



RTO ID: 6971

STUDENT HANDBOOK

WELCOME!

Thank you for choosing VERTO for your educational experience. This handbook has been developed to assist you throughout your student journey. It includes information about VERTO policies, support services and student expectations, amongst other frequently asked questions. Please review the handbook prior to finalising your enrolment. If you have any questions, please contact 1300 483 786 or tsequiries@verto.org.au.

ENROLMENT. INDUCTION AND ORIENTATION

VERTO conducts enrolment, induction and orientation for all students. Prior to enrolment, most qualifications require completion of a Language, Literacy, Numeracy and Digital Literacy (LLND) assessment to identify any learning needs. A Pre-Training Review (PTR) is also conducted to assess digital literacy, Recognition of Prior Learning (RPL), Credit Transfers (CT) and general course suitability.

Eligibility to enrol is based on successful completion of both the LLND and PTR process. If the outcome is unsuccessful, the application will be reviewed by management. The applicant will be notified of the outcome in writing.

Additional factors which are considered include:

- Training and assessment approach
- Venue safety and facility arrangements
- Student support, welfare and guidance services
- Relevant legislative requirements and accessibility
- Appeals and complaints procedures
- Disciplinary procedures.

Some courses may have additional enrolment requirements such as copies of identification or a National Police clearance. You will be advised of these requirements in advance.

Completion of an enrolment application does not constitute formal acceptance into a chosen course of interest. VERTO will provide written communication of enrolment acceptance.

UNIQUE STUDENT IDENTIFIER (USI)

It is a requirement of the Australian Government that every Vocational Education and Training (VET) student enrolling in a nationally recognised training course will require a USI number before any certificate or statement of attainment can be issued.

The USI number is a combination of ten numbers and letters. This creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers in which you undertake training. You can register for your USI number at www.usi.gov.au. Your USI number will be verified upon enrolment.

DEFERRAL OF STUDIES

Students may request a deferral and place their studies on hold for up to 12 months within the duration of their enrolment. To discuss whether you are eligible for a deferral, please reach out to your Student Support Coordinator.

WITHDRAWAL FROM STUDIES

If a student no longer wishes to continue with their enrolment, they need to reach out to their Student Support Coordinator and request a withdrawal.

FEES. CHARGES AND REFUNDS

Student fees and charges are fully disclosed to relevant parties, including the student, legal guardian (if applicable) and third party prior to enrolment via a quote. Upon quote acceptance (in writing) the enrolment confirmation and invoice will be issued. Where fees exceed \$1,500, specific options will be provided to students for payment.

A non refundable fee of \$250 will be charged for each Unit of Competency you apply for using Recognition of Prior Learning (RPL). VERTO does not accept cash payment for course fees due to security concerns. Students can pay online at verto.org.au or over the phone by credit card. You can also post a cheque, money order or bank cheque.

For further information on the full fee structure, contact 1300 4 VERTO (1300 483 786)

Cancelled courses

Every effort is made to ensure that courses run as advertised. VERTO reserves the right to alter any arrangements, including cancelling courses if required. Students will be contacted by mail or phone at least three days prior (where possible) to the course start date should cancellation or change occur. It may be possible to arrange a transfer to another course.

Refund

Refunds are issued in accordance with VERTO's Financial Management Policy.

Full refund

VERTO will issue a full refund to the relevant party (student or third party) minus an administration fee retained by VERTO, when cancellation is actioned

by VERTO prior to course commencement or in the instance where the student withdraws in writing prior to course commencement.

Partial refund

A pro-rated refund will apply in all other instances, determined by the number of unit/s of competency not commenced in addition to an administration fee retained by VERTO.

For further information regarding the refunds associated with student fees, please contact Training Services on 1300 4 VERTO (1300 483 786).

RECOGNITION

Prior to enrolment, please advise the Course Coordinator if you are seeking recognition for prior learning. Some options are explained below.

Recognition of qualifications issued by other RTOs

VERTO recognises the Australia Qualifications Framework (AQF) and Statements of Attainment issued by any other Registered Training Organisation. Credit Transfer (CT) may be granted for Unit(s) of Competency completed by a student, subject to a validity check.

Recognition of Prior Learning (RPL)

RPL assessment is available to all VERTO students. RPL is an assessment process that involves assessment of an individual's relevant prior learning (including formal and informal learning) to determine the credit outcomes of an application for credit.

