



Axiom

Compliance Learning

Student Information Booklet

**Enriching
Industry
Standards**

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Introduction

This information booklet is designed to provide students with information about the services provided by Axiom Compliance Learning and our approach to providing a safe, fair and supported environment to participate in training and assessment. This booklet does not provide specific information about a particular course; That information is contained in the course brochure supplied on our website with our listed courses.

Our mission

Axiom Compliance Learning's mission is to deliver quality training and assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- **Safety and equality.** We are committed to providing an environment that is safe and equitable and promotes a confident and productive training and assessment environment.
- **Integrity and ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour, which hold ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high-quality services and apply quality systems that support training and assessment excellence.
- **Learner-centred.** We thrive on providing training and assessment that is learner-centred, supporting lifelong learning. We respect our clients and strive to attract them time after time through high-quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services founded on industry needs and expectations.

Our expectations of students

Axiom Compliance Learning expects students:

- To contribute to learning harmoniously and positively irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief
- To comply with the rules and regulations of Axiom Compliance Learning
- To be honest and respectful, which includes not falsifying work or information and not conducting oneself in any way that may cause injury or offence to others
- To be responsible for learning and development by participating actively and positively and ensuring progress with learning modules
- To monitor progress by ensuring that assessment deadlines are observed
- To utilise facilities and Axiom Compliance Learning publications with respect and honour our copyrights and prevent our publication from being distributed to unauthorised persons
- To respect other students and Axiom Compliance Learning staff members and their right to privacy and confidentiality.
- Be punctual and register daily 10 min before the training commences

Student safety

Axiom Compliance Learning is committed to providing students with a safe environment in which to participate in training and assessment. The following guidelines provide a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans
- Do not undertake activities that may cause injury to self or others
- Be responsible for your actions
- Smoke only in the allocated area at the training and assessment facilities
- Report all potential hazards, accidents and near misses to Axiom Compliance Learning staff
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment
- Keep training and assessment areas neat and tidy at all times
- Seek assistance to lift items, e.g. move furniture in a training area and
- Observe hygiene standards, particularly in eating and bathroom areas

Electrical equipment

- Electrical equipment that is not working- report to Axiom Compliance Learning staff
- Electrical work should be performed by an appropriately licensed individual only or trained personnel
- Students, trainers and assessors should not undertake any task related to fixing electrical equipment, such as lighting or electrical training aids.

Fire safety

- Axiom Compliance Learning will communicate the procedure involved in evacuation and fire equipment location to students at each facility for each training and assessment event and users of the office at least twice each year
- All users of a training and assessment facility need to be familiar with all EXITS and fire extinguisher locations. Users of the office will consult available maps to determine location
- It is the users of the offices' responsibility to understand the fire drill procedures displayed around the Premises
- Users of the office attend sessions on fire safety procedures and the use of fire safety devices.

First aid

- Provision for first aid facilities available where training is delivered.
- Report all accidents to staff.

Computer work

- Extended periods of work with computers can result in general fatigue and eye strain. Repetitive tasks and incorrect posture will result in consistent aches and pains.
- Current occupational health and safety guidelines indicate that people working for long periods at computers should organise their work to allow a five to ten-minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- To improve posture, adjust chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- To avoid reflection from lights and windows. The screen should be positioned at a suitable distance so that it can be easily read.

Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by Axiom Compliance Learning unless they do so voluntarily and take all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity
- Always bend the knees and keep the back straight when picking up items
- If experiencing back problems in the past, do not attempt to lift heavy objects at all; ask someone else to help

Work and study areas

- Ensure all work areas are clean and clear of clutter to avoid the danger of accidents by tripping or falling over
- Place all rubbish in the bins provided
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed
- Do not leave tea towels or any cleaning cloths in a bundle on the benchtops or draped near any bin
- Do not sit or climb on any desks or tables

Students equity

Axiom Compliance Learning is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All Axiom Compliance Learning staff members (including contractors) know that we will not tolerate discrimination and harassment under any circumstances. If discrimination and harassment have occurred, disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from Axiom Compliance Learning staff.

Students who feel that they have been discriminated against or harassed should report this information to a staff member of Axiom Compliance Learning—initiating a complaint-handling procedure that will be fair and transparent and protect students' rights as a complainant.

Students privacy

Axiom Compliance Learning takes the privacy of our students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 (Cth) and the National Privacy Principles (2001).

Privacy Notice

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 in a vocational education and training (VET) course with us.

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.

How we disclose your personal information

Axiom Compliance Learning is required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR 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 NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The 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 NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- o administration of VET, including program administration, regulation, monitoring and evaluation
- o facilitation of statistics and research relating to education, including surveys and data linkage
- o understanding how the VET market operates, for policy, workforce planning and consumer information

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities.

