

POLICIES & PROCEDURES MANUAL

Ensuring Training Excellence and Quality Outcomes for All Students

UNIVERSAL EDUCATION AND TRAINING LTD

RTO Number: 30173
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Language Training Institute



Language Training Institute is a Division of Universal Education and Training Ltd

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Introduction

Universal Education and Training Ltd (UNET) and its Division, Language Training Institute (LTi) is committed to delivering excellence in education, empowering individuals to reach their full potential in their chosen fields.

To achieve this, UNET adheres to best practice standards for recognised training in Australia, as set by the Australian Skills Quality Authority (ASQA). These standards guide the development, delivery, and continuous improvement of our training programs.

UNET's commitment to quality extends to our systems, record-keeping, administrative processes, and services, ensuring full compliance with the Standards for Registered Training Organisations (RTOs) 2025. Our goal is to uphold the highest standards and maintain our status as an Australian Government approved Registered Training Organisation (RTO).

This Policies and Procedures Manual has been carefully developed and regularly updated to ensure ongoing compliance and excellence in all areas of operation.

This manual is part of a broader framework, supported by the following companion documents:

Course Documents and Training Packages

- Comprehensive details of the curriculum for each training product offered by UNET.

Student Handbook

- A resource outlining student expectations, rights, and relevant policies, available at unet.org.au/student-handbook

Standards for Registered Training Organisations

- Australian Government requirements prescribed by legislation and regulatory bodies to ensure quality training, compliance and protection of students

Training and Assessment Strategies

- Providing a comprehensive overview of how each training product will be delivered and assessed

Code of Practice

Our Commitment

UNET is committed to high standards in the provision of Vocational Education and Training and other Student services. The policies set out in this Code of Practice, and in our Policies and Procedures Manual underpin the operations of the RTO.

Legislative Requirements

UNET will comply with all legislative requirements of State and Federal Government, in particular Work Place Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity.

External Reviews

UNET has agreed to participate in external monitoring and audit processes as required by the [Australian Skills Quality Authority](#). This includes random quality audits, audit following complaint and audit for the purpose of re-registration.

Quality Management Focus

UNET has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, trainers and industry representatives.

Management and Administration

UNET has policies and procedures, which ensure sound financial and administrative practices. We guarantee the organisation's sound financial position and safeguard student fees until used for training or assessment. We have a fair and equitable refund policies. Student records are kept securely and confidentially and are available for student perusal on request. UNET will have any relevant insurance necessary for the operational needs of the organisation.

Pre-enrolment Information, Marketing and Advertising

We refer to the *The Standards for Registered Training Organisations (RTOs) 2025* when designing, developing, reviewing, proofreading, and updating all materials either written or electronic for the marketing, advertising and promotion of our services to ensure ethical, accurate, representation of training products and services that are consistent with our scope of registration.

Training and Assessment Staffing Standards

UNET has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles including Recognition of Prior Learning (RPL). Adequate training materials will be utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for students who are not satisfied with the assessment or training.

Marketing and Advertising

UNET ensures that all marketing and advertising of AQF qualifications is ethical, accurate, and fully aligned with its scope of registration. All marketing materials disseminated by UNET, whether directly or through third parties, will provide accurate information about the services offered, and all advertised services will match the qualifications and training products on UNET's scope of registration.

UNET provides accurate, relevant and up-to-date course information for students prior to commencement. This includes:

- Course content information, including units, timeframes, assessment methods, entry requirements and vocational outcomes - outlined on our website
- Course fee information, including our payment and refund policies
- Enrolment application procedures
- Induction orientation procedures - outlined in the [Student Handbook](#)
- Provision for language, literacy and numeracy support in assessment - outlined in the [Student Handbook](#) and the *Training and Assessment Strategy*
- Flexible learning and assessment procedures - outlined in the [Student Handbook](#) and the *Training and Assessment Strategy*
- Welfare and guidance services - outlined in the [Student Handbook](#)
- Appeals, complaints and grievance procedures - outlined in the [Student Handbook](#) and this *Policies and Procedures Manual*
- Disciplinary procedures - outlined in the [Student Handbook](#)
- Staff responsibilities for access and equity – outlined in this *Policies & Procedures Manual*
- Recognition of Prior Learning (RPL) arrangements - outlined in the [Student Handbook](#) and relevant course *RPL Guides*

UNET will ensure that all information is made available to students through relevant websites and pre-enrolment information materials, requiring students to acknowledge that they have read and understood the details as per the Student Induction Policy.

UNET ensures that all marketing materials:

- Include UNET's RTO code (30173) and the code and title of any training product, as published on the National Register.¹

¹ Outcome Standard 3.a. & Compliance Requirement 2.a

- Accurately represent the training products offered and only market products that are current and within UNET’s scope of registration. ²
- Distinguishing between nationally recognised training that leads to AQF certification and any other training offered by UNET.³
- Complies with the use of the Nationally Recognised Training (NRT) logo, as determined by the Nationally Recognised Training Conditions of Use Policy⁴.
- Clearly distinguishes where UNET collaborates with a third party, another RTO or service provider to offer training, including where: ⁵
 - a third party is recruiting prospective VET students on UNET’s behalf
 - a third party is delivering training and assessment on UNET’s behalf
 - another RTO is delivering training and assessment on behalf of UNET
- UNET will only advertise or market that a training product enables learners to achieve a licensed or regulated outcome where this has been confirmed by the relevant industry regulator in the jurisdiction where it is being advertised.⁶
- All marketing materials will include details about any VET Student Loans, government-funded subsidies, or other financial support arrangements associated with the training and assessment services provided by UNET, where applicable.⁷
- UNET will obtain and record formal consent from any individual or organisation before using their name, image, or identity in marketing materials.⁸
- UNET will not provide unfounded guarantees⁹ (either verbally or in writing) that:
 - A student will successfully complete a training product that is part of its scope of registration.
 - A training product can be completed in a manner that does not meet the requirements of the Standards for RTOs.
 - A student will achieve a specific employment outcome, as this is beyond the control of the RTO.

UNET ensures that where marketing or recruitment services are provided by a third party, it is clearly stated who is responsible for each component of the service. This includes:

- Identifying where a third party is recruiting students on behalf of UNET
- Clarifying where training and assessment are delivered by a third party on behalf of UNET.

² Outcome Standard 3.b. & Compliance Requirement 2.b

³ Outcome Standard 3.d. & Compliance Requirement 2.d

⁴ Compliance Requirement 11 & Schedule 2

⁵ Outcome Standard 3.c. & Compliance Requirement 2.c

⁶ Outcome Standard 3.e. & Compliance Requirement 2.e

⁷ Outcome Standard 3.f. & Compliance Requirement 2.f

⁸ Outcome Standard 3.g. & Compliance Requirement 2.g

⁹ Outcome Standard 4.a-c. & Compliance Requirement 4.a-c

- Clarifying where another RTO is delivering training and assessment on behalf of UNET.
- Clearly distinguish the roles and responsibilities of the third party in the delivery of services.

Student Induction

Pre-Enrolment Information

Before enrolment, UNET provides all prospective students with clear, accurate, and current information to help them make informed decisions about their training options.¹⁰ This pre-enrolment is made publicly available on our website and listed on the enrolment application form¹¹. It includes:

- **[Student Handbook](#)** which comprehensive guide on what to expect, their rights, and relevant policies, including support services, assessment requirements, complaints and appeals, disciplinary procedures and training support services¹².
- **Course Information** including specific details regarding the course or qualification they are enrolling in, including¹³:
 - General course information, entry requirements, course content, assessment structure, and expected course outcomes.
 - Code, title, and currency of the training product as published on the National Register.
 - Any occupational licensing or regulatory requirements, if applicable.
 - Details about course duration, start and end dates, session times, and location.
- **Fees, Payment, and Refund Policy**, including complete information on fees and charges, payment terms and conditions, refund policies, and any available government training entitlements or subsidies, which is all made publicly available through our website.¹⁴ UNET requires students to declare that they have read the [Student Handbook](#), Course Fee Information, Payment and Refund Policy prior to enrolment. This process ensures that prior to enrolling, all students have been provided information about:
 - The fees that must be paid.
 - Any payment conditions as outlined in the Payment and Refund Policy
 - The withdrawal policy as outlined in the Payment and Refund Policy
 - Refunds in the event of UNET not providing the agreed services as outlined in the [Student Handbook](#)¹⁵
 - Any additional fees that may be applicable (e.g. reissue of Certificate, extension fees, etc.).

¹⁰ Outcome Standard 2.1

¹¹ Outcome Standard 2.1.d.

¹² Outcome Standard 2.1.c.ii

¹³ Outcome Standard 2.1.c.i.

¹⁴ Outcome Standard 2.1.c.iii

¹⁵ Compliance Requirement 18

- UNET's RTO Closure Policy as outlined in the [Student Handbook](#)
- **Enrolment terms and conditions** which outline the student obligations and liabilities. This includes information on any work placements or practical requirements, additional material or equipment costs, the process for obtaining a Unique Student Identifier (USI), extensions and procedures associated with withdrawal from the course.¹⁶
- **Third-Party Arrangements** (if applicable), including the name and contact details of any third-party providers involved in training or assessment

This information is made accessible via our website and may also be provided in information packs or at pre-enrolment events.

As part of the enrolment application process prior to enrolment, students are directed to read the pre-enrolment information and contact us if they are unclear about any of the information provided. On the enrolment application form, UNET requires students to confirm that they understand the Enrolment Terms and Conditions as outlined on the enrolment application form and [Student Handbook](#).¹⁷

Assessing Suitability of Training Products

To ensure students are matched with a suitable training product, UNET reviews each student's skills and competencies, including language, literacy, and numeracy proficiency, as well as digital literacy through an Entry LLN & Digital literacy Entry Test conducted prior to accepting an enrolment¹⁸. Based on this review, UNET provides tailored advice to students regarding the suitability of the course and any additional support required to meet learning objectives¹⁹. This is generally given by email communication and may also include a one-on-one consultation via phone or video call.

Dissemination of Clear and Accurate Information

UNET maintains transparency by disseminating clear, accurate, and up-to-date information to all students before enrolment. The following information is accessible and regularly updated to ensure accuracy²⁰:

- Enrolment, and Induction Procedures: Outlined in the [Student Handbook](#).
- Course Details and Vocational Outcomes: Available on the UNET website and includes course content, vocational outcomes, and the support services available for students.

¹⁶ Outcome Standard 2.1.iv

¹⁷ Outcome Standard 2.1.b

¹⁸ Outcome Standard 2.2.a

¹⁹ Outcome Standard 2.2.b

²⁰ Outcome Standard 2.1.b

- Flexible Learning and Assessment Procedures: Available in the [Student Handbook](#) and training materials, detailing options for learning support and assessment adjustments.
- Welfare, Wellbeing, and Support Services: Outlined in the [Student Handbook](#) and provided as part of UNET’s commitment to student wellbeing.
- Appeals, Complaints, and Grievance Procedures: Clearly defined in the [Student Handbook](#) and aligned with UNET’s Complaints and Appeals Policy.
- Recognition of Prior Learning (RPL) Arrangements: RPL policies and guides are available to ensure students understand options to have previous learning recognised.

UNET will inform students in a timely manner of any changes to services provided, including changes in ownership, new or existing third-party arrangements, and transitions to superseded, deleted, or expired training products.

Changes that Affect Students

UNET proactively identifies and communicates any changes that impact students. This includes transitions from superseded or deleted courses, changes in course structure, and any adjustments that may affect a student’s study experience. Students are notified as soon as practicable of these changes, with information made available through written email communication channels²¹.

This policy ensures that all students are fully informed of their rights, responsibilities, and available support, enabling them to make informed decisions regarding their education with UNET.

Student Support and Inclusion

Training Support Services

UNET is committed to providing VET students with accessible and timely training support to promote success throughout their learning journey.

1. **Assessment of Training Support Needs:** UNET assesses each student’s individual support needs during the enrolment process. This assessment covers language, literacy, numeracy, and digital skills, as well as encouraging student to disclose any disabilities or conditions that may impact their studies.²² This information enables us to better understand and address each student’s unique needs and ensure we identify and provide access to appropriate support services.²³

²¹ Outcome Standard 2.1.e.

