



# Student Handbook

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# Narbil Training and Consulting Services

(07) 4972 1112  
(07) 4972 8809  
support@narbiltraining.edu.au  
www.narbiltraining.edu.au

ABN: 50 099 087 760 RTO: 31890

7 Lyons Street, South Gladstone, QLD 4680  
PO Box 8024, South Gladstone, QLD 4680

## WELCOME

Congratulations on deciding to study with Narbil Training. The decision to study can be a major decision and is certainly one that will have a huge impact on the career and personal opportunities that are available to you. By choosing to study with us, you are choosing a quality training provider who takes pride in delivering the best possible training and service to you, our customer.

This handbook has been designed to provide you with all the critical information about our policies and procedures, your rights and responsibilities and the expectations we have of our students. It is a requirement that you access and read this student handbook when you enrol for any Narbil Training course.

We have already provided thousands of students just like you with new skills and confidence in their chosen study area. We have helped them fulfil their career and personal goals. We look forward to supporting you in obtaining yours.

Should you require any further information, please contact us on:

Phone: (07) 4972 1112

Email: [contact@NarbilTraining.edu.au](mailto:contact@NarbilTraining.edu.au)

## Our Vision statement

To be the preferred provider of quality face to face and online training services throughout Australia.

## Our Mission statement

Using the expertise of the Narbil team, as well as drawing on our bench of qualified and experienced facilitators and subject matter experts (SMEs), we will develop and deliver first class training and competency programs.

Our aim is to take the onus off organisations and individuals by providing a comprehensive catalogue of training resources allowing each organisation or individual to select and build a training program specific to their needs.

This will be achieved by:

- consulting with potential and existing clients to clearly understand their training requirements
- developing innovative training resources including:
  - e-Learning options
  - customer specific training packages
- using SMEs and qualified trainers for delivery of training.

We also welcome your comments. Tell us about things we have done well, or could have done better, so we can improve our services. Comment forms are available in each of our courses as well as on our website.



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Once again, on behalf of the Narbil Training team we welcome you and look forward to working with you.

Joe Guinea  
Director



John Guinea  
Director





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## ABOUT NARBIL TRAINING

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Narbil Training is a registered training organisation (RTO) providing accredited training in line with State or National Training Packages. Qualifications gained in the competencies of a National training package are recognised throughout all Australian States and Territories.

We comply with the Australian Skills Quality Authority (ASQA), the national regulator for Australia's vocational education and training (VET) sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met. These standards align with the National VET Regulator Act 2011 and the National VET Regulator Standards.

Narbil Training has a commitment to providing quality service and has a strong focus on continuous improvement. This involves participating in external monitoring and audit processes for the purpose of re-registration. We also undertake internal quality audits including audits following complaints.

We value feedback from students, staff and employers for incorporation into our processes and future programs.

## CONTACT US

Use the following contact options to discuss / clarify any training concerns you have:

- Office Address – 7 Lyons Street, South Gladstone, QLD 4680
- Postal Address - PO BOX 8024 Gladstone South, QLD 4680
- Phone - (07) 4972 1112 or (07) 4972 1826
- Email - [support@NarbilTraining.edu.au](mailto:support@NarbilTraining.edu.au)
- Web site - <http://www.narbiltraining.edu.au>

## CODE OF PRACTICE

We are committed to providing positive outcomes for our clients, ensuring their investment in training is maximised.

All Narbil Training staff recognise the rights of learners and will provide information, advice and support consistent with our Code of Practice.

If, at any time, you feel that any staff member is not abiding by our Code of Practice, report your concerns to our Directors.

The policies and procedures that contribute to our Code of Practice are detailed throughout this handbook.

In all dealings, all staff, students and clients must act in a safe manner and follow all reasonable safety directions at all times.

## PARTICIPANTS CHARTER AND STANDARDS

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Enrolling in any of our courses or programs means that you agree to abide by the participants charter.

