualifications.

If you have any questions about your Certificate or Diploma delivery, please speak with **TOC Australia administration staff** or your trainer at GeSS Education.

### Legislative Compliance

TOC Australia is committed to complying with all relevant Commonwealth, State and Territory legislation, regulations and standards that apply to its operations, particularly those that affect students' rights, safety and learning. This includes, but is not limited to:

- **National Vocational Education and Training Regulator Act 2011**
- **Standards for RTOs 2015**
- **Australian Qualifications Framework (AQF)**
- **Work Health and Safety Act 2011** and Regulations
- **Fair Work Act 2009**
- **Privacy Act 1988 (Cth)** and relevant State Privacy legislation
- **Disability Discrimination Act 1992**
- **Disability Standards for Education 2005**

- **Racial Discrimination Act 1975**
- **Sex Discrimination Act 1984**
- **Age Discrimination Act 2004**
- **Equal Opportunity and Anti-Discrimination legislation (State/Territory)**
- **Consumer Protection under the Australian Consumer Law**

All staff and students are required to comply with these legislative requirements as part of their engagement with TOC Australia. Legislative requirements are embedded into TOC Australia's policies, procedures, and Student/Trainer Handbooks.

### **Access and Equity**

TOC Australia is committed to providing training and assessment services that are inclusive and equitable. This means:

- All students have **equal access** to our programs, regardless of gender, age, race, cultural background, disability, sexuality, language, socio-economic status, or location.
- Students who meet the entry requirements for a course will be accepted into training, in line with the relevant Training Package or Accredited Course requirements.
- Priority support will be provided to individuals who may experience barriers to learning, including people with disabilities, Indigenous Australians, people from non-English speaking backgrounds, and those in rural/remote areas.

### **Support examples include:**

- LLN (Language, Literacy & Numeracy) assistance
- Numeracy support and learning adjustments
- Modification of learning and assessment tasks to suit cultural or personal needs, while maintaining assessment integrity
- Referral to external support services where required

Any issues regarding access and equity should be directed to the **Chief Executive Officer (CEO)** or Student Support Officer.

### **Alcohol and Other Drugs (AOD)**

- Alcohol or drug use while participating in TOC Australia training or assessment is strictly **prohibited**.
- Students who have concerns about AOD use (their own or someone they know) will be provided with referral information to external support services.
- TOC Australia adopts a **health promotion and early intervention** approach, focusing on safety, support and prevention.

**Relevant legislation:** Liquor Licensing Act 1997 (and related State/Territory legislation).

### **Harassment, Discrimination and Bullying**

TOC Australia maintains a **zero tolerance** policy for harassment, bullying, victimisation or discrimination in any form.

### **Students and staff have the right to:**

- Learn, teach and work in an environment that is safe, respectful and free of discrimination.
- Be treated fairly and with dignity at all times.
- Have complaints of harassment or discrimination taken seriously and dealt with promptly, impartially and confidentially.

**Students have the responsibility to:**

- Allow others to learn without disruption.
- Treat all staff and peers with respect.
- Not engage in bullying, harassment, discrimination or victimisation.
- Follow instructions that maintain safety in the classroom or workplace.
- Not bring illegal substances or weapons onto TOC Australia premises.

Legitimate academic or behavioural feedback given appropriately by trainers or management is **not** considered harassment.

**Relevant legislation includes:**

- Disability Discrimination Act 1992
- Sex Discrimination Act 1984
- Racial Discrimination Act 1975
- Fair Work Act 2009
- State/Territory Equal Opportunity and Anti-Discrimination laws

**Privacy**

TOC Australia complies with the **Privacy Act 1988** and State privacy legislation.

- Personal information is collected only for the purpose of enrolment, training, assessment and compliance reporting.
- Information is stored securely in both hard copy (locked filing cabinets) and electronic formats (password-protected databases, secure backup systems).
- Records of results are retained for **30 years** in accordance with legislative requirements.
- Student records are not shared with third parties without the student's consent, unless required by law (e.g., ASQA, funding bodies, subpoena).
- Students can request access to their personal records in writing; requests will be actioned within **three (3) working days**.

**Work Health and Safety (WHS)**

TOC Australia is committed to providing a safe learning and working environment for all staff and students in compliance with the **Work Health and Safety Act 2011**.

**Responsibilities:**

- **RTO's Duty of Care:** Provide a safe and healthy environment, safe work practices, maintained facilities and equipment, and appropriate training.
- **Students and staff:** Take reasonable care for their own safety and the safety of others, follow instructions, use equipment correctly, and report hazards immediately.

