



Student Information Handbook

2024

RTO 4518

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MESSAGE FROM THE CEO

Thank you for choosing Nara as your preferred Registered Training Provider.

- Our vision is a future where everyone is able to reach their full potential.
- Our purpose is achieved by empowering people through education, training, and employment.

Our dedicated team of qualified Trainers and Assessors are subject matter experts in their chosen field, and via the delivery of nationally accredited training, we develop your knowledge and skills required to perform effectively in the workplace.

As part of your learning journey with Nara, please familiarise yourself with the Student Information Handbook; it outlines policies, procedures, and processes to maintain a safe and supportive learning environment.

At Nara we value collaboration, courage, innovation, integrity and respect amongst our staff and students.

On behalf of the entire Nara team, I wish you all the best with your new and exciting adventure.

Yours sincerely

Christine Zechowski

Chief Executive Officer

INTRODUCTION

The purpose of this handbook is to provide you with a quick reference about training programs, policies and processes, roles and responsibilities guiding you through your learning experience with NARA Training and Assessing (RTO 4518).

We want to ensure that you are informed about our services and obligations and also your rights and obligations, this handbook is designed to help you with some questions that you may have.

In this handbook, those choosing to train with NARA Training and Assessing will be referred to as either the student or the student.

NARA Training and Assessing is a leading Registered Training Organisation with state-of-the-art training facilities located in Forrestfield and Bunbury, along with a footprint for customised and on-site delivery across Western Australia.

We offer a variety of training and study pathways including:

- Accredited Training – Qualifications and Units of Competency for mining, construction and logistics.
- High Risk Work Licences
- Workplace assessments and Verification of Competency assessments
- Skill sets
- Traineeships (on-the-job training / fee-for-service)

At NARA, we are dedicated to the quality delivery of high-risk and specialised training, including working in confined spaces, elevated work platforms, forklift, dogging, rigging, crane operations, scaffolding, test and tag, white card, traffic management, working at heights and more!

Our Vision



Our business revolves around people, more specifically helping people succeed in their chosen career path.

At NARA, we focus on helping people achieve their goals through education, training, and employment.

Service Commitment

NARA is committed to providing quality training and assessment services to its students.

We aim to:

1. Provide students with all necessary pre-enrolment information to ensure an informed decision is made regarding courses, fees, outcomes and certification;
2. Provide training and assessment services that meet industry needs and trends;
3. Deliver high quality, innovative and engaging training;
4. Maintain a person-centred approach;

5. Supporting students through their study and career journey;
6. Provide flexible learning opportunities;
7. Provide a supportive, facilitative and engaging learning environment;
8. Ensure all training is delivered by qualified trainer/assessors with the necessary skills and experience;
9. Ensure all training is continually monitored and improved;
10. Maintain a healthy, interactive and effective learning environment; and
11. Produce competent and confident workers that benefit the community and industry.

Student Enrolment

Enrolment in training with NARA can be done via our website here <https://www.NARAtesting.com.au/>, via email at admin@NARAtesting.com.au or by phoning NARA Training Services on 1800 487 246.

Enrolments must be received no later than the day before course commencement. Late enrolments will be considered but not guaranteed. Enrolments will be considered 'tentative' until payment has been received.

Once an enrolment is received, students are provided with the following:

1. Course information (detailed)
2. Information on undertaking a training program.
3. Confirmation of the fees you will have to pay.
4. Confirmation of course commencement and mandatory induction session.

Tentative Enrolments

Should enrolment numbers reach maximum, and another person wishes to enrol on a course where there is a tentative enrolment, NARA will contact the tentative booking for payment confirmation or forfeiture of the tentative booking.

Student Selection

NARA is committed to ensuring that all selection processes are fair, equitable and consistent with workplace performance, competency level and the Training Package requirements.