All students in our courses and programs have a right to:

- be treated with respect and dignity
- a safe learning environment free from danger, abuse or harassment.
- recognition of their particular needs and circumstances including their beliefs, ethnic background, cultural and religious practices
- access their own records on request
- provide feedback on services provided
- lodge complaints or appeal decisions which affect them.

With rights come responsibilities. It is your responsibility to:

- follow all directions and instructions given by Narbil Training staff
- respect the rights of others
- use appropriate language in all forms of communication
- be punctual for classes and appointments
- notify us if you are unable to attend classes or appointments
- promote an effective learning environment through good personal behaviour
- be aware of and promote safety
- meet any required dress standards including wearing appropriate PPE
- work in accordance with the requirements of the training program.

Students are required to ensure all work they submit for assessment is their own work. Students confirm the authenticity of work submitted as being their own as part of the terms and conditions of enrolment. Copying of other's work and breaching plagiarism standards will not be tolerated.



Consequences for inappropriate and discriminatory actions may result in your enrolment being terminated. A statement of attainment would be issued for any units completed to date.

We embrace open communication and encourage you to provide feedback about our courses and services. You can provide feedback at any time using the feedback forms or by calling our office.

We will use your feedback to:

- review and update our course materials
- improve the services we offer
- implement improvement plans.



## CODE OF PRACTICE AND COMPLIANCE

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### LEGISLATIVE COMPLIANCE

We take all reasonable measures to ensure we comply with all Commonwealth, State and Territory laws including legislation regarding, but not limited to:

- Occupational health and safety.
- Workplace harassment
- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination
- Financial and business management
- Privacy
- Vocational education and training (VET)
- Apprenticeships and traineeships.

The Queensland legislation which applies to our operation includes, but is not limited to:

- Vocational Education, Training and Employment Act 2000
- Work Health and Safety Act 2011
- Workers Compensation & Rehabilitation Act 2003
- Anti Discrimination Act 1991
- Child Protection Act 1999
- Fair Trading Act 1989
- Industrial Relations Act 1999
- Australian Consumer Law (ACL).

We regularly check our policies and procedures against legislation to ensure compliance with current requirements. Our staff are regularly updated on changes that impact on our operation.

### ACCESS AND EQUITY

All Narbil Training staff recognise the rights of learners and provide information, advice and support that is consistent with our Code of Practice.

Regardless of cultural background, religion, gender, sexuality, disability, location or age you have the right to learn in an environment that is free from discrimination and harassment and be treated in a fair and considerate manner.

### DISCRIMINATION

Narbil Training will not tolerate any unlawful discrimination or harassment by our Staff or learners.

Harassment includes any form of behaviour that a person does not want, finds offensive, humiliating or intimidating and is either sexual, or targets them because of the factors outlined in the Access and Equity section.



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## APPEALS AND COMPLAINTS

We have a documented procedure that covers any assessment appeals or general complaints. Should you have an appeal or complaint, please follow the steps below. Alternatively you can speak with a Narbil Training staff member to obtain this information.

Send email to: [complaints@narbiltraining.edu.au](mailto:complaints@narbiltraining.edu.au) and include:

- Course completed / Enrolled in
- A clear description of the complaint

Upon receipt of the email, a Narbil Training Director will:

- Send acknowledgement of email receipt
- Respond within 14 days

Should the outcome wish to be further appealed, learners may then send an email to: [appeals@narbiltraining.edu.au](mailto:appeals@narbiltraining.edu.au) and include:

- Course completed / Enrolled in
- Course of action taken so far
- Reasons for further appeal

Upon receipt of the email, the Narbil Board of Directors will:

- Send acknowledgement of email receipt
- Respond within 14 days

Should the appeal be dismissed, learners may then

- Request intervention by a third party

## CLIENT SUPPORT

We offer assistance and support in:

- enrolment, including advice on course selection
- assessment options including recognition of prior learning (RPL)
- options in delivery modes
- guidance on career paths
- one on one support if required
- special needs, including Language, Literacy and Numeracy (LLN).