For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact Axiom Compliance Learning to:

- o request access to your personal information
- o correct your personal information
- o make a complaint about how your personal information has been handled
- o ask a question about this Privacy Notice

Standard 3.1 of the Standards for Registered Training Organisations 2015 requires that an ASQA-registered provider (RTO) must issue Certificates to the persons whom it has assessed as competent.

Axiom Compliance Learning may only issue Certificates to the learner who has been assessed as meeting the requirements of the training product.

If an employer engages Axiom Compliance Learning to deliver training and/or assessment to its employees, it is the employee who undergoes the assessment process; therefore, the employee would be the person we have 'assessed as competent'.

Axiom Compliance Learning may issue a copy of a learner's Certificate to another party, such as an employer, if the learner has given written approval that is kept on record to demonstrate, if required, that the learner approved the issue of their Certificate to another party.

Fees and refunds

Following applicable legislation, Axiom Compliance Learning is entitled to charge fees for items or services provided to students undertaking a course of study.

These charges are generally for course materials or textbooks, student services and training and assessment services.

Payment of GST

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains that the supply of a 'professional or trade course' is a GST-free education course. Where a student enrolls in a course that offers units of competence or a whole Qualification, the course fees attached to the enrolment will be exempt from the payment of GST. GST applies on some miscellaneous charges, where these charges are additional to and outside the regular services offered in a course.

Fees payable

Fees are payable when the student has received an email confirmation of enrolment, including the invoice, within 14 days.

If the invoice is under \$1000 per student, full payment of the invoice is required to secure placement and commence the online portion of the training. If the training is over \$1000 per student, a \$1000 payment of the invoice per student is required to secure placement, and then full payment is required to commence the online units and must be paid 14 days before face-to-face or Zoom training.

Axiom Compliance Learning may cancel the enrolment, reschedule or discontinue training if fees are not received as required.

Fees will vary for different training programs. For a complete list of current fees, please request a copy of the Axiom Compliance Learning schedule of fees.

Payment method

Axiom Compliance Learning accepts payment for fees using:

Credit Card (VISA/Mastercard)

Electronic Funds Transfer (account details on the invoice or available on request)

Payment in cash and cheque is discouraged.

Protecting fees paid in advance

Axiom Compliance Learning acknowledges that it has a responsibility under Clause 7.3 of the Standards for RTOs to protect the fees paid by individual students in advance of their training and assessment services delivery. To meet our responsibilities, Axiom Compliance Learning adopts option three and may accept payment of no more than \$1000 from each student before the course's commencement.

Student cancellation

Students who cancel their enrolment part way through a training program must notify Axiom Compliance Learning in writing as soon as possible and are not entitled to a fee reimbursement; any sum still owed on the invoice is required to be paid.

*Students who cancel at short notice (14 days before the training date) may be placed on a waiting list for an opening with notice a day or two before the next available course, dependent on training demand.

Refunds

The following refund policy will apply:

- Students who give notice to cancel their enrolment within 14 days of receiving the enrolment confirmation email and invoice will not be required to pay the enrolment invoice generated.
- Students who cancel their enrolment after a training program has commenced (at receipt of online login details) will not be entitled to a refund of fees and are required to pay any unpaid invoice concerning enrolment.
- Students who cancel at short notice (14 days before the training date) are not entitled to a refund as their position was secured for that student, and the cancellation timeframe does not allow Axiom to fill that place. The student may be placed on a waiting list for an opening with notice a day or two before the next available course, dependent on training demand.

The Chief Executive Officer may exercise discretion in all situations if the student can demonstrate that extenuating or significant personal circumstances led to their withdrawal, not including being busy at work. In these cases, the student may be offered full credit toward the tuition fee in another scheduled program instead of a refund. Chief Executive Officer may also authorise a repayment plan or refund of tuition fees if the circumstances require it.

Where refunds are approved, the refund payment must be paid to the student within 14 days of the approval notification. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form.

Additional Assessment Fee

If your submitted assessment tasks are assessed as "Not yet satisfactory", you will be notified and given a 2nd opportunity for successful completion.

Please note: additional assessment charges apply- \$65 if a 3rd attempt is required.

Our Guarantee to Clients

If, for any reason, Axiom Compliance Learning is unable to fulfil its service agreement with a student, Axiom Compliance Learning must issue a full refund for any services not provided.

Replacement of text and training workbooks

Students who require the replacement of issued Certificates, text or training workbooks will be liable for additional charges to cover the replacement cost. List of replacement charges, please refer to the Axiom Compliance Learning schedule of fees.

