ashley institute of training

Student Information Guide

ASH Pty Ltd trading as Ashley Institute of Training | RTO 20749.

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1 Welcome

Thank you for choosing Ashley Institute of Training (ASH) as your partner in professional development. Your decision to enrol is an important step in building your skills, growing your confidence, and advancing your career.

At ASH, we are committed to helping you succeed through a blend of theory and practical, hands-on training that reflects real industry standards and workplace expectations. Our goal is to ensure you feel confident, capable, and ready to take on new challenges in your chosen field.

Our Vision

Our vision is to raise the bar in vocational education by delivering training that is current, practical, and truly meaningful. We strive to close the gap between theory and practice—equipping you not just to complete your qualification, but to thrive in real-world roles with confidence and competence.

Our Goals

We aim to:

- Make training accessible and inclusive for anyone ready to advance their career
- Provide high-quality learning resources and experienced trainers who support you every step of the way
- Create an engaging, supportive, and hands-on learning environment that builds genuine skills
- Keep your knowledge relevant and aligned with current industry needs and expectations
- Deliver training in safe, professional settings that comply with all work health and safety regulations

This Student Info Guide is designed to guide you through your training journey with ASH. Inside, you'll find important information about our policies, procedures, and the support available to you. Whether you're just starting out or well into your course, this resource is here to help you get the most out of your time with us.

We look forward to assisting you along the way as you progress through your training program.If at any time you have a query or require further assistance, please feel free to contact student support by emailing: studentsupportqld@ash.edu.au

To your success,

Aram Sahakian
General Manager

Contact Details

Phone: 07 3277 8777
Email: studentsupportqld@ash.edu.au
Office Hours: Monday - Friday, 8:30am - 5:00pm
Attendance Requirements:

To successfully complete your course, you are expected to attend your classes consistently and submit your coursework on time.

- If you are unable to attend a scheduled class, you must notify us before 9:00 AM on the day of the class. Failure to notify us by this time will result in your absence being recorded as Invalid Attendance, with no exceptions.
- If you are absent due to illness for more than two consecutive days, you are required to provide a valid medical certificate to have your absence approved.

2 About ASH and Your Rights

ASH Obligations

As a Registered Training Organisation (RTO), we are legally obligated to deliver high-quality training and assessment in accordance with the Revised Standards for RTOs 2025, under the National Vocational Education and Training Regulator Act 2011. (last version updated in Oct 2024)

To meet these requirements, ASH must:

- Maintain appropriate, up-to-date, and adequate insurance coverage
- Ensure that both staff and students comply with all relevant Commonwealth and State legislation and regulatory obligations
- Keep accurate student records and protect the privacy and confidentiality of all student information
- Issue qualifications and statements of attainment in line with the Australian Qualifications Framework (AQF)

Privacy and Confidentiality

ASH is committed to protecting your privacy. Any personal information we collect will only be used for its intended purpose and in accordance with relevant privacy legislation.

As part of your enrolment, your information may be shared with Commonwealth and State Government bodies, such as the National Centre for Vocational Education Research (NCVER), the Australian Skills Quality Authority (ASQA), and the Department of Trade, Employment and Training (DTET). This is to meet national reporting and statistical requirements related to Vocational Education and Training (VET).

ASH may also use your information for purposes including:

- Planning and reporting
- Communication
- Research and evaluation
- Continuous improvement of our services
- Access to your personal information is strictly limited to authorised personnel within ASH. We will not disclose your information to any other person, agency, or third party unless:
    - You provide written consent
    - Disclosure is required or authorised by law
    - You are under 18 years of age, and your parent/guardian has requested the information

If any of your personal details change during your enrolment, please contact us as soon as possible so we can update our records.