## COPYRIGHT

Where Narbil Training uses materials from other sources, the origin of the materials is referenced in our documents.

## COURSE EXTENSION POLICY

Narbil Training is not obliged under any circumstances to extend the period of a student's enrolment if the student has not completed the course in the allocated time.

Once the allocated time for a given course has ended the student will no longer be given access to the course material.



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An enrolment can be extended with the payment of an additional fee or in the case of a medical or personal condition that impedes completion within the set timeframe, the student can apply for an extension. Medical certificates or other similar documents are needed to support the request for extension.

## COURSE OVERVIEW

Specific course information is provided on our website for all courses we currently offer or can be sent to you in hard copy if requested. If the information you require is not addressed in the course overview you can contact Narbil Training and discuss your requirements.

## ENROLMENT PROCESS

We provide clear information on the courses that we offer. This includes the learning outcomes and any prerequisites you require prior to undertaking the course

Our enrolment process requires you to complete an enrolment form. We treat all information collected as confidential and subject to our Privacy Policy in this Code of Practice.

Before and during course enrolment we provide learners access to this handbook to ensure they are aware of all requirements, terms and conditions of undertaking training with Narbil Training.

Our staff are always available to assist with any problems you encounter during the enrolment process.

## COMPETENCY BASED TRAINING / ASSESSMENT

Competency based training was introduced to VET in 1992 as a means of improving the relevance of training to the workplace and providing consistency in training outcomes on a National level. It differs from traditional training in that it is outcome-focused.

Competence is the ability to consistently apply knowledge and skills and demonstrate the right attitude and behaviour to the performance standard required in the workplace. It includes the ability to transfer and apply that skill and knowledge to new situations and environments.

A competency based system allows industry to communicate to a training organisation what skills they require from a worker and allows the training organisation to determine the best method to get a student to that standard. Once an individual has demonstrated that they have the skills and knowledge identified in the standard, they are declared competent.

Units of Competency in Training Packages are developed by industry to meet the identified skill needs of industry. Each unit of competency identifies a discrete workplace requirement and includes the knowledge and skills that underpin competency as well as language, literacy and numeracy and occupational health and safety requirements. The units of competency must be adhered to in assessment to ensure consistency of outcomes.



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- A unit of competency describes the knowledge, skills and attitude required to perform a workplace task safely and consistently.
- A qualification describes a job role (occupation)
- A qualification is made up of a set of units, some compulsory, some elective.

Units of competency are the smallest component of achievement which can be nationally recognized; it is the unit of competency as a whole, not individual elements or performance criteria, which are recognised.

## FLEXIBLE LEARNING AND ASSESSMENT PROCEDURES

Our training and assessment practices are flexible and take into account learner needs. We will ensure that all:

- required resources for the delivery of any course are in place
- resources reflect current industry standards
- training and assessment will only be conducted by qualified staff and will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning is available to all learners where it is applicable. If you believe you have relevant skills and abilities please contact Narbil Training and an assessor will discuss the evidence requirements with you.

## FEE STRUCTURE

We believe our course fees are competitive and represent value for money. You will be informed of the cost of the course you are undertaking in the course information you receive prior to enrolment.

Information on fees, charges and refunds can also be found on our website. Detailed information on refunds is provided in this handbook.

## REFUND POLICY

As a learner you pay an agreed fee upon commencement of a course in which you are enrolled.

If written advice is received by Narbil Training more than 24hours prior to course commencement Narbil Training will make a full refund of the paid course fees.

Once a course has commenced there will be no refund of course fees.

If Narbil Training is responsible for cancelling a course, participants are entitled to a full refund. Narbil Training will typically offer an alternate course date.

In the case of extenuating circumstances or extreme hardship which prevents participation in a course, an application can be made to Narbil Training for a refund. All refunds attract a fee



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equivalent to 25% of course costs. Submitting an application for extenuating circumstances or extreme hardship does not guarantee a refund.

Once you have been issued with a statement of attainment, certificate or qualification you will not be given a refund.