Student complaints about fees or refunds

Students who are unhappy with Axiom Compliance Learning's arrangements for collecting and refunding tuition fees are entitled to complain. (See making complaints and appeals)

Access to student's records

Students are entitled to have access to student files and learning and assessment records on request. Students may require these to monitor progress with training or simply to go back and confirm something in a previous training module. Axiom Compliance Learning will retain records, and students are welcome to have access anytime and request a copy. If students require access to their records, ask the trainer, and it will be organised immediately.

Access to Completed Student Certificate

On successful completion of the student's training and assessment documentation, when the student is deemed competent, the Certificate will be issued within 30 days and posted to the student's address.

Reissuing a Certificate, Qualification or Statement of Attainment

Reissuing a Certificate, Qualification or Statement of Attainment will require a written request via mail or email followed by a call from an Axiom Compliance Learning representative with identification questions. The Certificate will be completed and posted within 14 days after receipt of a reissue fee (see fees schedule)

Our continuous improvement of services

Axiom Compliance Learning is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement Committee. These reports will often be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to Axiom Compliance Learning so we can improve our services in the future.

Learner satisfaction survey

After the training program, students will be issued a Learner Satisfaction Survey. A nationally consistent survey tool is designed to collect students' feedback about their experience with an RTO and undertaking nationally recognised training. Students' completion and return of this survey are vital to Axiom Compliance Learning for our ongoing improvement of services and to report this information to our registering authority. Students' assistance in gathering this survey data is much appreciated.

Student's language, literacy, numeracy and digital skills

Language, literacy, numeracy and digital skills are critical to almost all areas of work. Particularly true in many vocations where language, literacy, numeracy and digital skills influence workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach, Axiom Compliance Learning will:

- Assess a student's language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills delivered;
- Provide clear information to students about the detail of the language, literacy, numeracy and digital assistance available;
- Refer students to the external language, literacy and numeracy support services that are beyond the support available within Axiom Compliance Learning and where this level of support is assessed as necessary; and
- Negotiate an extension of time to complete training programs if necessary.

Making complaints and appeals

Axiom Compliance Learning is committed to providing fair and transparent complaints and appeals process that includes access to an independent external body if necessary.

What is a complaint?

A complaint is feedback about services or staff that has not been resolved locally. Axiom Compliance Learning may receive a complaint in any form that does not need to be formally documented to be acted on. Complaints may be made by any person, generally made by students and or employers.

What is an appeal?

An appeal is an application for students to reconsider an unfavourable decision or finding during training and or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to Axiom Compliance Learning within 28 days of the student assessment decision or finding.

Early resolution of complaints and appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved when they occur between the persons involved, where possible. Sometimes, it will not be possible, and in these cases, students are encouraged to come forward and inform us of any concerns with the confidence that they will be treated fairly.

Complaint and appeals handling

Axiom Compliance Learning undertakes to apply the following principles to its complaints and appeals handling:

- A written record of all complaints and appeals is to be kept by Axiom Compliance Learning, including lodgement, response and resolution.
- A complainant or person appealing is provided with an opportunity to formally present their case at minimal or no cost.
- Each complainant or person appealing may be accompanied and assisted by a support person at any relevant meeting.
- Handling a complaint or appeal will commence ten working days after the complaint/appeal's lodgement, and all reasonable measures will be taken to finalise the process as soon as practicable.
- The complainant or person appealing is provided with a written statement of the outcome, including details of the reasons.
- The complainant or person appealing is to have the opportunity for a person or a body independent of Axiom Compliance Learning to review his or her complaint or appeal following the internal Axiom Compliance Learning complaint or appeals process. It is noted that a review of findings by an independent person or body will generally only relate to the appeals process and is less likely to be required in complaints handling.
- Axiom Compliance Learning shall maintain the enrolment of the complainant or person appealing the complaint or appeals process.
- Decisions or outcomes of a complaint or appeal process in favour of the student or otherwise implemented immediately.
- Complaints and appeals are handled in the strictest confidence. No Axiom Compliance Learning representative discloses information to any person without Axiom Compliance Learning Chief Executive Officer's permission. Decisions to release information to third parties are only permitted after the complainant or person lodging the appeal has permitted this to occur.
- Complaints and appeals are considered based on procedural fairness and lead to improvement as a Continuous Improvement Report.

Recognition of students existing skills and knowledge

Following the requirements of the Standards for RTO'S 2015, Axiom Compliance Learning provides the opportunity for students to apply to have their prior learning recognised toward a Qualification or Units of Competency for which they are enrolled.

What is recognition?