Enrolments are subject to availability of places on the training program. This is based on the maximum number of students who can be accommodated, given room capacity, type of course, learning structures, student needs,

If a training program is fully booked at the time the student enquires about enrolment, they will either be placed on a "reserve" list or offered a place on a date where there are vacancies. Students on a "reserve" list are given priority should a place become available. Enrolments are strictly on a first-in, first-served basis.

Course Fees

Most NARA courses are 'fee-for-service' and all course fees are listed on the current brochure/pricelist and website and are updated regularly to ensure validity. All fee-for-service training incurs fees to be determined at NARA's discretion and must be paid prior to course commencement.

Payment Options for Fees & Charges

The following options are available upon request.

1. Pay the full amount of fees and charges prior to commencing course.
2. Present a signed authority (and preferably a Purchase Order) from an employer to invoice for student fees and charges.
3. Pay via payroll deduction – only available if you are directly employed through NARA.
4. Pay via instalment through direct debit (requires approval).

Fee payments can be made via the following methods.

5. Electronic Funds Transfer (EFT) - bank account details on invoice.
6. Credit Card Payment (MasterCard and VISA only).
7. EFTPOS payment and / or cash payment (please see the RTO administrative team).

Certificates or Statements of Attainment will not be issued until fees have been paid in full.

For courses undertaken that result in industry registration (for example – work safe licences) these are often included in the course fee and applied for by NARA on your behalf.

Cancellation, Transfers and Refunds

Enrolment Cancellation / Withdrawal / Deferral / Amendment

Students who wish to withdraw, cancel, defer, or amend their course are required contact via email at admin@NARAtesting.com.au or by phoning NARA Training Services on 1800 487 246 as soon as possible.

Student Cancellation

Please note: our trainer's time will be allocated to you as per the courses booked. Should you for any reason find it necessary to cancel, the following penalties will apply:

Student withdraws 3 business days prior to course commencement

- 50% of course fee charged

Less than 3 business days' notice prior to the course commencement.

- 100% of course fee charged

Attendees arriving 15 minutes after the course commences may not be permitted into the course and a full course fee will be charged.

Once Training has commenced there are NO refunds options.

Student Reschedule Policy

Please note: our trainer's time will be allocated to you as per the courses booked, therefore, should you for any reason find it necessary to reschedule, the following penalties will apply.

Student reschedule 3 business days prior to course commencement

- 20% of course fee charged

Less than 3 business days' notice prior to the course commencement.

- 50% of course fee charged

Non-attendance will result in a reschedule fee of 75% of the course cost

Transfer to another "Client" – Prior arrangement no later than one week prior to the course. An administration fee is applicable for all transfers to another client.

Re-sit fees when deemed Not Yet competent (NYC)

- All course, with the exclusion of Refresher/Experience courses:
 - A student that has been deemed NYC, may have one (1) re-sit of the full course for free, within a six-month period following the initial training.
- Experienced courses (high risk):
 - A student that has been deemed NYC, will NOT have the opportunity of a free re-sit. A reschedule fee of **\$150** will apply.
- Refresher courses (non-high risk):
 - A student that has been deemed NYC, will NOT have the opportunity of a free re-sit. A reschedule fee of **\$50** will apply.

RTO Cancellation of Courses

NARA reserves the right to cancel a course if insufficient enrolments are received prior to course commencement. Students already booked in these courses will be notified. If a course is cancelled, a full refund of all monies paid by a student for the course will be made within seven (7) days.

USI

From the 1st of January 2015 students undertaking Vocational Education Training are required to provide their Unique Student Identifier number. You must provide your USI at course enrolment. To apply for your USI and more information visit <http://www.usi.gov.au>

Course Delivery

Training and assessment methods used by NARA meet specific quality requirements and are chosen to best suit the unit of competency, while considering the learning style of its clientele. The provision of training often includes a blended approach with a combination of on and off- the-job methods.