Applying for recognition

Students may contact VERTO to request an RPL kit. You may undergo the following steps as part of the recognition process:

- Identify which competencies or learning outcomes in which you already have competence
- Contact your assigned trainer/assessor to arrange a recognition interview
- As guided by your assigned trainer/assessor, complete and submit all necessary evidence and assessment tasks.

DELIVERY OF TRAINING

VERTO ensures that all resources meet the requirements of the relevant endorsed training packages for the delivery, assessment and issuing of qualifications. VERTO has in place and applies the following resources:

- Trainers with appropriate qualifications and experience
- Resources appropriate to the methods of delivery and assessment requirements
- Support materials.

Delivery strategies are designed in consultation with industry, while giving full consideration to the learning style of the student. The provision of training may include a flexible combination of online delivery and assessment.

ASSESSMENT METHODOLOGY

VERTO is committed to ensuring valid and reliable assessment against industry competency standards. All assessment undertaken by VERTO remains consistent with the principles of assessment, rules of evidence and the requirements of the training packages.

Assessment pathways

VERTO offers students a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the Australian Qualifications Framework. The main assessment pathways to a qualification are as follows:

- Off-the-job training and assessment
- Workplace assessment
- Recognition of prior learning.

Conducting assessment

When conducting assessment, VERTO ensures it has personnel with appropriate qualifications and adheres to the requirements of the training package and the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025

VERTO ensures that personnel conducting assessments use appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by VERTO use the following methodology:

- Assessments are fully explained to students
- Throughout accredited training, students are regularly reminded of the ongoing availability of assessment
- Opportunities for recognition are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined
- The assessment requirements of the unit(s) of competence are outlined, and any particular arrangements for the workplace/training environment are organised
- All evidence-gathering methods remain reliable, flexible, valid and fair
- As assessments are undertaken, trainers/assessors record individual student assessment results
- Post-assessment guidance is available to students
- A fair and impartial appeals process is available
- Evaluation of assessment processes and procedures is gathered on an ongoing basis.

Material handed in to your trainer as evidence must be retained by VERTO for compliance reasons. This will not be returned to you. We advise you to keep a copy of all assessments you submitted.

Course completion and re-assessment

All nationally recognised training will be assessed by competency based assessment. At the commencement of the course the trainer/assessor will discuss the methods of assessment used to determine competence. Students will be assessed as Competent or Not Yet Competent in their ability to meet ALL requirements of a unit of competency.

Should an assessment be deemed 'Not Yet Competent', students have two opportunities to resubmit in order to achieve a 'Competent' outcome.

Two weeks beyond the course completion date is allowed for completion of all assessment tasks. After this period your enrolment and results will be finalised. If you are assessed as Not Yet Competent this means that you will need to provide more information or evidence, or demonstrate again the task or the activity involved. How and when this is completed will be discussed with the assigned trainer/assessor.

Reasonable Adjustments

Reasonable adjustments may be made to support VET students with disability to access and participate in training and assessment on an equal basis. Students can apply to access this support by speaking with their trainer or Student Support Coordinator. A reasonable adjustment must not affect the integrity of the unit. Where a reasonable adjustment is not appropriate or possible, the reasons why will be communicated to the person as soon as reasonably practicable.

If you wish to build on your studies in the future, you are welcome to enrol by contacting 1300 4 VERTO (1300 483 786). Our customer support team will assist you with information on relevant courses available, course fees etc.

All reprint requests require completion of the VERTO Certificate/Statement of Attainment (SOA) Re-Print Request Form.

ISSUING QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

VERTO issues Qualifications and Statements of Attainment that meet the requirements of the Australian Qualifications Framework (AQF). VERTO uses the AQF implementation handbook for accredited courses on our scope of registration. On successful completion of training you will be issued with a nationally recognised qualification.

A Certificate of Attendance can be issued upon

request of students who complete non-accredited courses.

Request for reprints

Fees apply for reprinting of credentials. All reprint requests require completion of the VERTO Certificate/SOA Re-Print Request Form.

COMPLAINTS, APPEALS AND FEEDBACK

VERTO is committed to providing high-quality service to all students. To achieve this standard, we seek your feedback to continually improve our services.

Complaints

VERTO has a formal complaints procedure which is detailed in a separate brochure.

This procedure is available to all students and employees to ensure that concerns and complaints are handled objectively and in a structured manner.

This brochure is available from all VERTO locations. More information is available by phoning 1300 483 786 or visiting our website verto.org.au

Appeals

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the Australian Recognition Framework.