Consumer Protection Statement

ASH, upholds your rights as a consumer under the Australian Consumer Law (ACL) and the National Vocational Education and Training Regulator Act 2011. As a student, you are entitled to accurate information about your training, fair treatment, and high-quality services that meet the standards set by the national regulator.
Under consumer law, you have the right to:

- Receive training and assessment services that are delivered with due care, skill, and within a reasonable timeframe
- Be fully informed of the total course cost, including all applicable fees and your financial obligations, prior to enrolment
- Access a fair, clear, and transparent process for lodging complaints or requesting refunds
- Receive the training and assessment outlined in your individual training plan, in accordance with national training package or accredited course requirements
- Be protected from false, misleading, or deceptive conduct during advertising, enrolment, or service delivery
- Request a refund or appropriate compensation if ASH fails to deliver the agreed services, cancels a course, or breaches its contractual or legal obligations

ASH has policies and procedures that protect you as the consumer and are happy to guide you through these as required.

Marketing and Course Information Accuracy

ASH ensures that all marketing of vocational education and training (VET) products is conducted with integrity, accuracy, and professionalism. We are committed to providing clear and factual information and avoid the use of vague or ambiguous statements.

In all communications, ASH does not make false or misleading comparisons with other training organisations or training products.

ASH does not guarantee employment outcomes as a result of completing any training or assessment.

3 Equity, Inclusion, Student & ASH Responsibilities

Access and Equity

ASH is committed to embedding **access and equity** principles across all services provided to our stakeholders — including students, employers, regulatory authorities, and others.

All staff are expected to uphold the rights of learners by offering accurate information, respectful advice, and appropriate support.

Regardless of your **cultural background, religion, gender, sexuality, disability, location, or age**, you have the right to train in an environment that is **free from discrimination and harassment.** While enrolled with the RTO, you will be treated with fairness, dignity, and respect at all times.

Non-Discrimination

ASH maintains a **zero-tolerance policy** toward any form of **discrimination, harassment, or victimisation** by any member of staff, prospective student, current student, employee, or stakeholder.

Discrimination will not be tolerated on the basis of **sex, pregnancy, marital status, race** (including colour, ethnic background, national identity, and ethno-religious origin), **sexual orientation, disability, or age.**

Harassment includes any behaviour that is **offensive, humiliating, or intimidating**, whether sexual in nature or targeting a person based on any of the characteristics listed above.

ASH is committed to providing a **safe, respectful, and inclusive learning and working environment** for all.

Cultural Inclusion and Respect

ASH values the diversity of all students and is committed to fostering a **culturally safe, inclusive, and respectful learning environment.**

We acknowledge and celebrate the unique backgrounds, identities, and experiences of every learner — including **Aboriginal and Torres Strait Islander peoples,** individuals from culturally and linguistically diverse (CALD) backgrounds, **LGBTQIA+** communities, **people with disability,** and those from **rural or remote areas.**

ASH strives to provide training that is **free from discrimination, harassment, and bias.** All students have the right to be treated **fairly, with dignity and respect.**

Our trainers are expected to deliver education in ways that:

- Recognise and respond to cultural and individual differences
- Promote inclusion
- Support each learner's right to feel **safe, valued, and heard**

As part of our commitment to cultural safety, ASH ensures that training materials, delivery methods, and support services are responsive to the needs of diverse learner groups. This includes consideration of:

- **Language requirements**
- **Religious or cultural practices**
- **Protection from all forms of racial, ethnic, and religious vilification (including antisemitism and Islamophobia)**
- **Gender identity and expression**
- **Accessibility needs**
- **Community and social expectations**

If you have specific cultural needs or would like to discuss how we can make your learning experience more inclusive, we encourage you to speak with your **trainer** or contact our **student support team.**

Please note: If you self-report that you have a disability that may affect your ability to participate in training or assessment, you will be required to have your Health Practitioner complete an F-932.2 Health Practitioner's Report. This helps us identify and implement any reasonable adjustments or support services required to assist you throughout your learning journey.

ASH is dedicated to working with you to create a learning environment that respects **who you are** and supports **your success.**

4 ASH Offers the Following Support Services

Internal Support Services

Study Support

- Students will be provided study support from their trainer and assessor and will be based on the individual needs of students.