Delivery methods may include but are not limited to:

1. Practical demonstrations and activities
2. Audio / visual presentations
3. Group participation / discussions

4. Trainer / facilitator instruction
5. Self-paced activities
6. Individual projects
7. Workplace based training
8. Case studies

Breaks

Your trainer will advise of timing for all breaks. Typically, though the following break times have been allocated, they may vary.

1. 15 minutes duration for morning break.
2. 30 minutes duration for lunch break.

Language, Literacy, and Numeracy

Each Training Package sets a minimum requirement in language, literacy, and numeracy skills of students, with which NARA must abide.

NARA makes appropriate concessions for language, literacy, and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity, and fairness of assessment.

Advice is given to all students on appropriate actions if there is a need to update literacy and numeracy skills. NARA can assist in providing this additional development prior to completing your enrolment into vocational skills.

Literacy Requirements for the High-Risk Work Licences (HRWLs)

Under the Work Health and Safety (General) Regulations 2022, Part 4.5, High risk work r. 115 An accredited assessor must not issue a notice of satisfactory assessment unless —

- (a) the competency assessment relates to a class of high-risk work for which the assessor is accredited; and
- (b) the assessor is satisfied that the person being assessed has sufficient knowledge of the English language, both written and oral, to safely do work of that class.

In undertaking the written component of the Assessment Instrument, WorkSafe does not permit, under any circumstances, an interpreter to be used and requires that applicants attempt the written examination in their own hand. Being able to write answers to the written questions is an essential means of applicants demonstrating to the assessor that they can read the English language.

Special Needs

Students intending to enrol for training with NARA are requested to advise us if they have any physical or other impairment (e.g., English language, literacy or numeracy difficulties, dyslexia, etc) which may adversely affect their ability to successfully undertake training and assessment, prior to enrolment.

Students with disabilities or impairments are encouraged to discuss with the trainer / assessor any 'special needs' and / or 'reasonable adjustments' to the study environment which they consider are necessary or would assist them in the performance of their studies.

STUDENT RIGHTS AND RESPONSIBILITIES

When studying with a Registered Training Organisation (RTO), there are certain rights that you, the student has, and a few responsibilities too.

Attendance

Attendance in training is recorded each day. These records are required for both learning and health and safety reasons. It is expected that students arrive for training and assessment on time and remain for the full duration. For any students under the age of 18, permission is required from a parent / guardian to leave class early including confirming transport arrangements.

If you are planning to be absent from a scheduled class or practical activity, please advise your trainer / assessor directly or contact NARA Training Services via email at admin@NARAtesting.com.au or by phone on 1800 487 246. Other arrangements may be made, including self-paced learning or alternative training dates.

Punctuality

As a courtesy to other students and the trainer / assessor, all students must be punctual throughout the training day, including returning from breaks. Punctuality shows respect and is essential to avoid disruption to other students and the trainer / assessor as well as ensuring any formal assessments are not disrupted.

Behaviour

Students are expected to always behave appropriately in a mature and professional manner. All students are expected to take responsibility for their own learning and behaviour during training and assessment. Misconduct will not be tolerated.

Misconduct includes:

1. Any offensive conduct or unlawful activity (e.g., theft, fraud, violence, assault);
2. Interfering with another person's property;
3. Removing, damaging or mistreating NARA property or equipment;
4. Interfering with another person's ability to learn through disruptions during training;
5. Breach of confidentiality;
6. Inappropriate language;
7. Serious negligence, including WHS non-compliance; discrimination, harassment, intimidation, or victimisation; and
8. Being affected by drugs or alcohol and being unfit to participate in learning/assessment activities.
9. **Respect for Others**

It is expected that the behaviour of all persons in the learning environment ensure a positive learning experience. Respect for other students and the trainer / assessor is expected.

NARA always retains the right to remove disruptive students from the training environment. You will be expected to treat staff and fellow students with respect. Inappropriate language and actions will not be tolerated. You are required to respect the rights of others and treat others in a manner which is fair and non-discriminatory.