VERTO's time period for acceptance of assessment appeals in 28 days after the student has been issued with the results of their assessment.

If you wish to appeal an assessment decision, we have some simple procedures to enable us to efficiently resolve the appeal.

- Step 1: Please discuss the issue with your trainer. (If you feel uneasy with this option, go to step 2)
- Step 2: If you are not satisfied with the outcome of the appeal, please call 1300 483 786 to speak to the appropriate person who will identify the main issues of your appeal, and set a course of action to achieve a joint solution. This may include a review of your assessment evidence. You may also lodge your appeal via the feedback section on the website.
- Step 3: VERTO will process the appeal and review the documentation as part of its investigation.
- Step 4: VERTO will arrange for you to be reassessed and inform you regarding the process. If you choose and to lodge with an external arbitrator all costs incurred for the third party review will be advised to the appellant.

- Step 5: The appeal will be finalised and an external arbitrator will be engaged by the RTO for review if required.

The matter may be referred to an independent third party for review, at the request of the complainant/appellant. All costs incurred for the third party review will be advised to the complainant/appellant.

If your complaint relates to a breach of legislative requirements and you have exhausted all internal complaints and appeals processes you may submit a complaint to the Australian Skills Quality Authority (ASQA) by phoning 1300 701 801 or emailing complaintsteam@asqa.gov.au. ASQA is not able to act as the independent third party for reviewing complaints.

If you are concerned about fraud or the integrity of the RTO please contact the ASQA tip off line on 1300 644 844.

Commitment to quality and continuous improvement

VERTO welcomes feedback from all students and sees this as a valuable mechanism to ensure that we are continuing to meet the needs of our students, as well as consistently delivering a quality training and assessment experience. VERTO asks all students to complete a feedback survey at the end of their course. Other feedback, preferably in writing, can be provided to your coordinator/trainer/assessor.

CODE OF CONDUCT

As a student you can expect:

- Suitably qualified employees and trainers/assessors
- Appropriate teaching methods and materials.
- Professional conduct
- Clean, comfortable facilities suitable for adult learning
- Accurate and current information
- Opportunities for input into your learning needs.

As a student you are entitled to:

- Be treated with courtesy, fairness and respect
- Privacy concerning personal information, subject to statutory requirements
- Learn in an environment free of discrimination and harassment
- Be informed of assessment procedures (if applicable)
- Pursue your educational goals in a supportive and stimulating environment
- Lodge a complaint through the complaints process.

As a student it is your responsibility to:

- Treat other people with courtesy, fairness and respect
- Attend assessment events and submit

assessment items (if applicable) on time

- Be punctual and attend regularly
- Not engage in plagiarism or cheating in any assessment or examination (*Plagiarism is 'presenting someone else's work or ideas as your own' - Oxford Dictionary*)
- Only use Artificial Intelligence (AI) to generate ideas and understand concepts. Assessment submission must be original and authentic, using your own knowledge and research. Any use of AI must be acknowledged in assessment submissions by stating: "I used AI to generate ideas and understand concepts for this assessment"
- Observe normal safety practices, including local smoking regulations
- Behave in a responsible manner, by not littering, harassing, offending or distracting fellow students or employees, damaging property, injuring other people, or attending class affected by alcohol or illegal drugs
- Provide accurate information at the time of enrolment, and advise VERTO of any changes to their address and phone number within seven days.

If you are unable to meet your responsibilities, the course coordinator will refer to the following policies for the applicable action:

- Code of Conduct
- Drug and Alcohol Policy
- Smoke Free Workplace Policy.

Students may request copies of the policies from the course coordinator.

In the specific case of a student attending training/assessment activities under the influence of alcohol or illegal drugs, assistance to access appropriate referral agencies will be offered.

CHANGES TO AGREED SERVICES

Where there are changes to agreed services, VERTO will advise the student as soon as practicable, including, but not limited to, the following:

- To any new, and/or change to existing, third party arrangement
- To a change in ownership
- To any change in agreed services that impacts on the individual student.

Changes to agreed services are communicated to students through Student Management System (SMS) in the form of bulk email, or by way of letter, memo, SMS or post.

CHILDREN OF STUDENTS IN THE WORKPLACE OR TRAINING VENUE

VERTO provides each student with an equal opportunity to learn with minimal disruption to the adult learning experience. VERTO request that all students adhere to the following:

- Students formally enrolled in the training offered by VERTO will be provided entry to the program. Individuals, children, dependents or minors in the care of a student will not be permitted to attend.
- VERTO can provide information regarding available services should it be required.