²² Outcome Standard 2.4.a

²³ Outcome Standard 2.3.a

2. **Access to Trainers, Assessors, and Staff:** Students have reasonable access to trainers, assessors, and support staff throughout their studies.²⁴ Upon Confirmation of Enrolment, Students are provided guidance on how and when students can reach out to their Trainers, ensuring all students understand their support options²⁵. Students are further informed of communication options through the *Communication Policy* in the [Student Handbook](#)
3. **Timely Communication:** UNET ensures timely responses to student queries. Our trainers, assessors, and support staff are committed to maintaining open lines of communication, answering questions promptly to help students progress confidently in their training.²⁶
4. **Study Guides:** Study guides are provided to empower students to take ownership and responsibility for their studies. These resources help students stay on track and develop effective study habits, promoting independent learning.
5. **End of Study Date (EOSD) Notifications:** In line with our End of Study Date (EOSD) Procedures, students receive timely notifications regarding their upcoming end of study date. This ensures they are aware of important deadlines and can plan their final assessments and course completion accordingly.
6. **Enrolment Extensions:** UNET offers enrolment extensions to students who require additional time to complete their studies. Students wishing to switch from full-time to part-time enrolment can do so at no additional cost. However, if further time beyond the part-time duration is needed, an extension fee will apply. In cases of significant extenuating circumstances, UNET may waive or reduce the extension fee at its discretion. This flexible approach helps students navigate personal or academic challenges, ensuring they have the opportunity to successfully complete their studies.

Reasonable Adjustments

UNET values inclusivity and aims to support all students, including those with disabilities, to participate fully in their training. If a student discloses a disability or it becomes apparent that a student requires additional support during their studies, UNET works to implement reasonable adjustments where required to ensure that they are not presented with barriers to demonstrating competency.²⁷

²⁴ Outcome Standard 2.3.b

²⁵ Outcome Standard 2.3.c

²⁶ Outcome Standard 2.3.d

²⁷ Outcome Standard 2.4.b

Where a student discloses a disability, UNET will make reasonable adjustments to assessment and delivery methods to ensure equal access and participation in training. Adjustments may include modified assessment formats, extended time, or additional resources as required.

Reasonable adjustments can be provided for participants in accordance with the Training and Assessment Strategy for their course the nature of the learning need. Reasonable adjustments may include (but not be limited to):

- Additional educational support
- Alternative methods of assessment where appropriate (e.g. oral assessment)
- Use of adaptive technology
- Extension to study period with fees waived

Where an adjustment is made, UNET ensures that assessment can still occur in a way that does not compromise the competency standard.

Any adjustments are made in agreement with the student and documented in the student record.

In cases where adjustments are not feasible, UNET will communicate the reasons to the student clearly and offer guidance on alternative resources or learning pathways, if available.²⁸

Diversity and Inclusion Policy

UNET is dedicated to fostering a safe, inclusive, and culturally respectful learning environment that embraces the diversity of our VET students. We uphold a non-discriminatory policy and expect respectful behaviour from all students and staff, ensuring that each individual feels valued and supported.²⁹ Any form of harassment or discrimination is addressed promptly and with care in accordance with the *Student Behaviour Policy* outlined in the [Student Handbook](#).

UNET is committed to creating a culturally safe environment, particularly for First Nations students. This commitment involves cultural awareness throughout our training environment and ensuring that First Nations students and all students feel respected, valued, and fully supported in their educational journey.³⁰ All students are expected to follow the *Student Behaviour Policy* as outlined in the [Student Handbook](#), which strictly prohibits discriminatory behaviour and promotes mutual respect among all members of our community.

²⁸ Outcome Standard 2.4.c

²⁹ Outcome Standard 2.5.a

³⁰ Outcome Standard 2.5.b

Wellbeing Policy

UNET is committed to implementing wellbeing strategies that foster a positive learning experience for all students. UNET recognises the vital role of student wellbeing and offers resources and support tailored to meet the needs of our VET student community. By assessing the wellbeing needs of our student cohort, particularly in relation to course content and training demands, UNET provides a comprehensive list of Student Wellbeing Support Services. This list is included in the Course Study Guides and provides students with access to additional resources and support as needed.³¹

Further to the list of Student Wellbeing Support Services, students are informed through the [Student Handbook](#) about the actions they can take to access support, and the staff they can contact for assistance.³² UNET also ensures that students are aware of support services available to them, providing guidance on accessing both internal and external resources to enhance their training experience.

Training and Delivery

UNET is dedicated to delivering training that is engaging, well-structured, and designed to support students in attaining the skills and knowledge consistent with the standards of each training product.

UNET ensures that all training is developed in accordance with the specific requirements of the training product, as outlined in relevant Training Packages or Accredited Course Documents.³³ Each course and its assessments are regularly reviewed to maintain alignment with industry standards and compliance requirements.

UNET offers multiple delivery modes—including online, distance, and, where applicable, in-person components—to accommodate diverse learning styles and ensure that each student can attain the skills and knowledge consistent with the training product.³⁴ Course delivery is structured to support accessibility and flexibility while maintaining consistent educational outcomes.

Each training course is organised and paced to facilitate student progression, providing sufficient time for instruction, practice, feedback, and assessment.³⁵ Course schedules are designed to support students' development in a balanced manner, and extensions may be available to accommodate individual needs, as specified in UNET's training policies.

³¹ Outcome Standard 2.6.a

³² Outcome Standard 2.6.b

³³ Outcome Standard 1.1.a.

³⁴ Outcome Standard 1.1.b.

³⁵ Outcome Standard 1.1.c.

UNET's training programs use a variety of engaging techniques, activities, and resources to reinforce learning and improve understanding.³⁶ This includes interactive online components, practical tasks (where applicable), and real-world scenarios to support active learning. The TESOL Course e-textbook and other learning resources are designed to enhance engagement and promote practical application.

For training products requiring work-integrated learning, work placements, or community-based learning, UNET collaborates with relevant industry partners to ensure students can apply their skills in a practical environment.³⁷ These partnerships allow students to gain necessary experience and competencies under guided supervision, reinforcing the practical aspects of their training.

Training and Assessment Strategy Development

A Training and Assessment Strategy is required before the commencement of any courses by UNET or its training partners. UNET ensures that all training and assessment strategies:

- Comply with the Assessment Guidelines included in the applicable nationally endorsed Training Packages or Accredited Course Documents or the units or modules delivered in the case where a full qualification is not offered;
- Identify proposed target groups and the learning provided in the context of the existing skills, knowledge and the experience of the learners;
- Identify the mode of delivery, volume of learning and amount of training provided;
- Where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of any practical placement applicable, including task skills, task management skills, contingency management skills and job role environment skills;
- Involve the collection and evaluation of sufficient assessment evidence to enable judgments to be made about whether competency has been attained. A number of both training and assessment methods may be used in combination in order to ensure that adequate training has occurred and sufficient assessment evidence has been collected;
- Outlines procedures for Recognition of Prior Learning (RPL) and credit transfer;
- Determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses;
- Are equitable for all persons, taking account of cultural, linguistic or additional learning support needs and providing reasonable adjustment where required;

³⁶ Outcome Standard 1.1.d.

³⁷ Outcome Standard 1.1.e

- Have been developed in consultation with industry ensuring the relevance of UNET’s training and assessment strategies to current industry skills;
- Identify approximately qualified Trainers and Assessors with industry experience;
- Lead to the issuing of a Statement of Attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package or modules specified in the applicable accredited course;
- Outlines the process for moderation and validation (Refer to Validation Policy).

Assessment

UNET ensures that all assessments are consistent with the training product requirements, aligned with industry standards, and designed to enable accurate judgments of VET student competency.

UNET develops assessments that align with the specific skills, knowledge, and requirements of each training product.³⁸ Assessment tools are tailored to meet the competencies required in the Training Package or Accredited Course Document.

All assessment tools undergo a rigorous review process before use, ensuring they adhere to the principles of assessment (fairness, flexibility, validity, and reliability) and the rules of evidence (validity, sufficiency, authenticity, and currency).³⁹ This review is conducted by qualified assessors in conjunction with the Compliance Manager to confirm that each tool effectively measures student competency as intended.

Insights and feedback from the review process are applied to make any necessary changes to assessment tools, ensuring continuous alignment with the training product and improvement of assessment quality.⁴⁰

UNET upholds the following principles to ensure fair and appropriate assessment:⁴¹

- Fairness - Assessments consider individual student needs, applying reasonable adjustments and allowing reassessment as needed to support fair assessment opportunities.
- Flexibility - Assessments are adaptable to the context of each student and training product, allowing for the demonstration of skills and knowledge regardless of acquisition background.
- Validity - Assessment integrates skills and knowledge with practical application, enabling students to demonstrate competencies in real-world or similar situations.

³⁸ Outcome Standard 1.3.a

³⁹ Outcome Standard 1.3.b

⁴⁰ Outcome Standard 1.3.c.

⁴¹ Outcome Standard 1.4.a

- Reliability - Assessors interpret assessment evidence consistently, ensuring outcomes are comparable across different assessors.

Assessors make individual judgments based on the following evidence rules:⁴²

- Validity – the evidence shows that the student possesses the competencies outlined in the training product.
- Sufficiency - the evidence is of sufficient quality and quantity to justify a judgment of competency.
- Authenticity – there is assurance that the evidence is the student’s own work.
- Currency – the evidence reflects the student’s current skills and knowledge.

Recognition of Prior Learning (RPL)

UNET is committed to providing students with the opportunity to seek recognition of prior learning (RPL) to support their progress through the training product. The RPL process is designed to acknowledge and validate students' prior skills, knowledge, and competencies gained through formal, informal, or non-formal learning and experience.

The RPL process is structured to be cost effective and fair for both UNET and students. Applicants who consider that they have completed appropriate training or have through prior learning and experience gained the required skills/competencies stipulated for the units of the course may be granted credit upon substantiation of that claim.

UNET provides information about RPL and credit transfer opportunities prior to enrolment via our website and the [Student Handbook](#). Students are also informed of their opportunity to apply for RPL or credit through the enrolment application form, which includes a section where students can indicate their interest in applying for RPL or request further information about the RPL process.⁴³

RPL is based on evidence of prior skills, learning, and/or experience. The RPL process is conducted in alignment with the assessment system, ensuring that all evidence provided by students is relevant, sufficient, and meets the required standards as outlined in the training product.⁴⁴

Evidence for RPL may include (but not be limited to):

- Evidence of current competence
- Performance, demonstration, or skills test
- Portfolio, logbook, task book, projects or assignments

⁴² Outcome Standard 1.4.b

⁴³ Outcome Standard 1.6.a

⁴⁴ Outcome Standard 1.6.b

- Written presentation
- Interview
- Case studies
- Other certificates or transcripts
- References / Supervisor Testimonials

If there is sufficient evidence in the application and supporting documentation, no further assessment will be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the student and may consist of interview, written assignment, exam, or other method.

Successful students are notified promptly of the RPL outcome. The Assessor advises unsuccessful RPL applicants of reasons for non-recognition and steps they can take. As outlined in the [Student Handbook](#), students have a right to appeal the assessment decision.

Decisions regarding RPL are made by a qualified Assessor in a fair, consistent, and transparent manner. The integrity of the training product is maintained throughout the process. All RPL decisions are documented, with students receiving written notification of the outcome and guidance on any further steps.⁴⁵

Credit Transfer

Credit transfers (also referred to as “Direct Credit”) will be applied as part of the RPL process where applicable. Students are not required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or licence condition (including an industry licensing scheme) requires this. If a student provides suitable evidence they have successfully completed a unit or module at any RTO, UNET will provide credit for the unit or module through the credit transfer process.

Students are made aware of the opportunity to seek credit transfer for any equivalent training product they have previously completed. Information regarding credit transfer is communicated alongside the RPL information as described above.⁴⁶

Credit transfer decisions are based on valid evidence of prior completion of an equivalent training product. This evidence is typically demonstrated through AQF certification documentation or an authenticated VET transcript.⁴⁷

⁴⁵ Outcome Standard 1.6.c

⁴⁶ Outcome Standard 1.7.a

⁴⁷ Outcome Standard 1.7.b

Credit transfer decisions are made in a fair, consistent, and transparent manner. All decisions are documented, and students are provided with written confirmation of the credit transfer outcome, including details of any adjustments to their enrolment or course structure.⁴⁸

Qualifications Issuance Policy

UNET ensures full compliance with the Standards for Registered Training Organisations (RTOs), specifically in relation to the issuance of:

1. AQF Qualifications
2. Statements of Attainment

To be issued an AQF qualification, candidates must successfully complete and be assessed as competent in all of the requirements of the training product.⁴⁹ Where a student has completed one or more units of a qualification, but do not complete all of the qualification requirements, they can request to be issued with a Statement of Attainment.

All certificates, testamurs and statements of attainment issued by UNET will comply with the [AQF Qualifications Issuance Policy](#)⁵⁰ and consistent with the Student Identifiers Act 2014, it will not include a student's Student Identifier.⁵¹

UNET will ensure that it keeps a register of all qualifications and statements of attainment and ensure that these records are stored a period of 30 years. UNET will ensure that it complies with any reporting request from the VET regulator.