Course Clothing Requirements

- Appropriate protective clothing such as your work uniform is required to be worn as well as safety boots.
- We adhere to strict Work Health and Safety protocols, therefore, anyone who is not suitably dressed will be asked to leave the course without a refund.
- NARA Training & Assessing will provide a hard hat, safety gloves and safety glasses where required.
- If you wish to bring your own PPE, you may do so.
- No jewellery to be worn.

Dress and Hygiene Requirements

Students are to be well presented and appropriately dressed during all training. Dress requirements include:

1. Neat, comfortable clothing in the classroom environment;
2. Appropriate work attire, including personal protective clothing (PPE) for training in workplace or simulated environments;
3. Appropriate footwear must be worn at all times;
4. Since you will be working in close proximity with others, care with your personal hygiene (clothing, hair, deodorant etc) is requested; and
5. All COVID-19 protocols must be followed at all times as directed by written notices or NARA staff.

Duty of Care

Under Workplace Health and Safety legislation, students have a duty of care to maintain a safe environment for both themselves and their fellow students.

Should you be involved in a near miss or an accident which results in personal injury and / or damage to equipment or facilities, notify your trainer/assessor immediately.

If you have a personal health condition which may become critical while attending training, *please advise us before commencing the course*. All information will be treated in strict confidence and is only needed so NARA can provide support or treatment should an emergency arise.

Evaluation and Feedback

NARA values all feedback from students as it assists us to continuously improve the products and services we offer. Students are encouraged to provide us with feedback, both positive and constructive. Feedback forms will be provided to students during their course. Thank you in advance for your comments.

Assessment Malpractice

Assessment malpractice includes cheating, collusion, and plagiarism.

NARA regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised.

Cheating - All assessments must be 100% your own work. Where group assessments are to be undertaken, this will be clearly specified on the assessment. Cheating or the use of unauthorised materials, or another person's work and submitting it as your own is cheating and will not be tolerated.

Collusion - Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have the opportunity to copy your work.

Plagiarism - Copying from published work (including the internet), without referencing, will not be tolerated. This includes presentation of work which has been copied in whole or in part from another person's work or from any other source such as the Internet, published books, and periodicals.

You must follow referencing guidelines if you take another person's idea and put it into your own words.

Disciplinary Processes

NARA may implement discipline processes should a student be found to be acting inappropriately, due to misconduct or assessment malpractice. Any breaches of discipline will result in being given a 'verbal warning'.

Further disciplinary processes may include:

1. Justification on why they should continue to participate in the learning group;

2. Suspension/expulsion from the training room;
3. Suspension/expulsion from the training course (provided as verbal and written notice).

Mobile Phones

All phones must be turned off during training, as a courtesy to the trainer / assessor and other students. In an emergency where you need to be contacted, please advise your trainer / assessor so that arrangements can be made.

Security

Do not leave handbags, wallets, or other valuables unattended. Although the building may be reasonably secure, you are ultimately responsible for your own belongings. NARA accepts no responsibility for any belongings which may be stolen or go missing. Lockers are available on most training sites for non-valuable items requiring storage while completing training/assessment activities.

Authorisation & Publicity Consent

NARA actively promotes good news stories including student milestones, accomplishments, and events. To be able to use your photograph, image, and words we require your permission and consent. If you do not agree, NARA will not use your photograph, image, or words. An Authorisation and Publicity Consent form will be provided for you to complete prior to commencement of your training.

Change of Personal Details

Students are required to ensure their personal details recorded with NARA are always up to date.

Should your circumstances or details change please update your records at NARA Reception or by contacting NARA Training Services via email at admin@NARAtesting.com.au or by phone on 1800 487 246.

Student Support Services

NARA has identified a number of support services for students who have special needs or require additional support and assistance to undertake or complete their learning. A comprehensive list of support services can be found at the end of this handbook.

Mentoring and Guidance

NARA can provide students with mentoring, coaching and guidance on course content, as well as effective learning and study techniques.