WORKPLACE HEALTH AND SAFETY (WHS) - A SHARED RESPONSIBILITY

Trainers and assessors will provide students with an overview of WHS requirements, and emergency procedures at the beginning of each course to ensure everyone's safety. We encourage all students and employees to bring WHS concerns to the attention of their trainer/assessor and/or supervisor as soon as possible.

PRIVACY

VERTO is committed to protecting the privacy of its students and is required to do so according to the Australia Privacy Principles (APP). These principles regulate how organisations collect, use and disclose personal information. VERTO complies with these principles in accordance with the Privacy Act 1988.

VERTO has a formal privacy statement which is detailed in a separate brochure. This statement is available to all students and employees to ensure that your privacy and the privacy of your personal information is upheld. This brochure is available at the front counter of all VERTO sites. More information is available by phoning 1300 483 786.

Information collected and its purpose

Information concerning students, including information submitted at enrolment, will be used by VERTO or other authorised organisations for the purposes of general student administration, communication, state and national reporting, course monitoring and evaluation.

The information may be disclosed to the National Centre for Vocational Education Research (NCVER) and/or an agency authorised to undertake surveys. We do not sell or give away our customer lists. The provision of this information is necessary for both enrolment and re-enrolment. Information provided will be stored securely and disposed of securely when no longer needed.

Access to your personal information and records

VERTO provides access to the personal information that is held about students. If you require access to your personal information please contact, 1300 483 786 or info@verto.org.au.

ACCESS, EQUITY, STUDENT SELECTION AND ADMISSION

Every student who meets the entry requirements of the applicable training package or funding body will be accepted into their chosen course. In addition:

- VERTO incorporates the principles of equity into all courses
- VERTO's employees are instructed in their responsibilities with regards to access and equity principles
- Students have equitable access to courses irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability
- Some courses may have a limited number of vacancies and these will be filled in chronological order of completion of enrolment and payment of fees if applicable.

VERTO is committed to creating a culturally safe, inclusive, and respectful learning environment where all students feel valued and free from discrimination, antisemitism, vilification and harassment. We support Aboriginal and Torres Strait Islander students, those from culturally and linguistically diverse (CALD) backgrounds as well as LGBTQIA+ and those from gender diverse backgrounds. Our commitment is to ensure that our educational spaces reflect the rich diversity of our communities and foster equity and understanding.

Enrolment procedures will therefore be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

All students are encouraged to check the My Skills website prior to enrolling in a course to ensure the qualification or course meets their career goals and is recognised by the particular industry. The following website will assist students to do this: www.myskills.gov.au or education.nsw.gov.au

Language, Literacy, Numeracy and Digital Literacy (LLND)

VERTO recognises that all vocational training includes LLND tasks and ensures all VERTO trainers and assessors provide:

- Materials, resources and assessment tools and tasks that do not require students to have LLND skills of more complexity than those used in the workplace for the competencies being taught or assessed

- Opportunities for repeated and supported practice
- Opportunities for independent practice.

VERTO encourages any student who feels they may experience difficulties in reading, writing, numeracy and digital literacy to advise their trainer or representative prior to course commencement.

Assistance will be made available through experienced trainers supporting students with LLND needs. Where a prerequisite for training requires a particular level of LLND, or other entry skills, an assessment will be undertaken.

The assessment will involve language, literacy and numeracy skills as well as digital literacy where appropriate to the course to determine LLND skills at the time of enrolment. A VERTO representative will conduct this assessment. The assessment will help to establish entry to a course/ training course and will help identify where special training and support resources can be utilised during the course.

Where some students require additional practice and training VERTO can arrange appropriate LLND support.

STUDENT WELLBEING, GUIDANCE AND SUPPORT SERVICES

At VERTO, we believe that success in training and employment is closely linked to a student's overall wellbeing. That's why we offer a holistic support approach, supporting our students not just academically, but personally as well.

Student Support Services

All students enrolled with VERTO are offered advice and support services to assist them in achieving their individual goals. While VERTO does not offer formal welfare or counselling services, every effort is made to connect students with appropriate external support through our Student Support Officer.

If you need help or support, your trainer is your first point of contact and can refer you to the right resources.