UNET will ensure that all Certificates are **issued within 30 calendar days** of the student being assessed as meeting the qualification requirements, provided that:⁵²

All agreed fees owed to UNET for that training product have been paid

The AQF qualification in which the student is enrolled is complete

OR The student has requested a Statement of Attainment after completing one or more units of the qualification

A Statement of Attainment may be issued to students who have completed some, but not all, required units of competency for a qualification. This applies if:

⁴⁸ Outcome Standard 1.7.c

⁴⁹ Compliance Requirement 5

⁵⁰ Compliance Requirement 7

⁵¹ Compliance Requirement 9

⁵² Compliance Requirement 5

- The student achieves partial completion of the qualification, including both theoretical and practical components, or
- The student completes electives beyond the required amount for the qualification.

Records of qualifications, certificates and statements of attainment will be kept as per the Records Management Policy.⁵³

Validation Policy

UNET maintains a regular validation process for assessment practices to ensure consistency, accuracy, and alignment with the training product requirements and the Standards.⁵⁴ Validation of each training product occurs at least every five (5) years or sooner based on risk assessments, changes to the training product, and feedback.⁵⁵

When determining which components of the training product will be validated and the sample size of assessments, UNET uses a risk-based approach based on the following factors:⁵⁶

- Priority is given to high-risk areas
- Training products with higher enrolment numbers are given precedence
- The time elapsed since the last validation
- Upcoming changes or transitions to new training products

Validation is carried out by a group of people with at least one or more representatives for each of the following:⁵⁷

- AQF qualification or skill set at least to the level being validated
- relevant industry experience and knowledge of current practices
- Training and Assessment credentials as outlined in the Standards for RTOs 2025 Credential Policy⁵⁸
- Was not responsible for designing the assessment
- Had no role in conducting the training and assessment being validated (i.e. a Trainer and Assessor can validate the work of other Trainers and Assessors, but not their own)

This collaborative approach ensures that the validation outcomes are not solely influenced by those who have designed or delivered the training or assessment,⁵⁹ while also confirming that the assessment tasks are aligned with current industry skills and expectations.

⁵³ Compliance Requirement 6.a

⁵⁴ Outcome Standard 1.5.a

⁵⁵ Outcome Standard 1.5.b

⁵⁶ Outcome Standard 1.5.c

⁵⁷ Outcome Standard 1.5.d

⁵⁸ Credential Policy 3B

⁵⁹ Outcome Standard 1.5.f

Where validation involves qualifications from the Training and Education Training Package, an independent validator who is not involved in the training or assessment of the product conducts the review following the completion of the first student cohort.⁶⁰

Results from validation are used to inform necessary revisions to the assessment tools and processes.⁶¹ These updates ensure that assessment practices remain consistent with industry standards, produce valid judgments, and maintain reliability across assessors.

Feedback and Continuous Improvement

UNET systematically collects information and feedback to assist in the continuous improvement process from the following sources:⁶²

- Student Survey Feedback Forms: students are invited to participate in a “So Far” student survey providing feedback on their course at:
 - 2 months into their studies
 - 6 months into their studies (for courses under 12 months duration) or 12 months into their studies (for courses over 12 months duration)
- End of Course Feedback Forms: students are invited to provide feedback at the conclusion of their studies. This is both through a short feedback form and the mandatory AQF learner questionnaire
- Quality performance indicator data collected and analysed annually
- Validation outcomes
- Trainer and Assessor Feedback collected annual on the Professional Development Form
- Industry and Other Stakeholders – as required
- Internal and external audits
- RTO Staff, Trainer, Assessor & student meetings
- Informal discussions or emails
- External experts & attendance at seminars, information days etc.

The CEO or representative will then collate and analyse the data collected through the feedback process and produce an email requesting any changes required if an improvement is required.⁶³ If improvements are determined to be necessary, appropriate staff member(s) are delegated responsibility to make any agreed changes.

In addition to the above process, students are invited to provide us with feedback anytime. If it appears to a student that their feedback is not being responded to appropriately, they are invited to

⁶⁰ Outcome Standard 1.5.e

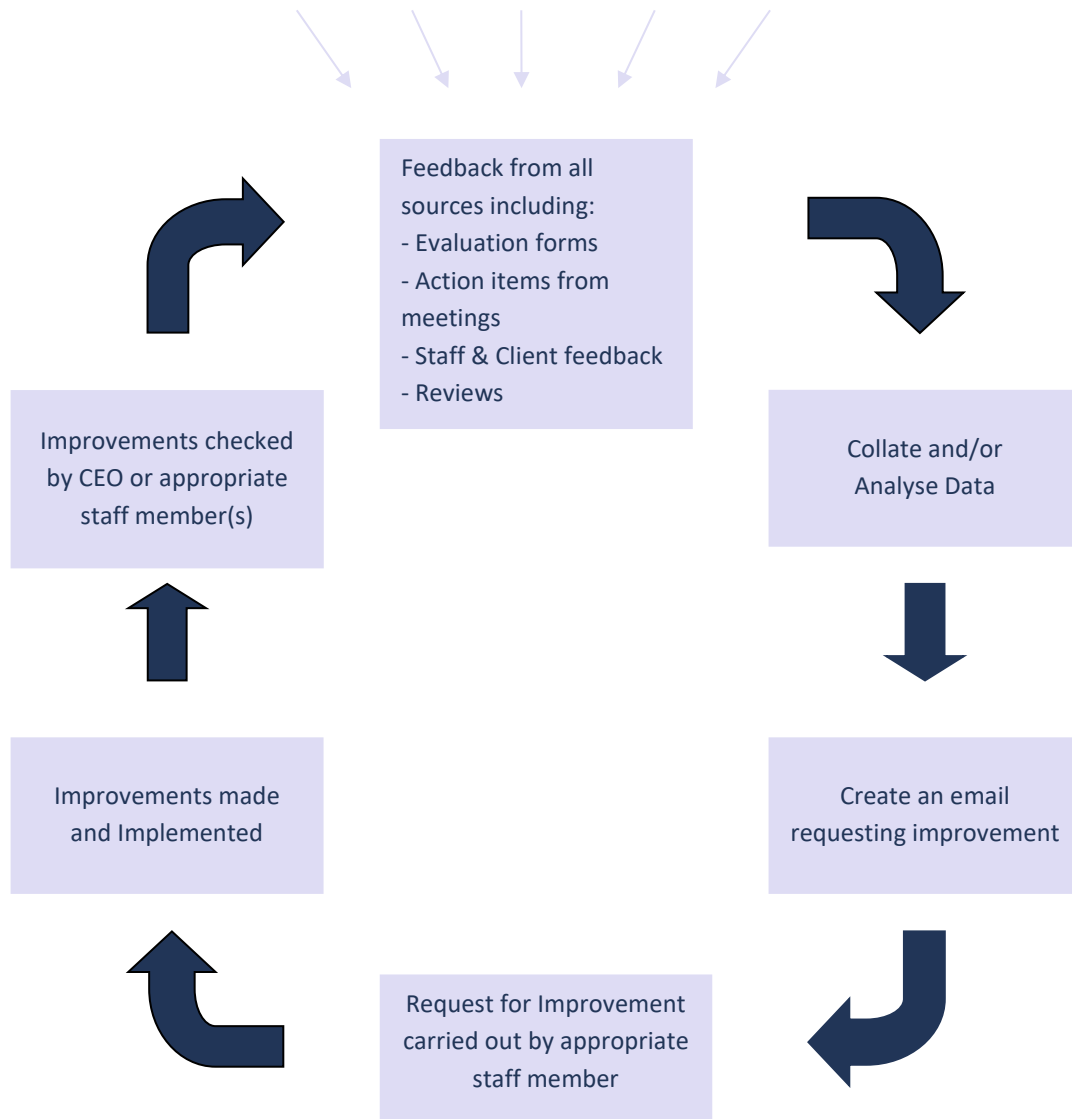
⁶¹ Outcome Standard 1.5.g

⁶² Outcome Standard 4.4.a & 4.4.b

⁶³ Outcome Standard 4.4.c

approach one of our Staff or Training Partners to speak openly about the situation. If the student doesn't feel that they are being listened to, they can formally put their complaint in writing to the UNET Office. Refer to Complaints and Appeals section for information on the process.

Feedback Flowchart



Transitioning to New Qualifications

UNET ensures that it does not deliver or assess revised Training Packages or accredited courses unless we have received approval from the registering body, as confirmed by the inclusion of the revised qualifications on UNET's scope of registration.⁶⁴ In line with the standards, UNET commits to the following practices regarding the transition of training products:⁶⁵

New Enrolments

- UNET ensures that new VET students do not commence training or assessment in any training product that has expired or been removed or deleted from the National Register.
- Where a training product is superseded, no new enrolments will be made after one year from the date the replacement training product is released on the National Register.

Existing Enrolments

- All existing VET students will either complete their training and assessment in the superseded training product or be transferred into the replacement training product in a timely manner. UNET will ensure that relevant AQF certification documentation is issued before the end of a teachout period, or students are transferred to the new qualification.

Where an **AQF qualification** is no longer current and has not been superseded all VET students' training and assessment will be completed, and the relevant AQF certification documentation will be issued **within two years** from the date the AQF qualification is removed or deleted from the National Register.⁶⁶

Where a **skill set, unit of competency, accredited short course, or module** is no longer current and has not been superseded, UNET will ensure that all VET students complete their training and assessment and receive the relevant AQF certification documentation **within one year** from the date the skill set, unit of competency, or module is removed or deleted from the National Register.

UNET ensures that all trainers and assessors are informed of any changes to the training products, including updates to training and assessment strategies and resources. Affected learners, employers, and other relevant stakeholders will be notified promptly of how these changes may impact their training, assessment, and certification.

⁶⁴ Compliance Requirement 12

⁶⁵ Compliance Requirement 12.a.i, ii & 13

⁶⁶ Compliance Requirement 12.b

⁶⁶ Compliance Requirement 12.c

Our management systems, including enrolment processes, student records, and relevant policies and procedures, are reviewed and updated to reflect the necessary changes required for transitioning to new training products.

Industry Engagement

UNET is committed to ensuring that its training and assessment strategies are informed by meaningful engagement with industry, employers, and community representatives. This collaboration helps ensure that our training is aligned with current industry practices and reflects the needs of the workforce.

UNET identifies and engages with key industry stakeholders, including employers, industry bodies, and community representatives, who have a direct connection to the training products offered. Engagement may occur through various channels such as industry surveys, advisory committees, consultations, and partnerships.⁶⁷

UNET actively seeks advice, feedback, and input from these stakeholders to gain insights into current industry needs and expectations. This feedback is collected regularly and may include discussions on emerging trends, skills gaps, regulatory changes, and workforce demands. Engagement is structured to ensure that feedback is relevant, actionable, and valuable for continuous improvement.

UNET uses the feedback and advice received from industry representatives to review and refine training and assessment strategies, ensuring they are responsive to industry requirements.⁶⁸ Adjustments to course content, delivery methods, assessment techniques, and resources are made based on this industry input to ensure ongoing relevance.

The training provided by UNET reflects up-to-date industry practices and is continuously updated based on industry feedback.⁶⁹ This ensures that students acquire the skills, knowledge, and competencies required to meet the needs of employers and the broader community.

Facilities, Resources and Equipment

UNET ensures that all facilities, resources, and equipment used for the delivery of training products are fit-for-purpose, safe, accessible, and sufficient. We are committed to providing high-quality resources that meet industry standards and support effective learning for our students.

⁶⁷ Outcome Standard 1.2.a

⁶⁸ Outcome Standard 1.2.b

⁶⁹ Outcome Standard 1.2.c

UNET identifies the specific facilities, resources, and equipment required to deliver each training product in the Training and Assessment Strategy for the course. This includes determining the necessary tools, technologies, and materials to support the delivery and assessment of the training. Where applicable, we outline which of these resources are provided by UNET or third parties, ensuring clarity and transparency in resource allocation.⁷⁰

UNET ensures that all VET students have access to the necessary facilities, resources, and equipment required to participate in training and assessment activities. This includes providing access to up-to-date technologies, learning materials, and any other resources relevant to their training product. We take measures to ensure that these resources are readily available and accessible to all students throughout their learning journey.