Trainers and Assessors

All trainers and assessors are suitably qualified in training and assessment and the vocational area which they are delivering. They have practical experience and maintain their currency in industry.

COURSE INFORMATION

Nationally Recognised Training

Nationally recognised training is competency based which means that training and assessment focuses on the development and recognition of a person’s ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skills and knowledge required for a particular workplace are set out in Units of Competency. These can be viewed at <https://training.gov.au/>

To be deemed competent in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks to the standard that is required in the workplace. Skills need to be demonstrated in a range of situations and environments (which could include simulated applications in a learning environment) over a period of time.

Learning Materials

Students receive a copy of training and assessment materials as part of the course fee. Should you lose or misplace the materials you are provided, additional fees for replacement of materials will be incurred

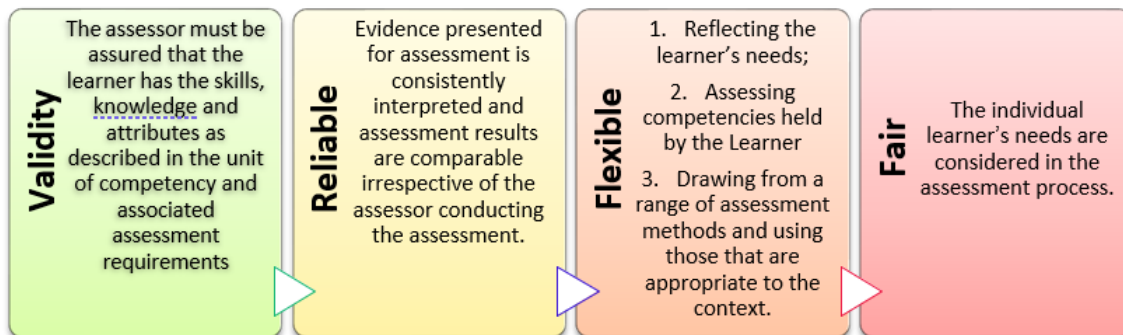
Assessment Process

Course Assessment

There will be assessment tasks set for each course regardless of the learning mode. Assessment activities and expectations will be explained to students and are outlined within student / assessment resources.

Principles of Assessment

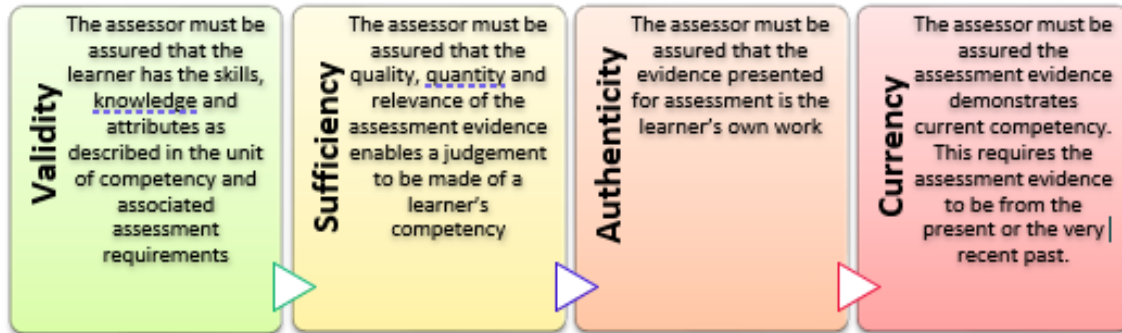
Assessments will be conducted in accordance with the following principles of assessment.



Rules of Evidence and Assessment

NARA is required to ensure that all evidence provided by students, as proof of their competency, meets the following “rules of evidence”.

Assessment results



For short courses/units of competency, results of assessment are usually provided to students at the end of the course, or as soon as is practical. Assessment results are confidential and will not be given to any other party unless a written request signed by the student in advance.