Supporting Diverse Needs

VERTO is committed to providing equal opportunities for all students, including those experiencing disadvantage or living with a disability. Support needs are identified during the enrolment application process to ensure that any additional assistance required for successful participation in training and assessment is in place.

How We Support Student Wellbeing

Whether you're studying face-to-face or online, VERTO offers:

- Wellbeing check-ins with support staff

- Peer support groups
- Relaxation spaces in our classrooms
- Referrals to trusted community organisations
- Access to helpful external support resources
- We are here to ensure every student feels supported, connected, and ready to thrive.
- E-Library of Wellbeing Supports

Below are some free and confidential support services available to all students:

Beyond Blue: beyondblue.org.au

Lifeline: lifeline.org.au / 13 11 14

Headspace: headspace.org.au

Tenancy Advice: verto.org.au/tenants-advice-and-advocacy / 1300 483 786

Financial Counselling: verto.org.au/financial-counselling / 1300 483 786

MARKETING

VERTO will market and advertise products and services in an ethical manner following the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025. VERTO will promote its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons will be drawn with any other provider or course.

Specific course information, including content and vocational outcomes is provided to students prior to enrolment.

Ethical marketing practices

- VERTO will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all students
- VERTO will maintain an educational environment that is conducive for all students
- VERTO will always gain a student's written permission before using information about the individual in any marketing materials and will respect any conditions of permission imposed by the student
- VERTO will always accurately represent training products and services to prospective students
- VERTO ensures that students are provided with full details of conditions in any contractual arrangements with the organisation.

Accurate and clear marketing

Where advertising materials refer to VERTO's RTO status, the products and services covered by the organisation's scope of registration are clearly identified. VERTO only advertises the AQF qualifications it is registered to deliver.

VERTO advertising materials identify nationally recognised training separately from non-accredited training or courses recognised by other bodies.

The names of training packages and qualifications listed in advertising materials utilised by VERTO comply with the names and titles recognised by Australian Skills Quality Authority (ASQA). Full information on specific courses is available from VERTO prior to enrolment.

Social media use

Material that could identify and adversely affect a fellow student, staff member or VERTO must not be placed on any social networking sites, unless otherwise authorised.

CONFLICT OF INTEREST

Referrals between courses and/or services

VERTO is committed to ensuring that clients and students who access more than one service offered by VERTO do so in the knowledge that VERTO employees will always recommend the most appropriate option for the individual regardless of whether the provider of that service is a competitor of VERTO. The decision about the "most appropriate option" will be the option that optimally meets the individual's needs.

Where a client/student chooses a VERTO service, employees will gather appropriate information about why the client/student made that choice, rather than choosing a service offered by another provider. This information may be made available to funding bodies to prove no conflict of interest. VERTO employees will never coerce or apply undue pressure on a client/student to choose a VERTO course or service.

Intellectual property

Materials prepared, purchased or provided by VERTO for training and assessment services remain the property of VERTO unless otherwise formally negotiated.

LEGISLATION

Information about current legislative and regulatory requirements impacting on students include:

- **National Vocational Education and Training Regulator Act 2011 (Cth)** – oversees the administration of the vocational education and training system and the provision of post Year 10 education and training in NSW
- **Workplace Health and Safety Act 2011 (NSW)** – oversees the duties and obligations related to workplace health and safety
- **Anti-Discrimination Act 1977 (NSW)** – prohibits discrimination and other specified conduct in the workplace and provides for the investigation of complaints in relation to discrimination. This act also covers legislation against workplace harassment, bullying or victimisation
- **Disability Standards for Education 2005** – Ensures students with disability access education equally through reasonable adjustments
- **Disability Discrimination Act 1992** – Protects people with disability from discrimination, promoting equal rights and access
- **National Principles for Child Safe Organisations** – A nationally consistent approach to promoting a culture of child safety and wellbeing within organisations
- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- Credential Policy Standards for Registered Training Organisations

NSW legislation is available via www.legislation.nsw.gov.au.

- **Disability Discrimination Act (DDA) Disability Standards for Education 2005** – ensures equal access to training for students with a disability. See www.humanrights.gov.au
- **Privacy Act 1988 (Cth)** – provides a framework for the collection, use and storage of personal data. See www.privacy.gov.au
- **Equal Employment Opportunity (EEO)** – ensures all employees (including Trainers and Assessors) are engaged in line with EEO requirements and appointed on merit. See www.humanrights.gov.au
- Legislation specific to individual training packages and qualifications may apply and will be addressed prior to engaging in the relevant training.