UNET clearly informs students of any additional resources, both physical and electronic, that they are required to provide themselves, such as personal devices with internet access for completing online study components. These technology requirements are outlined in the pre-enrolment information available on our website. Additionally, students are asked to confirm on their enrolment application that they have access to the necessary technology specified in the requirements.⁷¹

UNET takes responsibility for ensuring that all facilities, resources, and equipment that it provides are regularly assessed for suitability and safety.⁷² We implement processes to monitor and maintain the quality and safety of these items, ensuring they continue to meet the needs of our training products and the specific requirements of the student cohort. Regular inspections, maintenance schedules, and risk assessments are part of our ongoing commitment to providing a safe learning environment.

When training involves work-integrated learning, work placements, or other forms of community-based learning, UNET ensures that effective strategies are in place to manage any associated risks.⁷³ Prior to practical placement, UNET has a discussion with Supervisors about any potential risks associated with the facilities, resources, and equipment used during the practical placement, including emergency procedures and equipment safety.

VET Workforce Management

UNET is committed to ensuring that an appropriate number of qualified trainers, assessors, and other staff are employed to effectively deliver training and assessment services. We recognise that workforce management is critical to providing high-quality education and training experiences for our students. We regularly assess staffing needs based on factors including:⁷⁴

⁷⁰ Outcome Standard 1.8.a

⁷¹ Outcome Standard 1.8.b.ii

⁷² Outcome Standard 1.8.b

⁷³ Outcome Standard 1.8.c

⁷⁴ Outcome Standard 3.1.a

- The number of students enrolled in training programs
- The complexity and scope of the training products being delivered
- The delivery mode (e.g., face-to-face, online, blended learning)
- The level of assessment required, including the amount of practical placement or work-integrated learning involved
- The operational requirements of the RTO, such as administrative support, learner support services, and compliance with regulatory requirements

Trainers and assessors are allocated based on their qualifications and experience to ensure the effective delivery of training and assessment. Support staff are also in place to assist with administrative tasks, student support, and compliance monitoring, ensuring that all operational requirements are met. Additionally, course facilitators and other roles are identified and assigned as necessary to support specific training delivery modes, providing further assistance where needed.

Trainer and Assessors

UNET ensures that all Trainers and Assessors involved in the delivery and assessment of training products possess the necessary qualifications, skills, and industry knowledge required to meet the standards for VET education. Trainers and Assessors are selected based on their competencies as outlined in the relevant Course Document or Training Package, ensuring compliance with Trainer and Assessor Competencies.

Prior to commencing work for UNET, Trainers and Assessors are assessed to ensure they meet the following criteria⁷⁵:

- Vocational competencies that are at least at the level being delivered and assessed⁷⁶
- maintains an understanding of current industry practices relevant to the training and assessment area⁷⁷
- Current knowledge and skills in vocational training and learning, which informs their approach to training and assessment
- A Certificate IV in Training and Assessment (TAE40122, TAE40116 or TAE40110) or a diploma or higher-level qualification in adult education or vocational education and training⁷⁸

To ensure that Trainers and Assessors continue to develop their vocational education and training (VET) knowledge, industry currency, and Trainer / Assessor competence, they are required to report on their professional development annually using the Professional Development Form (see Professional Development Policy)⁷⁹. This helps ensure that they remain up-to-date with current practices and effective training methods.

⁷⁵ Outcome Standard 3.2

⁷⁶ Outcome Standard 3.3.a.i

⁷⁷ Outcome Standard 3.3.a.ii

⁷⁸ Outcome Standard 3.2.a & Credential Policy 1A

⁷⁹ Outcome Standard 3.2.c

In some select cases, UNET may make allowances to employ a Trainer who is actively working towards a TAE40122 Certificate IV in Training and Assessment (or its successor) to deliver training while under the direction of another fully qualified Trainer or Assessor.⁸⁰ In these circumstances, an agreement is put in place to effectively monitor the quality of their training session planning and delivery. Any person working under supervision is not permitted to conduct assessment activities.⁸¹

Industry Experts

Industry experts may also be invited by Trainers to provide additional information as guest lecturers or give student support, but these sessions are treated as supplementary resources intended to enhance learning and do not constitute formal training.

When an expert is engaged to support trainers and assessors, their involvement is based on a specific need for expertise related to the training product or student cohort.⁸² UNET ensures that the expert has industry competencies, skills and knowledge that directly contribute to the delivery and assessment of training programs, particularly in specialised or technical areas.⁸³

To ensure the quality of the training and assessment process, UNET maintains sufficient oversight of the expert's involvement. The course Trainer is responsible for monitoring the expert's performance and ensuring that their contribution aligns with the overall training objectives and assessment requirements.⁸⁴ Industry experts are not permitted to conduct assessment activities and the course Trainer retains responsibility for ensuring that the training and assessment meet required standards at all times.⁸⁵

Course Facilitators

An approved Course Facilitator may assist with learning activities, such as facilitating group work for distance students, but cannot conduct formal training or assessment. They may provide guidance in the following ways:

- Offering administrative support, such as answering logistical questions
- Helping students stay on track with their coursework
- Facilitating communication between students working together in support groups
- Providing information about where specific course materials can be found
- Assisting with practical placement arrangements

⁸⁰ Credential Policy 1C, 1D & 1E

⁸¹ Outcome Standard 3.2.b & Credential Policy 1C & 1D

⁸² Outcome Standard 3.3.b

⁸³ Outcome Standard 3.3.b.i

⁸⁴ Outcome Standard 3.3.b.iii

⁸⁵ Outcome Standard 3.3.b.ii

However, Course Facilitators are prohibited from:

- Providing formal training or assessment
- Making judgments on the correctness of a student's answer
- Providing any learning materials beyond those approved for the course

Staffing Policies

Staff Induction

UNET provides a comprehensive induction for all new employees, ensuring that they are aware of the policies and procedures that relate to their roles and the RTO's compliance obligations. This includes:

- Organisational overview, including the ASQA framework
- Introduction to colleagues and communication systems
- Code of Conduct, Occupational Health & Safety, Equal Employment Opportunity (EEO) & Anti-bullying policies
- Overview of staff meetings, student handbooks, employment conditions, and performance management
- A detailed induction covering dress code, leave entitlements, grievances, security procedures, and continuous improvement initiatives

New staff must also sign an employment agreement outlining employment conditions, remuneration, performance expectations, professional development requirements, and copyright ownership of training session materials.

It is the responsibility of the CEO or delegate to ensure new staff are familiar with their relevant facilities, including kitchen, toilets, lock-up procedures, parking availability or working from home arrangements.

Professional Development

UNET is committed to supporting the ongoing professional development of all staff, ensuring they have the necessary skills and knowledge to effectively perform their roles and deliver high-quality training and assessment services.

UNET provides access to professional development opportunities by:

- Offering financial support and time allowances for staff to attend relevant industry seminars, workshops, conferences, and other professional development activities
- Organising internal training sessions, including updates on new training products, changes to regulatory requirements, and teaching/learning best practices
- Offering financial support for enrolment in updated training products or accredited courses

- Encouraging participation in industry networks, communities of practice, and mentoring programs to ensure that staff remain connected with industry trends and emerging practices
- Supporting the completion of formal qualifications where applicable, such as the TAE40122 Certificate IV in Training and Assessment, or qualifications in specific vocational fields, to further enhance their capacity to deliver quality training and assessment
- Ensuring staff have access to relevant resources and industry materials, such as journals, training packages, and research papers, to stay current with industry standards

To ensure that all trainers and assessors maintain their industry currency and vocational competence, UNET requires that all staff record their professional development on the annual Professional Development Form.⁸⁶ This includes their recent:

- industry experience
- professional development in the VET sector (e.g. participating in VET level studies, workshops or sessions focused on adult education, completion of individual units of competency, etc)
- continuous improvement activities applied within their training or assessment practices
- evidence supporting the professional development activities
- planned professional development activities
- feedback on courses delivered and opportunities for improvement
- induction information and policy refreshers

Workplace Discrimination and Harassment Policy

UNET's Workplace Discrimination and Harassment Policy applies to:

- all staff, including: managers and supervisors; full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, contractors, sub-contractors and volunteers
- board members
- how UNET provides services to clients and how it interacts with other members of the public
- all aspects of employment, recruitment and selection; conditions and benefits; training and promotion; task allocation; shifts; hours; leave arrangements; workload; equipment and transport
- on-site, off-site or after hours work; work-related social functions; conferences – wherever and whenever staff may be as a result of their UNET duties
- staff treatment of other staff, of clients, and of other members of the public encountered in the course of their UNET duties.

This policy is to be read and applied in conjunction with other relevant UNET policies and procedures in this manual.

If you have a query about this policy or need more information please contact CEO, Paul Truasheim.

⁸⁶ Outcome Standard 3.2.c

Staff who do not feel safe or confident to take such action may seek assistance from the TESOL Director, Rachel Brigg, for advice and support or action their behalf.

UNET is a Christian organisation with a Christ centred ethos. We base our organisational culture on biblical principles, which guide our interactions and relationships with our staff, volunteers, supporters, students and external organisations. These Christian values guide our vision, and prayer is an integral part of our internal staff meetings.

Staff working for us are encouraged to enjoy a personal relationship with God and to involve themselves in a local Christian church, who can provide spiritual guidance and fellowship.

UNET is committed to providing a safe, flexible and respectful environment for staff and students which is free from all forms of discrimination, bullying and sexual harassment. All UNET staff are required to treat others with dignity, courtesy and respect.

By effectively implementing our *Workplace discrimination and harassment policy* we will attract and retain talented staff and create a positive Christian environment for staff.

Staff rights and responsibilities

All staff are entitled to:

- recruitment and selection decisions based on merit and not affected by irrelevant personal characteristics
- work free from discrimination, bullying and sexual harassment
- the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised
- reasonable flexibility in working arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture.

All staff must:

- follow the standards of behaviour outlined in this policy
- offer support to people who experience discrimination, bullying or sexual harassment, including providing information about how to make a complaint
- avoid gossip and respect the confidentiality of complaint resolution procedures
- treat everyone with dignity, courtesy and respect.

Reasonable work adjustments

Reasonable adjustments are changes that allow people with a disability to work safely and productively. UNET will make reasonable adjustments for a person with a disability who:

- applies for a job, is offered employment, or is an employee, and
- requires the adjustments in order to participate in the recruitment process or perform the genuine and reasonable requirements of the job.

Examples of reasonable adjustments can include:

- reviewing and, if necessary, adjusting the performance requirements of the job
- arranging flexibility in work hours
- approving more regular breaks for people with chronic pain or fatigue
- buying desks with adjustable heights for people using a wheelchair.

When thinking about reasonable adjustments UNET will weigh up the need for change with the expense or effort involved in making it. If making the adjustment means a very high cost or great disruption to the workplace, it is not likely to be reasonable.

In some cases UNET can discriminate on the basis of disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability could not perform the genuine and reasonable requirements of the job even if the adjustments were made.

Additional responsibilities of managers and supervisors

Managers and supervisors must also:

- model appropriate standards of behaviour
- take steps to educate and make staff aware of their obligations under this policy and the law
- intervene quickly and appropriately when they become aware of inappropriate behaviour
- act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard
- help staff resolve complaints informally
- refer formal complaints about breaches of this policy to the appropriate complaint handling officer for investigation
- ensure staff who raise an issue or make a complaint are not victimised
- ensure that recruitment decisions are based on merit and that no discriminatory requests for information are made
- seriously consider requests for flexible work arrangements.

Unacceptable workplace conduct

Discrimination, bullying and sexual harassment are unacceptable at UNET and are unlawful under the following legislation:

- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth).

Staff (including managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal.

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, race or disability. Discrimination can occur:

- Directly, when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic protected by law (see list below). *For example, a worker is harassed and humiliated because of their race or A worker is refused promotion because they are 'too old'*
- Indirectly, when an unreasonable requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a personal characteristic protected by law (see list below). *For example, redundancy is decided based on people who have had a worker's compensation claim rather than on merit.*

Discrimination is unacceptable at UNET. Staff (including managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal. When assessing a discrimination claim UNET will apply the following legislation:

- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Age Discrimination Act 2004 (Cth)
- Australian Human Rights Commission Act 1986 (Cth).

It is noted that some roles within UNET require staff to operate within a Christian environment and are to be seen to conduct themselves in a manner consistent with Christian principles, beliefs and ethics. These requirements (where applicable) are specifically outlined in a staff members Employment Agreement and also within the Employee Handbook.

If someone is being bullied because of a personal characteristic protected by equal opportunity law, it is a form of discrimination. Bullying can take many forms, including jokes, teasing, nicknames, emails, pictures, text messages, social isolation or ignoring people, or unfair work practices. Under Federal law, this behaviour does not have to be repeated to be discrimination – it may be a one-off event.