Certification

Types of Certifications

NARA is responsible for the issuance of all Australian Qualification Framework (AQF) certification documentation. Certificates/SOAs will be emailed to each student. When the registration and payment was done via a company, Nara will send a copy of the certificate to the company.

Duplicate or replacement copies of certificates incur a fee.

In general, four types of certificates are issued by NARA. Certificates can only be awarded by NARA in accordance with our approved Qualification scope.

Qualifications are issued under the Australian Qualification Framework (AQF) for nationally recognised training. Full Qualifications can only be issued once the student has been deemed competent across all the relevant units of competency making up the Qualification.

Record of Results (ROR) accompanies a Qualification issued under the Australian Qualification Framework (AQF) for nationally recognised training. This document supplements the Qualification listing all units of competency achieved for the Qualification.

Statement of Attainment (SOA) is issued under the Australian Qualification Framework (AQF) for nationally recognised training. Issued when a student is deemed competent in a unit(s) or a cluster of units of competency.

Certificate of Attendance for non-award (non-nationally recognised) training. Issued when a student attends a short course which is not recognised within the Australian Qualifications framework (AQF).

Recognition

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. Recognition is an assessment process not an assumption of competence. It is important to note, the onus is on the student to document and present evidence to justify a claim for recognition and present their case to the satisfaction of the Assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies.

Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the below criteria:

1. Full requirements of the Unit of Competency(s);
2. Any Regulatory requirements;
3. Authenticity - That it is your own evidence and can be authenticated;
4. That you can perform the competency consistently and reliably;
5. Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF); and
6. Sufficiency - There is sufficient evidence to make a judgment.

NARA is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present for each assessment tool and then make a judgment on that evidence which will be either Satisfactory (S) or Not Yet Satisfactory (NYS)

Mutual Recognition

NARA recognises the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs) and appropriate recognition will be given to VET transcripts issued by the Registrar.

Students who consider they already possess the competencies identified in all or part of any course/Qualification offered by NARA may seek recognition. If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a Qualification at the required standard, you need to contact NARA Training Services via email at admin@NARAtesting.com.au or by phone on 1800 487 246 who will provide the information you need to complete an application.

POLICIES

Access and Equity

NARA is committed to promoting, encouraging, and valuing equity and diversity with respect to its students and to providing them with a positive learning environment to achieve success. NARA will ensure services offered are provided in a fair and equitable manner to all students, free from bias. All students have equitable access to training resources and facilities, support services and information, trainers, and assessors, learning and assessment materials and opportunities.

Complaints

NARA has a fair and equitable process for dealing with student complaints. All students have the right to express a concern or problem they may be experiencing when undergoing training and assessing.

All complaints are acknowledged in writing and finalised as soon as practicable. The complaint resolution procedure is based on the understanding that no action will be taken without consulting the complainant and respondent, using a process of discussion, cooperation, and conciliation.

Lodging a Complaint

Should you wish to lodge a complaint, a formal or informal approach should be made by the student to the trainer

/ assessor and /or senior trainer in the first instance. To formally lodge a complaint, the student should complete a Complaints Form to commence the process. Forms can be provided by Reception or on our website. The complaints form should be sent to the Compliance Manager: Ronel.derman@skillhire.com.au

Appeals

Students will be given a second opportunity to complete an unsuccessful assessment (without further costs) and the student may request that an alternative assessor evaluate their evidence.

If after re-assessment the student is still not satisfied, further steps can be taken. If you wish to appeal a decision on an assessment, you must request this appeal in writing and submit all your evidence together with an explanation of why you believe the decision was incorrect.

If the appeals process fails to resolve the appeal or the appellant is not satisfied with the outcome of the appeal, the matter will be referred to an independent third party for review. Any costs incurred for the third-party review will be advised to the appellant.

All appeals will be handled 'In-Confidence' and will not affect or bias the progress of the student in any current or future training.

Assessment Appeal Outcomes

Appeal outcomes may include.