**Standards and Procedures:**

- Maintain a clean and safe learning environment.
- Safe storage and disposal of waste and hazardous materials.
- Regular equipment and electrical safety checks (including student-supplied equipment).
- Fire safety awareness and evacuation procedures.
- Safe lifting and manual handling techniques.

**Student Support, Welfare and Guidance**

TOC Australia provides comprehensive student support to assist learners in achieving competency and maintaining wellbeing.

**Support services include:**

- Academic support (study skills, assessment guidance, LLN support).
- Referral to external professional counselling or health services if required.



- Welfare guidance on issues such as:
  - Time management and study planning
  - Motivation and learning strategies
  - Coping with assessments and exam stress
  - Maintaining personal wellbeing

Students experiencing difficulties are encouraged to speak with their **Trainer** or the **Student Support Officer**. Referrals will be made to external agencies when specialist support is required.

## Definitions

### ASQA – Australian Skills Quality Authority

ASQA is the national regulator for vocational education and training (VET). Its functions include:

- Registering training providers as Registered Training Organisations (RTOs).
- Accrediting VET courses.
- Monitoring compliance with the Standards for RTOs 2015 and the National Vocational Education and Training Regulator Act 2011.
- Undertaking audits, investigations, and other regulatory activities to ensure quality and integrity in the VET sector.

### Bullying

Unwelcome and offensive behaviour that intimidates, humiliates, undermines, or threatens a person or group. Bullying usually involves a **pattern of behaviour over time** and may include:

- Verbal abuse or insults
- Physical assault
- Sarcasm, unjustified criticism, or ridicule
- Spreading false or malicious rumours
- Isolating, ignoring, or excluding someone
- Placing people under unreasonable pressure (e.g., excessive workloads or impossible deadlines)
- Sabotaging work or withholding vital information or resources

### Classrooms

Rooms, facilities, or training spaces either owned, leased, or hired by TOC Australia (or its third-party delivery partners) for training and assessment purposes. This includes **on-campus classrooms, online delivery environments, and high school classrooms** under partnership arrangements.

### Confidentiality

Information that is kept secure, shared only with those authorised or required to know, and managed in accordance with privacy legislation and TOC Australia's Privacy Policy.

### Discrimination

Unfair or unequal treatment of a person or group based on personal characteristics protected under law. Equal Opportunity and Anti-Discrimination legislation prohibits discrimination on the grounds of:

- Sex, gender identity or sexual orientation
- Marital or relationship status
- Pregnancy or parental/carer responsibilities
- Age
- Race, colour, descent, nationality, ethnic origin, or language
- Religious or political beliefs
- Impairment or disability
- Social origin or lawful union activity

Victimisation (treating someone unfairly because they made or supported a complaint) is also unlawful.

### Harassment

Any unwelcome and uninvited behaviour, comment, or action that causes a person to feel offended, humiliated, intimidated, or uncomfortable. Harassment may relate to sex, race, religion, disability, age, or other protected attributes.

## **Personnel**

All employees of TOC Australia, whether full-time, part-time, casual, or contract, including trainers/assessors, administrative staff, and management.

## **Racial Harassment**

Threatening, insulting, abusive, or offensive behaviour directed at a person based on their race, descent, colour, nationality, language, or ethnic origin. Examples include:

- Derogatory remarks, jokes, slurs, or innuendo
- Intolerance, mimicry, or mockery
- Display of offensive or racially prejudicial material
- Allocating unfavourable tasks based on race
- Singling someone out for unfair treatment

## **Sexual Harassment**

Unwelcome conduct of a sexual nature that makes a person feel offended, humiliated, or intimidated. It may be verbal, physical, written, or visual, and includes (but is not limited to):

- Unwanted touching, patting, pinching, or leering
- Sexually suggestive jokes, comments, or questions about a person's private life
- Requests for sexual favours
- Display or circulation of offensive material (in print, online, or digital formats)
- Inappropriate phone calls, emails, text messages, or social media communications

## **Victimisation**

Unfavourable treatment of a person because they made a complaint, were involved in a complaint process, or supported another person's complaint. Examples include:

- Adverse changes to study or work conditions
- Denial of access to resources or opportunities
- Hostility or isolation

## **Training Records**

All forms of documentation and information relating to training and assessment activities, including but not limited to:

- Commencement and completion dates for all units of competency
- Individual student assessment evidence and outcomes
- Records of AQF certification issued (qualification, statement of attainment, date, certificate number)
- Student participation data (e.g., attendance, assessment submissions)
- Records of complaints and appeals
- Documentation for Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) applications and outcomes
- Any other compliance records required under the Standards for RTOs 2015 and the National Vocational Education and Training Regulator Act 2011

## Appendices

### APPENDIX A – APPEALS (Document 45 Page1)

TOC Australia  
Appeal against assessment decision

#### 1. PERSONAL DETAILS

Student Number

Contact Telephone

Family Name

Given Name/s

#### 2. CHECKLIST

Have you:

Made an appointment and discussed the matter with your assessor Yes ☐ No ☐

Completed all the requirements for the unit up to and including the work under dispute Yes ☐ No ☐

#### 3. COURSE/UNIT DETAILS

Unit of competency Code and Name

#### 4. BASIS FOR APPEAL (Please tick appropriate section/s)

Result not based on agreed assessment criteria ☐

Assessment method at variance with statement on unit outline ☐

Unfair grade based on stated criteria and quality of work ☐

Work handed in on time was not marked ☐

Other reason (please specify) ☐

#### 8. PROCEDURE

The appeal must be lodged within 14 calendar days of the date the mark for assessment task was notified to the student or the final result was published.

If for any reason you are unable to discuss this appeal with the assessor, you should make an appointment to see the Principal.

Please hand the completed form together with any supporting documentation to Administration.

**9. RECEIPT**

Date of lodgement

Received by (name)

Signature

**10. ACTION**

Action taken by assessor

**11. RESULT**

I am satisfied with the results of this process.

Student name

Signature

Date

I am not satisfied with the results of this process and wish this matter to be heard by an independent person.

Student name

Signature

Date

TOC Australia INCIDENT REPORT FORM	
Student Name	
Student Number	
Course	Class
Date of Incident	Time of Incident
<b>Details of Incident</b>	
Student's Signature	Date
Details of Action Taken	
Follow up Action Taken	
Chief Executive Officer's Signature	Date

APPENDIX C – COMPLAINTS FORM (Document 46)

TOC Australia  
**Complaints Form**

Section One  
(to be completed by participant)

Participant's name

Address

Phone

Nature of complaint

Signature of Participant

Section Two  
(To be completed by TOC Australia representative if outcome is reached)

Signature of TOC Australia Representative

Position

Section Three  
(to be completed by representative of arbitrating body if complaint is taken to this level)

Signature of Arbitrating Body Representative

Position

APPENDIX D – CHANGE OF ADDRESS NOTIFICATION FORM (Document 60)

TOC Australia	
<b><u>Change of Address Notification Form</u></b>	
Family Name	
First Name	
Student Number:	
Course Enrolled	
New Address:	
Suburb	
Post Code	
Home Phone Number	
Work	
Mobile	
Email Address	



## APPENDIX E – CONSENT FORM (Document 58)

### **Images, Recordings, 3<sup>rd</sup> Party Information**

I, *(name please print)*  
the following action/s:

hereby give consent for

#### **SECTION A - Release of information to a 3<sup>rd</sup> party about *[me / my under 18 year old child]***

\_\_\_\_\_ (TOC Australia) may release information as described below:

- ☐ No details may be given out to anyone at any time
- ☐ Any details may be given out to any person at any time
- ☐ A named 3<sup>rd</sup> party may receive specified information:

Type of information that can be released (e.g. results, progress, contact details, phone reference or “anything”)

\_\_\_\_\_  
Name of 3<sup>rd</sup> Party: (Name of person, organisation, or “anyone”) \_\_\_\_\_

\_\_\_\_\_  
Other information / clauses: \_\_\_\_\_

#### **SECTION B - Use of *[my / my under 18 year old child's]* image, whether a photograph, voice recording or video recording, in publicity releases**

\_\_\_\_\_ TOC Australia) may use images as described below:

- No image / recording may be used in publicity releases at any time
- An image / recording may be used in publicity releases only where I am in a crowd shot and not featured or easily recognisable
- Any image / recording may be used in publicity releases at any time
- A particular image / recording may be used in publicity releases as described below:

Type of image: \_\_\_\_\_ Date image was recorded: \_\_\_\_\_

Description of image: \_\_\_\_\_

If this form is being used for a particular publicity event only, describe it here:

Type of publicity event: \_\_\_\_\_ Date/s: \_\_\_\_\_

Other information / clauses: \_\_\_\_\_

I understand that unless specifically stated in writing, I will not receive payment (either in cash or benefits) for the use of my image. The use of my image in promotional materials will presume my endorsement of the product or organisation being advertised.

#### **SECTION C - Signatures**

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Consent for child under 18: Signed: \_\_\_\_\_ *[Parent / Guardian]*

Child's name: \_\_\_\_\_ Date: \_\_\_\_\_

TOC Australia

**Acknowledgement Declaration**

I acknowledge that I have read and fully understand the contents of this student Handbook, which outlines the conditions, my rights and responsibilities as a participant of TOC Australia and that I have also received induction into my training program at the Academy as outlined on page four of this handbook.

Name

Signature

Date

Name of Witness

Signature of Witness

Date