Behaviours that may constitute bullying include:

- sarcasm and other forms of demeaning language
- threats, abuse or shouting
- coercion
- isolation
- inappropriate blaming
- ganging up

- constant unconstructive criticism
- deliberately withholding information or equipment that a person needs to do their job or access their entitlements
- unreasonable refusal of requests for leave, training or other workplace benefits.

Bullying is unacceptable in UNET and may also be against occupational health and safety law.

Sexual harassment is a specific and serious form of harassment. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. It can include:

- comments about a person's private life or the way they look
- sexually suggestive behaviour, such as leering or staring
- brushing up against someone, touching, fondling or hugging
- sexually suggestive comments or jokes
- displaying offensive screen savers, photos, calendars or objects
- repeated unwanted requests to go out
- requests for sex
- sexually explicit posts on social networking sites
- insults or taunts of a sexual nature
- intrusive questions or statements about a person's private life
- sending sexually explicit emails or text messages
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- behaviour that may also be considered to be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Just because someone does not object to inappropriate behaviour in the workplace at the time, it does not mean that they are consenting to the behaviour. Sexual harassment is covered in the workplace when it happens at work, at work-related events, between people sharing the same workplace, or between colleagues outside of work. All staff and volunteers have the same rights and responsibilities in relation to sexual harassment.

A single incident is enough to constitute sexual harassment – it doesn't have to be repeated. All incidents of sexual harassment – no matter how large or small or who is involved – require employers and managers to respond quickly and appropriately. UNET recognises that comments and behaviour that do not offend one person can offend another.

This policy requires all staff and volunteers to respect other people's limits.

Victimisation: Victimisation is subjecting or threatening to subject someone to a detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, sexual harassment or victimisation. Victimisation is against the law.

It is also victimisation to threaten someone (such as a witness) who may be involved in investigating an equal opportunity concern or complaint. Victimisation is a very serious breach of this policy and is likely (depending on the severity and circumstances) to result in formal discipline against the perpetrator. UNET has a zero tolerance approach to victimisation.

Gossip: It is unacceptable for staff at UNET to talk with other staff members, students, supporters or suppliers about any complaint of discrimination or harassment. Breaching the confidentiality of a formal complaint investigation or inappropriately disclosing personal information obtained in a professional role (for example, as a manager) is a serious breach of this policy and may lead to formal discipline.

Merit at UNET

All recruitment and job selection decisions at UNET will be based on merit – the skills and abilities of the candidate as measured against the inherent requirements of the position – regardless of personal characteristics.

It is unacceptable and may be against the law to ask job candidates questions, or to in any other way seek information, about their personal characteristics, unless this can be shown to be directly relevant to a genuine requirement of the position.

It is noted that some roles within UNET require staff to operate within a Christian environment and are to be seen to conduct themselves in a manner consistent with Christian principles, beliefs and ethics. These requirements (where applicable) are specifically outlined in a staff members Employment Agreement and also within the Employee Handbook.

Resolving issues at UNET

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your Supervisor). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, contact your Supervisor for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact the CEO, Paul Truasheim. Staff who do not feel safe or confident to take such action may seek assistance from the TESOL Director, Rachel Brigg, for advice and support on their behalf.
4. Employees may also lodge a complaint with the Australian Human Rights Commission, or take action under the *Fair Work Act 2009*.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

When a Supervisor receives a complaint or becomes aware of an incident that may contravene UNET Policies, they should follow this procedure.

1. Listen to the complaint seriously and treat the complaint confidentially. Allow the complainant to bring another person to the interview if they choose to.
2. Ask the complainant for the full story, including what happened, step by step.
3. Take notes, using the complainant's own words.
4. Ask the complainant to check your notes to ensure your record of the conversation is accurate.
5. Explain and agree on the next action with the complainant.
6. If investigation is not requested (and the Supervisor is satisfied that the conduct complained is not in breach of UNET policies) then the Supervisor should:
 - act promptly
 - notify the CEO: Paul Truasheim
 - maintain confidentiality (with the exception of notifying the CEO)
 - pass any notes on to the CEO.

If an investigation is requested or is appropriate, follow the next procedure.

When a Supervisor investigates a complaint, they should involve the CEO and follow this procedure.

1. Do not assume guilt.
2. Advise on the potential outcomes of the investigation if the allegations are substantiated.
3. Interview all directly concerned, separately.
4. Interview witnesses, separately.
5. Keep records of interviews and the investigation.
6. Interview the alleged harasser, separately and confidentially and let the alleged harasser know exactly of what they are being accused. Give them a chance to respond to the accusation. Make it clear they do not have to answer any questions, however, the Supervisor will still make a decision regardless.
7. Listen carefully and record details.
8. Ensure confidentiality, minimise disclosure.
9. Decide on appropriate action based on investigation and evidence collected.
10. Check to ensure the action meets the needs of the complainant and UNET.
11. If resolution is not immediately possible, refer the complainant to more senior management. If the resolution needs a more senior Supervisor's authority, refer the complainant to this Supervisor.
12. Discuss any outcomes affecting the complainant with them to make sure where appropriate you meet their needs.

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

- disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
- staff training
- additional training for the perpetrator or all staff, as appropriate

- counselling for the complainant
- an apology (the particulars of such an apology to be agreed between all involved)

Information Technology Resources Use

UNET recognises the usefulness of the internet, email, mobile devices and computer equipment as research, communication and work tools. This policy sets out the appropriate standards of behaviour for users of UNET's information technology resources. This policy applies to all staff members of UNET, Fellows, trainees, volunteers and contractors (including sub-contractors and temporary contractors) referred to as users.

At all times when accessing or using UNET's information technology resources, users must ensure that they comply with this policy. It is the user's responsibility to ensure that they use UNET's information technology resources in a lawful and professional manner.

This policy outlines the expectations in the use of UNET's:

- Information technology resources.
- Internet.
- Social media.
- Email facilities.
- Mobile phones and mobile devices.

If a user is unsure about any matter covered by this policy, they should seek guidance from UNET.

This policy applies to the use of all internet, email and computer facilities, both during and outside of business working hours. This policy applies to the use of internet, email and computer facilities inside the workplace, as well as use from remote locations. Use of computer facilities includes use of laptops, mobile phones and similar products, and any other equipment that provides a means of accessing UNET's email and internet facilities. For example, this policy extends to the use of a personal computer which has access to UNET's IT systems.

UNET's information technology resources ("IT resources") are provided to support the educational and administrative activities of UNET. These resources include:

- UNET's network.
- Computer systems and software including personal computers, notebooks and servers.
- Access to the internet.
- Email, telephones and related services.

If users produce, collect and/or process UNET related information in the course of their work, that information remains the property of UNET. This includes information stored on third party websites.

If you have any concerns about the internet, email and computer use policy please Paul Truasheim. Requests must be in writing and resolution of concerns will be sought as promptly as possible.

Where UNET suspects or finds evidence of a breach of this policy, UNET reserves the right to restrict a user's access to its IT resources. Any user found to have violated this policy may be subject to disciplinary action.

Personal use Guidelines for Use of IT Resources

Users must comply with the following guidelines when using UNET's IT resources:

- Users should protect their username/login code and password information at all times and not divulge such information to any other person, unless it is necessary to do so for legitimate reasons.
- Username/login codes and passwords are not to be recorded on or near computer equipment/mobile devices.
- Users should ensure that they log off from their account, and lock their computer/mobile device or shut down their computer/mobile device when leaving such equipment unattended to ensure that others do not have access to UNET's computer systems.
- Users in possession of UNET's computer equipment or mobile devices (including laptops, mobile phones, pagers, personal data assistants, wireless data cards, etc.) must at all times ensure that such equipment is stored or placed in areas with a minimal possibility of theft or damage.
- IT resources must not be used for private commercial purposes except where the paid work is conducted in accordance with UNET's practice, or the work is for the benefit of an entity in which UNET holds an interest.
- Use of proprietary software is subject to terms of license agreements between UNET and the software owner or licensor, and may be restricted in its use.
- The UNET name or logo or any of its division's names and logos may only be used with prior approval from the general manager, communications.

Users are permitted to use UNET's IT resources for limited, incidental personal purposes, provided that such use does not:

- Interfere with the efficient business operations of UNET.
- Violate this policy or any other policy of UNET.
- Negatively impact upon the user's work performance.
- Hinder the work of other users.
- Damage the reputation, image or operations of UNET.
- Such use must not cause noticeable additional cost to UNET.

UNET accepts no responsibility for:

- Loss or damage or consequential loss or damage, arising from personal use of its IT resources.

- Loss of data or interference with personal files arising from the efforts to maintain the IT resources.

Prohibited Digital Conduct

Certain behaviour is considered to be inappropriate use of UNET's IT resources and is strictly prohibited. Examples of such prohibited conduct are, but are not limited to:

- a) Users must not send (or cause to be sent), upload, download, use, retrieve, or access any file, email or internet material that:
 - i. Is obscene, offensive or inappropriate. This includes text, images, sound or any other material, sent either in an email or in an attachment to an email, or through a link to an internet site (URL). For example, material of a sexual nature, hateful, indecent or pornographic material.
 - ii. Causes insult, offence, intimidation or humiliation by reason of unlawful harassment or discrimination.
 - iii. Is defamatory or incurs liability or adversely impacts on the image of UNET. A defamatory message or material is a message or material that is insulting or lowers the reputation of a person or group of people.
 - iv. Is otherwise illegal, unlawful or inappropriate.
 - v. Affects or may affect the performance of, or cause damage to or overload UNET's computer systems or internal or external communications in any way.
 - vi. Gives the impression of or is representing, giving opinions or making statements of on behalf of UNET without the express authority of UNET.

- b) Users must not use IT resources to:
 - i. Violate copyright or other intellectual property rights. Computer software that is protected by copyright is not to be copied from, or into, or by using UNET's computing facilities, except as permitted by law or by contract with the owner of the copyright. Similarly, users should not copy or access copyright protected music or videos on UNET's IT resources.
 - ii. Breach an individual's privacy, including patients under the care of a Fellow or trainee;
 - iii. Create any legal or contractual obligations on behalf of UNET unless expressly authorised by UNET.
 - iv. Disclose any confidential information of UNET or any employee, Fellow, trainee, client or supplier of UNET unless expressly authorised by UNET.
 - v. Install software or run unknown or unapproved programs on UNET's computers. Under no circumstances should users modify the software or hardware environments on UNET's computer systems (this includes installing software purchased by users for personal private use) without prior approval from the general manager, IT.
 - vi. Gain unauthorised access (hacking) into any other computer within UNET or outside UNET or attempt to deprive other users of access to or use of any College computing system.
 - vii. Plagiarise another person's work.
 - viii. Deliberately send or cause to be sent chain or spam emails in any format.

- ix. Obtain personal gain. For example, running a personal business using UNET's computers.
 - x. Gamble.
 - xi. Stream content for personal use.
 - xii. Use peer to peer file sharing software such as VUZE, BitTorrent, etc.
- c) Perpetrate any form of fraud or software, film or music piracy. Users must not use another user's computer or internet access or email facilities (including passwords and usernames/login codes) for any reason without the express permission of the user.

Any criminal offences will be reported to the police.

Social Media

For the purposes of this policy, the following definitions apply: *Social Media includes all internet-based publishing technologies. Most forms of Social Media are interactive, allowing authors, readers and publishers to connect and interact with one another. The published material can often be accessed by anyone. Forms of Social Media include, but are not limited to, social or business networking sites (i.e. Facebook, LinkedIn), video and/or photo sharing websites (i.e. YouTube, Flickr), business/corporate and personal blogs, micro-blogs (i.e. Twitter), chat rooms and forums and/or Social Media.*

This policy also applies to all employees, contractors and sub-contractors of UNET who:

- have an active profile on a social or business networking site such as LinkedIn, Facebook, MySpace, Bebo, Friendster or X (formerly known as Twitter);
- write or maintain a personal or business' blog; and/or
- post comments on public and/or private web-based forums or message boards or any other internet sites.

Users must take a common sense approach to the content that they publish online. Because of the public nature of the internet and social media, this common sense approach also applies to use of social networking sites outside of business hours or on equipment other than UNET equipment.

Statements of fact about UNET and its products and services, publicly available information and information already published on UNET's website are all examples of appropriate online content.

Users must not publish any material online that contains UNET's confidential information (including financial information and information about organisational matters), the personal information of another (without that individual's consent), information about UNET's customers or clients, or content that may offend, intimidate, defame or humiliate a Fellow, trainee, staff member, volunteer or contractor of UNET. Further, if a user becomes aware of the publication of material that is linked to UNET, its workers or its clients which would be deemed distasteful or inappropriate, the user should report such conduct to UNET's Human Resources Department.