Appeal is upheld; in this event the following options will be available:

- The original assessment will be re-assessed, potentially by another assessor;
- Appropriate recognition will be granted; and / or
- A new assessment shall be conducted / arranged.

Appeal is rejected / not upheld; in accordance with the NARA Assessment Policy the student will be required to Undertake further training or experience prior to further assessment; or

- Re-submit further evidence; or
- Submit / undertake a new assessment.

Student Records

NARA maintains an individual file for every student who undertakes any form of training and assessment with us. This file contains records regarding your personal details provided to us, any training and assessment undertaken and completed. This file is available to you on request.

Some student data/information must be provided to regulatory and government organisations i.e., AVETMISS. Your file and student records are kept by NARA in accordance with privacy laws and confidentiality requirements.

No other person can and will have access to your personal file without your prior written permission. If you would like access to your personal records simply contact the NARA Training Services.

Equal Opportunity

NARA abides by equal opportunity principles, providing access to the benefits of training and assessment to all students regardless of gender, sex, pregnancy, race, marital status, sexuality, age, family/carer responsibilities, culture, linguistic background, disability, transgender, political conviction, or religious belief.

NARA is committed to equal opportunity policies and principles, as they affect students and employees to ensure the elimination of discrimination and harassment.

Discrimination

Discrimination is treating someone unfairly or harassing them because they belong to a particular group. It is

against the law to discriminate against a person because of their age, sex, pregnancy, disability, race, colour, ethnic or ethno-religious background, descent or nationality, marital status, sexuality or gender identification.

Harassment, Vilification and Bullying

All employees, contractors and students have an equal opportunity to work and study. NARA will not tolerate behaviour, which is of a harassing, vilifying, or bullying nature.

Harassment

In general, harassment is behaviour which is unwanted and that humiliates, offends, or intimidates a person, and occurs because of a person's:

- Race, colour, ethnic or ethno-religious background, descent, or national identity.
- Sex.
- Pregnancy.
- Marital status.
- Disability (including physical, intellectual and/or behavioural/psychiatric disability; past, current, or future disability; actual or presumed disability).
- Sexuality (male or female; actual or presumed).
- Transgender.
- Age.

Harassment can occur when power is used incorrectly. Harassment is not always intended. Actions and behaviour which one person finds amusing or unimportant may offend or hurt another person.

Examples of harassment include but are not limited to the following.

- Intrusive or inappropriate questions or comments about a person's private life.
- Unwanted written, telephone or electronic messages.
- Promises or threats to a person.
- Physical violence or the threat of physical violence or coercion.

Vilification

Vilification is the public act of a person which incites hatred towards, serious contempt for, or severe ridicule of, a person or group of persons on the grounds of race, sexuality, transgender, or HIV / AIDS status.

Examples of circumstances and behaviour that may constitute vilification are graffiti, speeches or statements made in public, abuse that happens in public, statements or remarks in a newspaper, journal or other publication, on radio, television or other widely accessed electronic media such as internet, email etc.

People wearing symbols, such as badges or clothing with slogans, in public, gestures made in public, posters or stickers in public space.

Bullying

Bullying behaviour can refer to the actions or behaviours of a person to another that intimidates, degrades, or humiliates the person. It may include verbal abuse, behaviour intended to punish such as isolation, exclusion from workplace activities and "ganging up".

Repeated "put-downs", aggression, threats and poorly managed conflicts of opinion may be part of bullying behaviour. It can occur between people such as managers and employees or contractors, co-workers, and students.

Sexual Harassment

NARA implores all form of sexual harassment and seeks to ensure that the work and study environment is free from such harassment. Implementation of this policy is the responsibility of all persons.

Sexual harassment is unlawful. The harasser may be held liable for unlawful actions and be required to pay damages. All employees, contractors and students have the right to work and study in an environment free from sexual harassment.

Forms of Sexual Harassment

Sexual harassment may take many forms. Often people do not realise that their behaviour constitutes sexual harassment, but they must be aware that behaviour that is acceptable to one person may not necessarily be acceptable to another.