## CANCELLATION OF COURSE OR PROGRAM BY NARBIL TRAINING

Should Narbil Training cancel a course for any reason, participants enrolled at the time the cancellation is announced will be entitled to a full refund. This will incur no administrative charges or penalties.

Participants who have units that have already been assessed as competent will be issued a statement of attainment and have the cost of these units deducted from the refund.

## WITHDRAWAL DUE TO ILLNESS OR HARDSHIP

In the case of a participant withdrawing from a course or program due to illness or extreme hardship, Narbil Training may, at its discretion, allow a partial refund of the course fees. The following conditions apply:

- satisfactory evidence of the circumstances of the learner's withdrawal, medical certificates or similar must be produced
- the 25% non-refundable administration fee still applies
- withdrawal must take place prior to the expiration of the course.

Other alternatives may be possible and need to be discussed in the first instance with a Narbil Training staff member. These include:

- extension of assessment period
- resumption of the course / program at a later date to be agreed upon by both parties.

## RECORDS – RETENTION AND REQUESTS FOR ACCESS

We recognise that the retention and confidentiality of your records is important. Our records retention policy meets legislative compliance in relation to the storage and disposal of records.

Records must be kept for a total of 30 years. Narbil Training keep both electronic and hard copies of student records for a two year minimum. After two years Narbil Training may choose to only electronically store the records. Procedures are in place to ensure the safety of all records.

From January 1<sup>st</sup> 2015, all learners are also issued with a Unique Student Identifier (USI) number. Using this number, every learner who undertakes nationally recognised vocational education and training (VET) in Australia (or overseas from an Australian-registered provider) is able to access their enrolment and achievement record from a single authoritative source.



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You can request access to your own records at any time. Narbil Training staff will provide you with these details as soon as possible after the request. A small fee will apply if hard-copy records are requested.

## APPEALS POLICY

You will be provided with three attempts at each assessment task and will be provided with constructive feedback and direction after each attempt.

A learner has the right to appeal any assessment decision of Not Yet Competent, including RPL evidence. Decisions can be discussed informally with your trainer / assessor by phone or email. If the outcome is still unsatisfactory, the learner has the right to formalise their case as follows:

### Re-Assessment Appeal

Each assessment task can be attempted three times. If a learner does not agree with a decision of Not Yet Competent, they must appeal within 21 days of the result being delivered.

### Appeal Against Recognition of Prior Learning (RPL)

A student can appeal a decision of not yet competent within 21 days if the student believes their application for RPL:

- provides sufficient evidence entitling them to be granted RPL
- can be supplemented with additional evidence to adequately demonstrate the skills and experience required.

### Academic Appeals

A student must appeal a final result of assessment within 21 days from the Result of Assessment being issued if the learner:

- has been assessed as not yet competent against specific competency standards
- believes they have sufficient grounds and evidence entitling them to be assessed as competent
- can adequately demonstrate they have the skills and experience to be able to meet the learning outcomes of units they are appealing against.

If a student considers the response to their formal appeal unsatisfactory, they have the right to further appeal to Narbil Training's Board of Directors.

1. Send email to: [appeals@narbiltraining.edu.au](mailto:appeals@narbiltraining.edu.au)
2. Include in the email:
  1. Course completed / Enrolled in
  2. b. Course of action taken so far
  3. c. Reasons for further appeal
3. Upon receipt of the email, the Narbil Board of Directors will:
  - a. Send acknowledgement of email receipt
  - b. Respond within 14 days



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Should the re-appeal be dismissed, learners may then:

- Request intervention by a third party (to be mutually agreed upon)

If still not satisfied with the results you can take your complaint to the Australian Governments - Australian Skills Quality Authority (ASQA).

All formal appeal documentation can be found on our website or can be requested to be sent to you by contacting Narbil Training staff.

## MORE INFORMATION

For more information, please contact us on:

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- Email - [support@NarbilTraining.edu.au](mailto:support@NarbilTraining.edu.au)
- Web site - <http://www.narbiltraining.edu.au>