If a user is unsure about whether they should publish material on the internet, they should seek guidance from Paul Truasheim.

UNET expects its employees to maintain a certain standard of behaviour when using Social Media for work or personal purposes. This policy applies to all employees, contractors and sub-contractors of UNET who contribute to or perform duties such as:

- maintaining a profile page for UNET on any social or business networking site (including, but not limited to LinkedIn, Facebook, MySpace, Bebo, Friendster or Twitter);
- making comments on such networking sites for and on behalf of UNET;
- writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of UNET; and/or
- posting comments for and on behalf of UNET on any public and/or private web-based forums or message boards or other internet sites.

No employee, representative, partner, contractor or sub-contractor of UNET is to engage in Social Media on behalf of UNET unless they first obtain UNET's written approval.

If any employee, contractor or sub-contractor of UNET is directed to contribute to or participate in any form of Social Media related work, they are to act in a professional manner at all times and in the best interests of UNET.

All employees, contractors and sub-contractors of UNET must ensure they do not communicate any:

- Confidential Information relating to UNET or its clients, business partners or suppliers;
- material that violates the privacy or publicity rights of another party; and/or
- information, (regardless of whether it is confidential or public knowledge), about clients, business partners or suppliers of UNET without their prior authorisation or approval to do so; on any social or business networking sites, web-based forums or message boards, or other internet sites.

Confidential Information includes any information in any form relating to UNET and related bodies, clients or businesses, which is not in the public domain.

UNET acknowledges its employees, contractors and sub-contractors have the right to contribute content to public communications on websites, blogs and business or social networking sites not operated by UNET. However, inappropriate behaviour on such sites has the potential to cause damage to UNET, as well as its employees, clients, business partners and/or suppliers.

For this reason, all employees, contractors and sub-contractors of UNET must agree to not publish any material, in any form, which identifies themselves as being associated with UNET or its clients, business partners or suppliers.

All employees, contractors and sub-contractors of UNET must also refrain from posting, sending, forwarding or using, in any way, any inappropriate material including but not limited to material which:

- is intended to (or could possibly) cause insult, offence, intimidation or humiliation to UNET or its clients, business partners or suppliers;
- is defamatory or could adversely affect the image, reputation, viability or profitability of UNET, or its clients, business partners or suppliers; and/or
- contains any form of Confidential Information relating to UNET, or its clients, business partners or suppliers.

All employees, contractors and sub-contractors of UNET must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of UNET's computer network.

Emails

Email facilities are provided for formal work related correspondence. To protect UNET from the potential effects of the misuse and abuse of email, the following instructions are for all users:

- The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
- When using email a person must not pretend to be another person or use another person's computer without permission.

Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

Appropriate standards of civility should be used when using email and other messaging services to communicate with other staff members or any other message recipients. When using the email or messaging system users must not send:

- Angry or antagonistic messages – these can be perceived as bullying or threatening and may give rise to formal complaints under grievance procedures or discrimination/sexual harassment procedures.

- Offensive, intimidating or humiliating emails – UNET’s IT resources must not be used to humiliate, intimidate or offend another person/s on the basis of their race, gender, or any other attribute prescribed under anti-discrimination legislation.
- No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of UNET in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
- Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, involves the harassment of others or concerns personal relationships.

A user must comply with the following guidelines when using UNET’s email system:

- Take care to maintain the confidentiality of sensitive information.
- All emails sent must include the an approved email signature.
- Any disclaimer which is automatically included in UNET’s emails must not be removed.
- If a user receives an email which they suspect contains a virus, they should not open the email or any attachment to the email and should immediately contact the IT service desk for assistance.
- If a user receives an email the content of which (including an image, text, materials or software) is in breach of this policy or any UNET’s other policies, the user should immediately delete the email and report the matter to the general manager, IT. The user must not forward the email to any other person.
- Limited private use of email is allowed if it doesn’t interfere with or distract from an employee’s work. However, management has the right to access incoming and outgoing email messages to check if an employee’s usage or involvement is excessive or inappropriate.
- Users must adhere to the guidelines and prohibitions set out in this policy at all times.

UNET reserves the right to monitor email, files, internet downloads or data stored on its IT resources.

Access to and monitoring of equipment is permitted for any reason, including but not limited to, suspected breaches of this policy by a user or unlawful activities. Access to and monitoring includes, but is not limited to, email, web sites, server logs and electronic files. UNET may keep a record of any monitoring or investigations.

Course Withdrawal Policy

Any notification of course withdrawal or requests for refunds must be submitted in writing. These can be sent via:

- Email to: admin@unet.org.au
- OR post to:
Universal Education and Training
PO Box 6145
Maroochydore BC 4558

Requests for refunds will be processed in accordance with the Payment and Refund Policy, which is available on our website.

Complaints and Appeals

UNET is committed to providing fair and effective complaints and appeals management to address potential concerns, ensure procedural fairness, and inform continuous improvement within our services.⁸⁷ The internal complaints and appeals processes are based on the principles of conciliation and mutual cooperation. We value feedback from students, trainers, and other stakeholders as part of our ongoing commitment to enhance the quality of our training and assessment.

Information on how to provide feedback, appeal an assessment decision or make a complaint is clearly outlined and publicly accessible through our [Student Handbook](#) to ensure that students are well-informed about their right to provide feedback and lodge appeals or complaints.⁸⁸

In the case of a complaint by a student regarding assessment or any other issue relating to the Training provided, the Complaints and Appeals policy outlined in the [Student Handbook](#) allows for the following:⁸⁹

- Students are free to discuss any issues about any Course related matter with any Staff Member they think will be able to assist in resolving the issue. If the issue can be resolved in initial discussions, no action is required.
- In the case of Assessment Issues, the student should first approach the Trainer / Assessor conducting the training / assessment.

⁸⁷ Outcome Standard 2.7.c.i, 2.7.e & 2.8.b.i

⁸⁸ Outcome Standard 2.7.a & 2.8.a

⁸⁹ Outcome Standard 2.7.b

- If the issue cannot be resolved informally in these initial discussions, the student should follow the formal Complaints Procedure outlined in the [Student Handbook](#).

No charge or fee of any kind is applied to any appeal of Assessment or any other matter. Internal complaints and appeals processes are available to students at no cost.

UNET actively encourages and supports VET students in providing feedback at any point during their studies.

Students are made aware of their rights and are given clear instructions on how to share their feedback, raise concerns, or file a complaint through the Feedback and Complaints Policy outlined in the [Student Handbook](#). The policy ensures support is available through various means, including direct communication with administrative staff, trainers, and a designated complaints officer.

We ensure that all parties involved in a complaint are afforded procedural fairness. This includes providing the opportunity for all relevant parties to present their side of the issue, ensuring impartiality and confidentiality throughout the process.

Feedback and complaints are treated as a key component of our continuous improvement process. UNET uses the information gained from both informal and formal complaints to assess and improve our training products, services, and operational processes. We actively review trends in feedback and complaints and incorporate this information into our decision-making to enhance the overall student experience and improve the quality of training and assessment.

Complaints Against Another Student

Complaints brought by a student against another student will be handled according to UNET's Behaviour Policy, which can be found in the [Student Handbook](#). These complaints will be addressed promptly and fairly, and any relevant disciplinary procedures will be followed.

Informal Complaints or Appeals

In the first instance, UNET encourages students to attempt to resolve any appeals or complaints informally through mediation or informal resolution. Students should contact a UNET Staff Member to discuss the issue and attempt to resolve it. If the matter cannot be resolved through informal discussion, the appeal or complaint will be escalated to the Chief Executive Officer (CEO) for further review and resolution through UNET's formal complaints and appeals procedure (see below).

Formal Complaints or Appeals

A student has the option of submitting a formal complaint or appeal in writing at any time, regardless of prior communications with other staff members. Formal complaints and appeals can be submitted via email or post, using the following methods:

- Email directly to the staff member with the subject line “Formal Complaint” or “Appeal Request”
- Email to admin@unet.org.au with “Formal Complaint” or “Appeal Request” in the subject line
- Email directly to the CEO at paul@unet.org.au with the subject line “Formal Complaint” or “Appeal Request”
- Post to: Universal Education and Training, PO Box 6145, Maroochydore BC 4558

Once a formal complaint or appeal is received, the staff member handling the complaint or appeal is encouraged to try to resolve the issue or make a plan for resolution within 14 days.⁹⁰ However, if resolution is not achieved within 14 days, the CEO will intervene to ensure the matter is resolved. The CEO may also refer the issue to an appointed staff member to assist with resolving the situation.

UNET will ensure that complaints or appeals are resolved in a timely manner, and if more than 60 days are required to fully resolve a complaint or appeal, the complainant will be informed in writing and kept updated on the progress of their complaint or appeal.

The CEO will ensure that all complaints and appeals are treated confidentially and that all relevant parties are kept informed of the outcome and any actions taken.⁹¹ A record of the resolution, or attempted resolution, will be documented and maintained by UNET.

UNET will maintain a record of all complaints, appeals and their outcomes in both email accounts and our student database. These records will be used to implement any corrective or preventative actions required. All complaints and appeals will be handled with the utmost care and attention to ensuring procedural fairness and continuous improvement.⁹²

External Complaints and Appeals

If the internal complaints and appeals procedure does not result in a favourable outcome for the student, or if the student is dissatisfied with the outcome, they are informed of their right to pursue external avenues of appeal, as per the Complaints and Appeals Policy in the [Student Handbook](#).⁹³

These options include:

- **Appeals:** If the appellant is dissatisfied with the outcome of their assessment appeal, they may request an independent review. The independent review will be conducted by a qualified external party at no or minimal cost to the student.⁹⁴
- **Complaints:** Independent mediation available through the Dispute Resolution Branch of the Department of Justice and Attorney-General.
- **Complaints:** The Australian Skills Quality Authority (ASQA) which has the authority to audit, suspend or cancel the provider’s registration if a breach of the requirements is proven.

⁹⁰ Outcome Standard 2.7.c.ii & 2.8.b.ii

⁹¹ Outcome Standard 2.7.d

⁹² Outcome Standard 2.7.e

⁹³ Outcome Standard 2.7.c.iii

⁹⁴ Outcome Standard 2.8.b.iii

Governance

UNET is committed to maintaining the highest standards of integrity, professionalism, and accountability in all its operations. To ensure the appropriate governance of UNET and to uphold the trust of students, regulatory bodies, and the public, UNET will comply with the Fit and Proper Person Requirements set by the VET Regulator.⁹⁵ UNET will ensure that no individual is involved in the governance of the organisation unless they are deemed fit and proper by the VET Regulator prior to appointment.

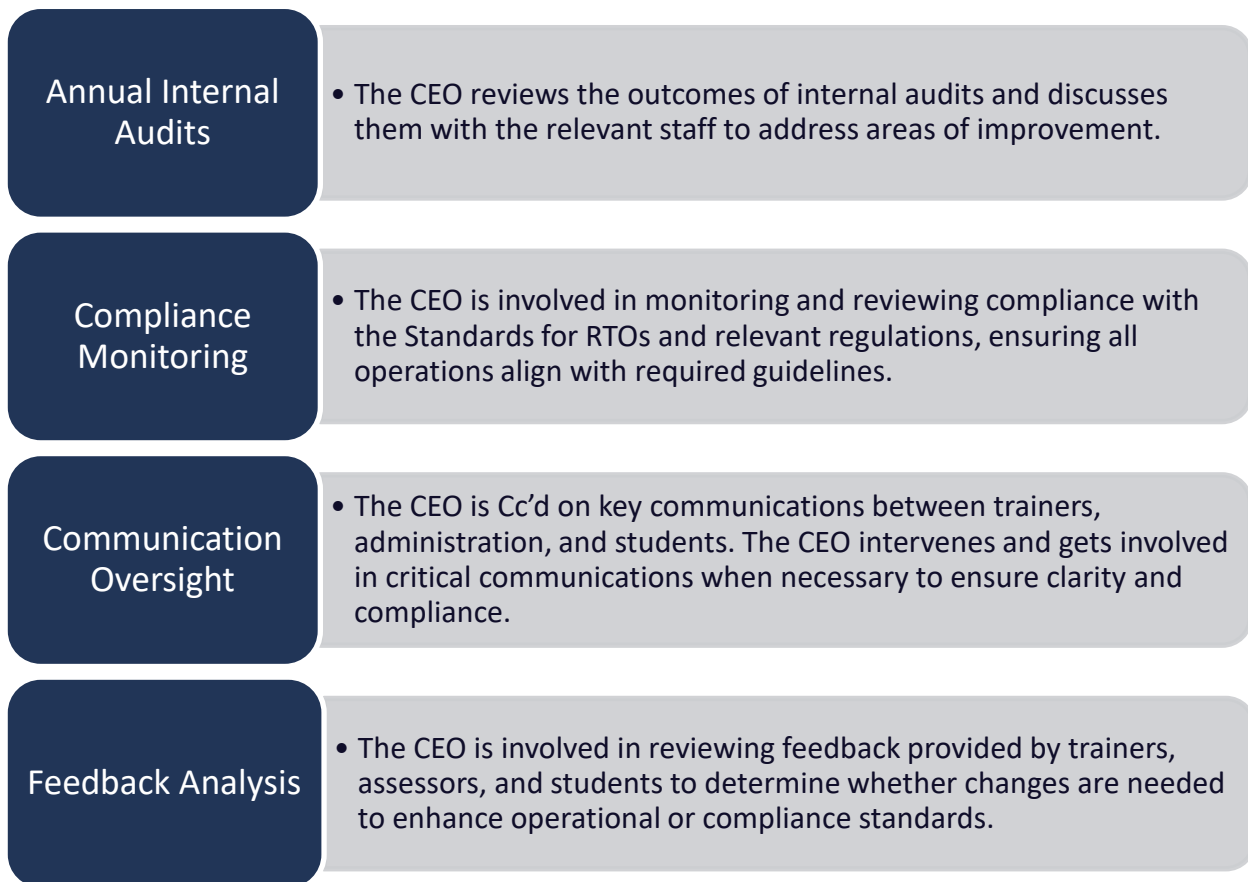
When considering the suitability of persons involved in its operations, including senior officers, directors, and any person exercising control or influence over the direction of the organisation, UNET will take the following factors into account:

- Whether the individual has been convicted of serious offences or found guilty of legal violations.
- Whether the individual has ever been associated with an organisation whose registration was cancelled, suspended, or failed to meet regulatory standards.
- Whether the individual has faced bankruptcy or insolvency or has outstanding debts to the government.
- Whether the individual has ever provided false or misleading information to regulatory bodies or authorities.
- Whether the individual has previously been found unfit to hold a position of authority in an educational institution or has been involved in unethical conduct.
- Whether the individual's actions or history would lead to public distrust in their ability to be involved in the management of an RTO.
- Any other relevant matters related to ethical conduct.

The CEO ensures that these assessments are conducted thoroughly and transparently to guarantee that only fit and proper persons are involved in the governance of UNET.

⁹⁵ Schedule 1.1

The CEO actively oversees UNET’s compliance with the Standards for RTOs and ensures that senior management decisions are informed by feedback from trainers and assessors. This is achieved through:



UNET designates a person or persons with direct access to the CEO who are responsible for overseeing compliance with the Standards for RTOs and ensuring the effective delivery of training and assessment services. This includes a delegated Compliance Administrator whose responsibilities include:⁹⁶

- ensuring UNET’s compliance with the Standards for RTOs across all operations, including activities undertaken by third parties or bodies on UNET’s behalf.
- Providing reasonable access to all areas, records, and staff, as required by the registering body, for audit purposes.
- Reporting to the CEO on UNET’s compliance with the Standards, reviewing results, and proposing improvements.
- Applying to ASQA for any extension to the scope of registration.
- Providing accurate details to ASQA regarding operations within and outside the scope of registration, including operations in other States or Territories and internationally.
- Notifying ASQA of any interstate operations within 21 days of commencement.

⁹⁶ Outcome Standard 4.2.a.

- Providing ASQA with timely and accurate information about major changes to UNET’s systems, staffing profile, or operations (including relocations, financial difficulties, or transfer of client records).
- Supporting other staff members and related third parties to understand the Standards as relevant to their role.⁹⁷
- Keeping staff and relevant third parties informed of any changes to legislative and regulatory requirements that affect the training and assessment services delivered.⁹⁸

This system ensures clear accountability and compliance with the Standards, fostering a culture of integrity, fairness, and transparency within UNET’s operations.

Risk Management

UNET is committed to identifying, managing, and reviewing risks to VET students, staff, and the RTO. Our risk management processes are designed to ensure the safety, compliance, and ongoing success of our operations. The Chief Executive Officer (CEO) is responsible for overseeing the risk management process and regularly analysing the organisation’s risk status. This responsibility may be delegated to relevant staff, who are tasked with reporting any identified risks to the CEO for review.

Once a risk is identified, it will be communicated to all staff, including both administrative and training teams, to ensure everyone is informed.

UNET Risk Management Process is as follows:⁹⁹

Staff are encouraged to email the CEO with potential issues they believe may post a risk to students, staff or the RTO's operations

Staff and CEO work collaboratively to propose any updates or changes they believe are necessary for addressing risks.

A risk management plan will be developed and implemented to address the identified risks effectively.

The CEO will monitor the implementation of this plan, in consultation with relevant staff, ensuring regular checks on progress.

⁹⁷ Outcome Standard 4.2.b & 4.2.c

⁹⁸ Outcome Standard 4.2.b & 4.2.c

⁹⁹ Outcome Standard 4.3.a

Third parties and students are also encouraged to contribute to the risk management process. If any third party or student identifies a potential issue that could impact the delivery of training or the learning environment, they are invited to report it to a UNET staff member who will follow the above process. This ensures that risks are managed proactively from all perspectives.

Conflict of Interest Management

UNET is committed to ensuring that all conflicts of interest, whether real or apparent, are identified, managed, and disclosed transparently to maintain integrity in its operations.

All staff members, including trainers, assessors, other key personnel and third parties are required to notify UNET immediately if they identify any personal, financial, or professional conflicts of interest that may affect their duties. This includes any situations involving personal relationships, financial interests, or external activities that could influence or appear to influence their work.

Once a conflict of interest is identified, the CEO or a designated senior staff member will assess the situation and determine the appropriate actions to mitigate any risks. This may involve consulting with external advisors to ensure fairness and transparency. The actions taken to address the conflict may include recusal from decision-making, independent oversight of relevant activities, or reallocation of responsibilities to other staff members. All steps taken to manage the conflict will be documented and retained for transparency.

Where necessary, the conflict will be disclosed internally to relevant staff members and stakeholders, including senior management and compliance officers. If required by law, regulation, or contract, the conflict may also be disclosed to external parties, such as regulatory bodies, clients, or funding bodies.

UNET will ensure that conflicts of interest are managed appropriately by providing regular training to staff on recognising and addressing conflicts, and by continually reviewing the effectiveness of the conflict management system to ensure its ongoing compliance with ethical and regulatory standards.

Risk Management for Students Under 18

UNET is committed to providing a safe and supportive learning environment for all students, including those under the age of 18. When offering training or assessment to students under the age of 18, UNET ensures that any potential risks to their safety and wellbeing are identified and managed effectively.¹⁰⁰ This includes:

- Ensuring training content is suitable for students under 18 and does not expose them to inappropriate material or situations.
- The learning environment (physical or online) is safe and supportive for students under.

¹⁰⁰ Outcome Standard 4.3.d

- Allocating students under 18 to a Trainer who holds a current Blue Card issued by the Queensland Government (or equivalent in other states and territories).
- Providing a safe, respectful, and supportive learning experience.
- Ensuring that any concerns about student safety are reported and addressed promptly.
- Maintaining professional boundaries and appropriate conduct at all times.

Prior to enrolling a student under the age of 18, UNET requires that a Parent or Guardian Consent Form be signed, confirming that the parent or guardian understands the nature of the training, the potential risks, and consents to the student's participation. The consent form includes:

- Where to find full details about the training program the student will be enrolled in.
- The potential risks associated with the program, including vocational placement, physical, emotional, and social risks.
- Consent for the student's participation, including acknowledgment of the training content, mode(s) of delivery, and the environment in which the training will take place.
- Responsibilities for the payment of course fees.

UNET is committed to complying with child-safe standards, including those outlined in the Queensland Working with Children (Risk Management and Screening) Act 2000. The organisation will continue to review and update its policies and practices to ensure that the safety and wellbeing of students under 18 are prioritised at all times.

Feedback is sought from all students regularly throughout their training to ensure that the training environment remains safe and appropriate. The allocated Trainer will also be responsible for monitoring the wellbeing of students throughout their training, ensuring that they are safe and supported. If any concerns arise, they will immediately be reported to the CEO.

Financial Management

UNET provides information about fees which is clearly expressed and in language that clients understand. All fees and charges are included in this information, including possible fees and charges such as RPL charges and additional charges imposed if the learners do not successfully complete their programs. The following fee information is made available to each client:

- the total amount of all fees including course fees, administration fees, materials fees and any other charges
- payment terms, including the timing and amount of fees to be paid and refund policy
- the fees and charges for additional services, including such items as:
 - extensions to enrolment periods
 - issuance of a replacement qualification testamur
- the organisation's refund policy

When collecting fees in advance, UNET and / or a third party collecting fees on behalf of UNET, accepts payment of no more than \$1,500AUD from each individual student prior to the commencement of the course.¹⁰¹ Following course commencement, the payment of additional fees in advance from the student is collected but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500. Students are informed of this policy via the [Student Handbook](#).

UNET ensures that financial risks are effectively managed through maintaining a financial plan that includes clear monitoring and oversight of the organisation's financial position, financial performance, and cashflows.¹⁰² UNET uses financial data to conduct regular reviews of its financial position, financial performance and cashflows to assess risk and ensure the financial sustainability of the organisation.¹⁰³

Each year, UNET has its accounts certified by a qualified Accountant as being prepared in accordance with Australian Accounting Standards. UNET maintains records of the certification for each year of operation. UNET is committed to have its accounts audited by a qualified and independent auditor in accordance with Australian Auditing and Assurance Standards should such an audit be requested by the National VET Regulator.¹⁰⁴

UNET ensures its financial viability by demonstrating the capacity to generate sufficient income to meet operational costs and debt commitments, while continuing to deliver quality training and assessment services, and achieving the expected student outcomes.

Third Party Providers and Partnerships

UNET may enter into partnerships with other organisations or individuals that have expertise or qualifications in specific areas of training. These collaborations enable the delivery of innovative and flexible training options across Australia and overseas. UNET ensures that all third-party arrangements are established, managed, and monitored to maintain compliance with the Standards for Registered Training Organisations (RTOs) and uphold the integrity of training and assessment services.

Agreements

Before entering into any third-party arrangement, UNET ensures that a written agreement is in place. The agreement will include, at a minimum, the following details:

- The fully legal names of UNET and the third-party provider.¹⁰⁵

¹⁰¹ Compliance Requirement 19

¹⁰² Outcome Standard 4.3.b

¹⁰³ Outcome Standard 4.3.b

¹⁰⁴ Outcome Standard 4.3.b

¹⁰⁵ Compliance Requirement 16.a

- The start date, end date or duration of the agreement, including conditions for renewal or termination.¹⁰⁶
- The obligations, roles and responsibilities of each party in relation to training, assessment, administration, and other operational areas.¹⁰⁷
- Outline that students are enrolled as students of UNET, and all student records are maintained by UNET.
- All training and assessment is delivered in the name of UNET and not the third party.
- Any qualifications or statements of attainment issued must be in the name of UNET only.
- Clear obligations regarding the provision of training materials, resources, and facilities.
- Any trainers or assessors provided by the third party must meet the requirements set out in the Standards for RTOs.
- Reference to procedures for maintaining accurate records of student enrolments, assessment outcomes, and other relevant data.
- Reference to mechanisms for validating assessments and ensuring their integrity.
- The third party will cooperate with UNET's quality assurance processes, including monitoring of training delivery and assessment practices.¹⁰⁸
- The third party must cooperate with the VET Regulator, including providing accurate and factual responses to requests for information and participating in audits and monitoring activities.¹⁰⁹
- Conditions on the use of logos, including the Nationally Recognised Training (NRT) logo and UNET's branding and the issuance of AQF certification documentation.¹¹⁰

¹⁰⁶ Compliance Requirement 16.b

¹⁰⁷ Compliance Requirement 16.c

¹⁰⁸ Compliance Requirement 16.d

¹⁰⁹ Compliance Requirement 16.e.i & ii

¹¹⁰ Compliance Requirement 16.f

Monitoring and Quality Assurance

UNET implements quality assurance and monitoring mechanisms to ensure compliance with the Standards for RTOs by third-party providers:¹¹¹

Regular Reviews

- Training and assessment materials, resources, and facilities provided by the third party will be reviewed by UNET before use to ensure alignment with UNET's quality standards and regulatory requirements.

Trainer and Assessor Compliance

- UNET will regularly assess whether trainers and assessors provided by the third party meet the qualifications and experience required by the Standards for RTOs.