Sexual harassment is any unwanted behaviour of a sexual nature by one person to another at work or in a work-related setting.

Examples of sexual harassment include but are not limited to.

- Insensitive jokes and pranks.
- Lewd comments about appearance.
- Unnecessary body contact.
- Displays of sexually offensive materials, for example, calendars or posters.
- Requests for sexual favours.
- Speculation about a person's private life and sexual activities.
- Threatened or actual sexual violence.
- Threat of dismissal, loss of opportunity and so on, for refusal of sexual favours.

All complaints regarding equal opportunity matters are treated seriously and investigated promptly, confidentially, and impartially.

Privacy

NARA abides by the Privacy Act and respects students, staff, and trainer / assessors' right to privacy.

As an RTO, NARA is obliged to maintain effective administrative and records management systems. This involves the collection and retention of personal information from students in secure student records. All staff must be scrupulous in using student information only for the purposes for which it was gathered. All students always have access to their own records.

NATIONAL VET DATA POLICY

Schedule 1 – Privacy Notice

Why we collect your personal information

- As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

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

How we disclose your personal information

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

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

How the NCVER and other bodies handle your personal information

- The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

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

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

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

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

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

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

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

Contact information

At any time, you may contact NARA Training and Assessing to:

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

SUPPORT SERVICES

NARA appreciates that student life can be tough, with having to balance life commitments with a study timetable. Health and wellbeing can be hard to maintain, and it is quite normal to experience some anxiety or stress during your studies. Your trainer and campus administration can help you through any initial uncertainties you may have with the routine and requirements of study.

If you think you may require extra support, we encourage you to access trusted resources and information and highly recommend the following websites:

- Beyond Blue
Chat online, email or call 1300 224 636.
<https://www.beyondblue.org.au/get-support/national-help-lines-and-websites>
- Lifeline
Call 13 11 14 (24/7)
Lifeline Text (trial service), text 0477 131 114 (Available 6.00pm - Midnight AEDT 7 days a week). Chat online: <https://www.lifeline.org.au/crisis-chat> (7pm - midnight, 7 nights).
- Mental Health Live Chat.
<https://www.mhc.wa.gov.au/about-us/our-services/alcohol-and-drug-support-service/live-chat-with-an-alcoholdrug-counsellor/>
- Headspace
To find a centre near you <https://headspace.org.au/headspace-centres/>
- A list of organisations supporting those who are impacted.
<https://www.lifeinmindaustralia.com.au/support-for-those-impacted-by-adverse-events/mental-health-support-for-covid-19>
- Helplines
<https://www.mhc.wa.gov.au/getting-help/helplines>
In an emergency call 000 or visit your local emergency department.
Helplines can provide you with immediate access to support and advice that is confidential, free, and anonymous. To find a helpline, please review the list below.
- Mental Health Support Lines
Mental Health Emergency Response Line
1300 555 788 (Metro) or 1800 676 822 (Peel) or 1800 552 002 (Country/Rurallink).
- Suicide Call Back Service 1300 659 46
- The Samaritans Crisis Line*
(08) 9381 5555 (main line) (08) 9388 2500 (Youth Line) or 1800 198 313 (Country Toll Free).
Men's Line Australia 1300 789 978
- PANDA (perinatal anxiety and depression), Monday to Friday 9am to 7.30pm AEST). 1300 726 306
- QLife (LGBTI+, 3pm to 12am) 1800 184 527
- Butterfly Foundation (eating disorders, Monday-Friday 8am to 9pm AEST). 1800 334 673
- Child Protection and Family Support Crisis Care Helpline
(08) 9223 1111 or 1800 199 008 (Country Toll Free).

NARA Training & Assessing
RTO code: 4518

26 Clifford Street Bunbury WA 6230
3 / 271 Berkshire Road Forresterfield WA 6058
t | 1800 487 246
e | admin@NARAtaining.com.au