Recognition involves assessing previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence regarding both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through

structured education and training towards formal Qualifications and improved employment outcomes, with benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or Qualification in which they are enrolled.
- Students may not apply for recognition for competence or Qualification units not included in Axiom Compliance Learning's scope of registration.
- Students may apply for recognition at any time, and they are encouraged to apply before commencing a training program. Reducing unnecessary training and guiding the student down a more efficient path to competence.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition is only awarded for whole units of competence.

Forms of Evidence for Recognition

The recognition acknowledges that workplace skills and knowledge are gained in various ways, including formal and informal learning or work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge they have previously learnt through work, study, life and other experiences and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third-party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined, the candidate will start to provide a strong case for competence with many evidence items. Axiom Compliance Learning reserves the right to require candidates to undertake;

Practical assessment activities of skills and knowledge to satisfy a student's current competence.

Getting credit for a student's current competence

Axiom Compliance Learning acknowledges the requirement as an RTO to recognise the awards issued by other RTOs, limited to outcomes drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and Qualifications.

What is a credit transfer?

A Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for RTO's 2015, Qualifications and Statement of Attainment's issued by any RTO are accepted and recognised by all other RTO's. Credit Transfer's allow a student to be awarded a unit of competency/module based on completing the previously awarded unit.

Evidence requirements

If a student is seeking a Credit Transfer, the student must present a Statement of Attainment or Qualification to be authenticated by Axiom Compliance Learning. These documents will provide the detail of what Unit of Competency the applicant has previously been issued. Students must provide satisfactory evidence that an Australian RTO has issued the Statement of Attainment or Qualification. Statements of attainment or Qualifications should be in the correct

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format as outlined in the Australian Qualifications Framework Implementation Handbook. Students are required to submit certified copies only.

Credit Transfer guidelines

The following guidelines are followed concerning credit transfers:

- Any student is entitled to apply for credit transfer in a course or Qualification they are currently enrolled.
- Students may not apply for credit transfer for units of competence or Qualification not included in Axiom Compliance Learning's registration scope.
- Students may apply for credit transfer at any time, and they are encouraged to apply before commencing a training program. Reducing unnecessary training and guiding the student down a more efficient path to competence.
- The student does not incur any credit transfer fees, and Axiom Compliance Learning does not receive any funding when a credit transfer is granted.
- Credit transfer is only awarded for whole units of competence. A mapping guide identifies a partial credit; this is not considered for credit transfer, and applicants will be advised to seek recognition.
- CT application information needs to be provided at **enrolment** time
CT **cannot** be granted until we have received **authentication** from the previous training provider
*or a **QR-coded** Qualification/SOA is provided to us
*or giving Axiom Compliance Learning access to your USI portal
--Use this link to provide us access to your USI portal - [Give Axiom Compliance Learning Access to Your Credentials- USI](#)

Please note "If you choose to not provide us access to your USI portal this may impact our ability to authenticate your previous credentials and the ability to grant you a CT"

Training and Assessment

All training delivered by Axiom Compliance Learning is Competency Based Training. Competency Based Training is an approach to vocational education and training that places emphasis on what a person can do in the workplace as a result of their training. It is practical rather than theoretical training, which is geared towards the attainment and demonstration of skills to meet industry-defined standards.

Progression through training will be determined by you demonstrating that you have attained the necessary skills and knowledge required.

Training Process

Once you have completed the enrolment process, you will be sent a welcome email with login details for our Online Learning Platform. You will be given access to training materials in hard copy format or digital format.

Training will be a combination of delivery methods determined by the requirements of the program. These may include:

- Face-to-face training
- Online workshops
- Online learning materials
- Workplace activities &/or projects with a supervisor
- Self-directed learning in the workplace or simulated environment

As part of your commitment to completing the training program, you will be required to attend all scheduled sessions (whether online or in person) and any other scheduled coaching sessions that may be required.

Due to the nature of the courses held by Axiom Compliance Learning, there is a short time frame to deliver a lot of content; therefore, attendance on time to all sessions is essential. If you are unable to attend, you must contact your trainer/assessor to discuss alternative arrangements.

Duration of the Program

Prior to enrolment, you will be informed of the course duration. In some cases, there may be an option to complete the course within a shorter timeframe. This depends on a number of factors, including the course schedule and your prior learning and experience in the area being studied.

Assessment

Detailed assessment information for each unit of your course will be provided in the Learner Guide for that unit/module. Assessment will take place over a period of time when you are ready to be assessed.