Monitoring of Delivery

- UNET will monitor the third party's training delivery, assessment practices, and student support services to ensure compliance with the agreed terms and standards. Adequate resources and strategies will be in place for effective monitoring.

Notification to the VET Regulator

UNET will notify the VET Regulator within 30 calendar days of entering into any third-party agreement, or prior to the obligations under the agreement taking effect, whichever occurs first.¹¹² Additionally, UNET will notify the VET Regulator within 30 calendar days of any agreement coming to an end.¹¹³

Communication with Students

UNET is committed to transparent communication with students. Students will be informed of the third-party arrangements and any changes to these arrangements that may affect their training and assessment services. This ensures students are fully aware of who is responsible for delivering their training and assessment and how these arrangements may impact their learning experience.

¹¹¹ Compliance Requirement 16.d

¹¹² Compliance Requirement 17.a

¹¹³ Compliance Requirement 17.b

Legislation and Governing Bodies

UNET cooperates fully with relevant governing bodies and state departments on matters including, but not limited to:

- Submitting an annual declaration to the VET Regulator, confirming compliance with the VET Quality Framework and that UNET continues to meet the Standards within the scope of its registration.¹¹⁴
- Maintaining training and assessment strategies that ensure both current and prospective students are trained and assessed in accordance with the Standards (Refer also to the Training and Assessment Strategy Policy).
- Providing accurate and timely AVETMISS data reports, including records of qualifications and statements of attainment issued, to the VET Regulator as required.
- Reporting significant changes to its operations to the VET Regulator within 10 business days,¹¹⁵ including:
 - A substantial change to UNET's operations or any event that could significantly affect its ability to comply with the Standards.¹¹⁶
 - A change to the name or contact details of a person who exercises a degree of control or influence over the management or direction of UNET.¹¹⁷
 - Other material changes to UNET's operations, including changes in ownership.¹¹⁸
- Ensuring proper retention, archiving, retrieval, and transfer of records in accordance with the requirements of its registering body (see *Record and Information Management* section)

UNET identifies and complies with relevant Commonwealth, State & Territory Legislation and regulatory requirements,¹¹⁹ including:

- Workplace Health & Safety
- Workplace harassment, discrimination & bullying
- Anti-discrimination, including equal opportunity, racial vilification & disability discrimination
- Vocational education & training

As part of its commitment to accountability, UNET participates in external audits and provides performance data to its registering body. This includes regular collection and reporting of National Quality Indicator data. UNET remains financially viable and ensures cooperation with the registering body during audits, ensuring relevant staff are available when needed. We are committed to continuous improvement and will work with the registering body to achieve the highest standards in training and assessment.

¹¹⁴ Compliance Requirement 14

¹¹⁵ Compliance Requirement 15

¹¹⁶ Compliance Requirement 15.a

¹¹⁷ Compliance Requirement 15.b

¹¹⁸ Compliance Requirement 15.c

¹¹⁹ Compliance Requirement 21

UNET ensures that staff are informed of the legislation affecting their duties through induction and professional development programs (refer to Staff Induction Policy). When changes to relevant legislation occur, UNET disseminates the information to all staff via email.

Students are provided with information about relevant legislation through the [Student Handbook](#). When staff commence working for UNET (and on an ongoing basis as required) they are informed of the impact the legislation has on the way in which they carry out their duties. UNET requires staff to be provided with induction information (see Staff Induction Policy) and professional development which include being aware of information on relevant legislation and related rights and responsibilities. When UNET becomes aware of any changes to relevant legislation, it disseminates the information to all relevant staff via email.

Students are provided with information about relevant legislation through the [Student Handbook](#).

Insurances Policy

UNET will ensure it has all the insurance cover necessary to carry out its business, which may include but not be limited to:

- public liability insurance¹²⁰
- workers compensation insurance
- professional indemnity insurance

Updated documentation related to insurance policies will be kept on file for immediate access when required.

Privacy Policy

UNET is committed to protecting the security, privacy and confidentiality of all personal information collected from students. The collection, storage, and use of personal information is carried out in accordance with our Privacy Notice and the relevant legislation, including the Privacy Act 1988 (Cth) and the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act).¹²¹

Collection and Storage of Personal Information

As part of the enrolment process, students are required to provide personal contact information, including but not limited to: name, address, telephone number, email address, and other relevant

¹²⁰ Compliance Requirement 20

¹²¹ Compliance Requirement 1

details. This information is essential for processing enrolment and delivering vocational education and training (VET) services.

UNET utilises secure student management systems with restricted access to store the personal information collected. Access to the system is granted to specifically authorised personnel only. UNET uses this information solely for the purpose of enrolment, training delivery, assessment, and compliance with regulatory obligations.

Use of Personal Information

The personal information provided by students is used to:

- Process and manage enrolments.
- Deliver VET courses.
- Comply with obligations as a Registered Training Organisation (RTO).

Disclosure of Personal Information

UNET is required by law to disclose certain personal information to the National VET Data Collection, managed by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting and managing data for research and statistics on the Australian VET sector. Additionally, UNET may disclose personal information to state or territory training authorities and other relevant bodies as required by law.

For more detailed information on how NCVER handles personal information, please refer to the NCVER Privacy Policy available on their website.

Management of Personal Information

All personal information is securely stored as per our Records Management Policy. Student records are maintained for a minimum period of 30 years. UNET will comply with any requests from regulatory bodies or other relevant agencies for access to personal information as required.

Third-Party Disclosure

UNET is authorised to share personal information with certain third parties, such as:

- VET regulators (e.g., ASQA).
- Government departments involved in VET, including the Department of Education, Skills and Employment (DESE).
- Relevant state and territory authorities.

Personal information may also be disclosed to organisations conducting research on behalf of NCVER or other authorised agencies. However, UNET ensures that any disclosure complies with the Privacy Act 1988, the Australian Privacy Principles, and the NVETR Act.

Student Rights

At any time, students may:

- Request access to or correction of their personal information held by UNET.
- Make a complaint about how their personal information has been handled by UNET.

For more information, or to exercise any of these rights, please contact UNET using the details provided on our Contact Us page.

Declaration and Understanding

Prior to enrolment all students must agree to UNET's privacy notice which is publicly available on our website at: [UNET's privacy notice](https://www.unet.org.au/privacy-notice)

By providing personal information to UNET upon enrolment, students:

- Confirm that the information provided is accurate and complete.
- Acknowledge that their data will be shared with NCVET and other relevant bodies, including details of training and outcomes, which may be used for authenticated VET transcripts and other purposes outlined in the National VET Data Policy.
- Agree that the collection, use, and disclosure of their personal information will comply with the Privacy Act 1988, the Australian Privacy Principles, and the NVET Act.

Record and Information Management

All records will be kept by UNET securely and confidential information will be safeguarded. Records will be kept to avoid fire, flood, termites or any other pests and be available for perusal by departmental auditors at a scheduled audit. A backup of all records will be kept (including hard copy records if these are the only records). If only electronic records are kept, the mechanism by which the material can be retrieved must be retained.

All records relating to individuals are handled in a way consistent with the privacy act including but not limited to the following:

- All student and staff records will be kept in secured filing cabinets and/or on a computer system that requires a password to access it.
- There is no unauthorized third party access allowed to student files without the express written permission of the student, other than access required for legal reasons.
- Backup copies are made regularly of all essential records and a copy of them kept in a secure location off site
- All other records required by the registering body will be kept as indicated in the Retention of Records Table in this Policies and Procedures Manual
- As each Course is progressing an Administration File will be created for each student ensuring that all necessary information is contained in each. These files will be organised in alphabetical

order under the name of each student and kept together with all other student files for that Course. They will be kept in a secure location.

- Along with the above UNET's record keeping will comply with the requirements of any necessary external bodies.

Student Access to Records

Students may request a copy of their records and any other information recorded about them at any time by submitting a request in writing via email to administration (admin@unet.org.au) with the words "Records Request" in the email subject and a description of the records that they are requesting access to.

Retention of Records Table

ITEM	DESCRIPTION	PERIOD & AMOUNT TO BE RETAINED
Student Results	This is a record of the final assessment outcome for each unit of competency. It must include the code and title of the unit of competency plus the date achieved. Records may be electronic or hard copy.	Completed on or after 1 January 2015 – keep for 7 years. Completed before 1 January 2015 – keep for 30 years
Qualifications and Statements of Attainment Issued¹²²	This is a record of qualifications and or statements of attainment issued to students. The documents must meet the requirements of the Australian Qualifications Framework (AQF) Implementation Handbook and the endorsed training packages and/or accredited courses within the scope of the registered training organisation's registration. Enough information to reproduce the qualifications/statements of attainment, including the date of issue, is required. A list of units of competency achieved by each individual student must be retained as part of this information. ¹²³	Issued on or after 1 January 2014 – keep for 7 years. Issued before 1 January 2015 – keep for 30 years
Assessment Instruments and tools	These are documents that clearly demonstrate what has been assessed, how this occurred and the linkage to the competency standards in the training product (training package/accredited course). The assessment instrument must be supported by objective criteria on which the assessor will base the assessment decision, such as benchmark criteria (e.g. model answers) which list	Keep a master copy of all versions of assessment instruments/tools/procedures used for 7 years following the last date of use.

¹²² Compliance Requirement 6.a & b.

¹²³ Compliance Requirement 6.c

	the key points. Assessment instruments may address a cluster of competencies as applicable for holistic assessment.	
Training and Assessment Strategies	Details the training and assessment strategy (as per Strategies for Training and Assessment section of this policies and procedures manual) for each cohort. A cohort is any grouping of similar students undertaking the same training program (e.g. classroom block) or the same delivery methodology (e.g. on-job, flexible, online). Where a cohort is determined by methodology, it should comprise all students enrolled within a 12 month period.	Issued on or after 1 January 2014 – keep for 7 years. Issued before 1 January 2015 – keep for 30 years
Completed assessment items	This refers to the actual piece of work completed by the student, or evidence of that work and includes evidence collected for an RPL process. An assessor’s completed marking guide/criteria/observation checklist for each student may be sufficient where it is not possible to retain the student’s actual work. However; the retained evidence must have enough detail to demonstrate the assessor’s judgement of the student’s performance against the standard required. Clear benchmark criteria (e.g. model answers) against which the student’s performance has been judged must be included in the evidence. The assessor’s checklist must include a summary of feedback given to the student, the name of the assessor and the date of the assessment.	<i>IMPORTANT NOTE: This information is for non-funded training only. Additional retention periods and conditions may be imposed by contractual or regulatory requirements.</i> 100% of completed student assessment items for a period of 2 years from the date on which the judgement of competence for the student was made. ¹²⁴

¹²⁴ Compliance Requirement 2.

Unique Student Identifier (USI) Scheme

UNET ensures that it meets the requirements of the Student Identifier scheme, by¹²⁵:

- a. Requesting and verifying a student's Unique Student Identifiers (USI) upon enrolment¹²⁶
- b. Verifying the USI provided with Registrar before using that Student Identifier for any purpose
- c. No AQF certification documentation will be issued to an individual without being in receipt of a verified USI for that individual, unless an exemption applies under the Student Identifiers Act 2014¹²⁷
- d. UNET informs the student on the enrolment form, that where an exemption described in Clause 3.6 (b) applies and a USI is not provided, the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar¹²⁸
- e. Ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.

RTO Closure Policy

If UNET ceases to operate, it will, within 14 days of ceasing, forward all student results, including student records (name, address and any identifier, such as date of birth) to the relevant Government authority. The documentation is to be a complete, accurate and ordered copy of all student results/details since initial registration. The records must be in the form of an electronic copy or hard copy, and include software details if appropriate. Details of qualification/statements of attainment issued to students, and a list of the competencies/modules achieved for each student, must be included.

In the event that Universal Education and Training Ltd is unable to deliver the agreed training and assessment, students will be offered a full or partial refund, calculated by the training received to date.¹²⁹ The refund will be paid within 2 weeks of the day on which the course ceased being provided. Alternatively, an alternative course may be offered by Universal Education and Training Ltd at no extra cost to the student. A student has the right to choose whether to receive a full refund of course

¹²⁵ Outcome Standard 2.1.c.iv

¹²⁶ Compliance Requirement 10.a

¹²⁷ Compliance Requirement 10.b

¹²⁸ Compliance Requirement 10.c

¹²⁹ Compliance Requirement 18

fees, or to accept a place in another course. If placement in another course is chosen, formal acknowledgment from the student will be required.

An organisation which delivered training to its own staff and continues to operate its core business after it relinquishes its registration status may continue to hold the student records to provide easy access to records for employees. These organisations are reminded that such records must be kept for 30 years.