Assessment decisions are made after a Trainer/Assessor marks your assessment against pre-defined criteria and quality standards. Your performance in each assessment task will have an outcome of 'Satisfactory' or 'Not Yet Satisfactory'. All

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your assessments for the unit are then considered together, and a decision of "Competent" or "Not Yet Competent" for that unit/group of units will be made.

If you receive a result of "Not Yet Competent," this does not mean you have failed. Your trainer/assessor will look at the areas that require improvement and discuss the most appropriate options for you to:

- Be re-assessed or re-submit a particular assessment task; or
- Undergo further training before being re-assessed.

The first re-assessment will be conducted at no charge. Any further re-assessment will incur a cost of \$65 per assessment. Should you disagree with an assessment decision, you can follow the procedure outlined in our Complaints and Appeals Process.

Student Support Services

Axiom Compliance Learning provides support services to the individual to facilitate a successful training outcome.

- During the enrolment procedure, an assessment of a student's language, literacy, numeracy and digital skill levels is performed to ensure they have adequate skills and abilities to meet the requirements of their desired training program. LLN support services are beyond the support available within Axiom Compliance Learning; we will refer students to an external LLN support service available to the student locally.

- When informed by the student of a disability during enrolment, or identified by a trainer, if required, we shall make changes or "reasonable adjustments" for students with a disability necessary for that student to complete essential coursework. A reasonable adjustment is provided to those with a disability or particular need according to individual circumstances. Adjustments such as providing the appropriate services and or facilities for student learning and assessment, such as alternate venues identified, providing students with specific font sizes on training resources, specific coloured paper or introduction of appropriate external support.

- Provide students with the recommendation for suitable accommodation if they are required to travel

- Provide students with the ability to discuss training with their trainer before training commences

- Provide general advice on the relationship between the Qualification and licensing requirements

- Provide referral information for the application of a license

- If Identified Student does not meet the entry course level, their trade skills could be assessed. Provide the student with Referrals to NSW Vocational Training Tribunal (VTT)

- Additional tutoring service available for a fee

- Allow with no additional charge three attempts at assessment if the student is having difficulty achieving competency

- Personal issues considered were affecting a student's completion and the option of attending a different course, dates are provided with no additional charge

- Resources for study are available to students

- Pre-enrolment information

Contact Axiom Compliance Learning if you require additional support throughout your enrolment and or training process, as we can provide support via phone, zoom or by visiting our premises.

Unique Student Identifier Number

A Unique Student Identifier (USI) number is a unique number allocated to students studying nationally recognised (VET) Vocational Educational Training in Australia. Australian Government introduced the USI initiative, allowing students to access their training records and results from one location.

From January 2015, USI numbers are required for anyone completing nationally recognised training.

Students registering for nationally recognised training are required to provide their USI number to the Registered Training Organisation so the RTO can report the student's training information to the National Centre for Vocational Education Research (NCVER).

Students can obtain a USI number instantly via an online application- www.usi.gov.au

Axiom Compliance Learning COVID-19 response

Axiom Compliance Learning has implemented procedures following directions from-

- Safe Work Australia: <https://www.safeworkaustralia.gov.au/covid-19-information-workplaces>
- Australian Federal Government: <https://www.australia.gov.au/>

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Student Information Booklet v7.0 21.03.2024

- NSW State Government: <https://www.nsw.gov.au/covid-19>

Daily disinfection will be employed to ensure that seating, equipment and other materials is likely to be contacted and is virus-free to the best of our ability.

Trainers and office staff will be responsible for their particular areas.

Common areas will be the responsibility of designated personnel and cleaning contractors.

Staff and students will have their temperature checked before admission. Results recorded and kept.

Persons exhibiting an abnormal temperature or apparent symptoms of COVID-19 will be refused entry.

*For students refused admission to the building at this time, they will be transferred to another course.

Seating arrangements are designed to provide a 1.5-metre separation between students and staff.

*Student numbers have been reduced to comply with this requirement.

Kitchen facilities are not available.

Handwashing facilities with appropriate directions are provided in the unisex toilet.

Hand sanitiser stations are provided at points of common contact, such as

- Entry doors,
- Photocopiers and other standard office equipment
- Appliance simulators
- Toolboxes and tools
- Training room

Each student is required to sign a daily declaration declaring that –

- I have not returned from overseas within the last 14 days
- I have not knowingly been in contact with an identified COVID-19-infected person within the last 14 days
- I am currently well and not exhibiting any flu-like symptoms.
- I will not present and inform Axiom Compliance Learning if I become unwell or exhibit any COVID symptoms.
- I will adhere to the COVID-19 instructions/signage provided by Axiom Compliance Learning

Any questions regarding this handbook, please contact Axiom Compliance Learning on 02 4953 9959 or email

admin@axiomcompliance.com.au