Travel Support

- Some students may be eligible for travel support which provides assistance with transport to and from the training venue and sites where practical sessions are conducted.

Language, Literacy and Numeracy Support and or digital Literacy Support*

- Students will be provided language, literacy and numeracy LLN and/or digital literacy (LLND)* support based upon the LLN and or LLND assessment outcomes in ACSF areas that are lower than that of the qualification requirements. Strategies will vary depending on the assessment results. *digital if applicable.

Academic/Training Support

- Students will be provided with academic support that meets their individual needs and learning styles which includes contextualising training course materials, assessment resources and other course related information.

Mentoring/Coaching Support

- Students will be provided with mentoring/coaching support from one of our qualified trainers and assessors

IT Support

- Students will be provided with IT support relevant to the training program by internal RTO staff or one of our qualified trainers and assessors.

External Support Services

ACS Australian Counselling Service
The Australian Counselling Service (ACS) provides free, short-term counselling support to students across Australia via telehealth, with appointments typically available within 48 hours. Students can access support for:

• Study stress and motivation
• Anxiety and wellbeing concerns
• Work, family and relationship challenges
• Other issues that may impact their learning

There are no fees, contracts or referral arrangements required.
https://www.acscounselling.com.au/ - 1300 374 033

The below examples/suggested sites have been provided for your reference and may assist you if needed:

- Beyond Blue

Beyond Blue provides support for people suffering with depression or anxiety with information to help further educate anyone looking for help and provides a list of national helplines and websites for those in need.
www.beyondblue.org.au/ - 1300 224 636

- Lifeline

Lifeline provides support especially in emergency crisis situations relating to mental health. Lifeline can provide support via phone; crisis support chat on their website or by text message.
https://www.lifeline.org.au – 13 11 14

- Family and Child Connect

Family and Child Connect work with a collection of services aiming to support each unique family situation to address:

  - Better family relations
  - Stopping violence
  - Alcohol, drug and gambling problems

http://familychildconnect.org.au/ - 13 FAMI (13 32 64)

- Centrelink

Centrelink provides social security payments and services to eligible Australians, including:

  - Payments and services to help your child's education and health care
  - Income support for individuals looking to complete study or gain assistance to get a job
  - Payments and services for older Australians
  - Payments and services to assist with illness, injury or disability

https://www.servicesaustralia.gov.au/individuals 13 24 68

External Support Services

- The Reading and Writing Hotline

The Reading and Writing Hotline is a free national service for those who are looking for assistance with reading, writing and basic mathematics. They offer services including:

  - Information on classes in your area
  - Assistance via mail or computer
  - Finding teachers and others who can support you
  - Suggesting websites and books to assist you

https://www.readingwritinghotline.edu.au/ - 1300 655 506

- 24/7 national crisis support helpline led by Aboriginal and Torres Strait Islander people.

https://www.13yarn.org.au/ - 13YARN – 13 92 76

5 Student Responsibilities

As a student, you are expected to:

- Follow our policies and procedures as outlined in enrolment and the Student Information Guide.
- Communicate effectively with all staff and/or other relevant stakeholder whether verbal or in writing.
- Take responsibility of own learning by participating, setting goals, making decisions, apply feedback and evaluating own performance.
- Attend all scheduled training sessions and notify the trainer / branch before the scheduled start time, if unable due to sickness or any other appropriate reason.
- Ensure all behaviour, actions and practices support the trainer in delivering the training whether one to one or in a group setting.
- Respond to any reasonable instruction from a member of Staff.
- Refrain from any form of discrimination, bullying or harassment.
- Contribute positively to all modes of training and refrain from disruptive behaviour.
- Produce necessary forms of identification when required.
- Complete all necessary paperwork accurately within the specified timeframe.
- Treat fellow Students, Staff, host employers with respect, honesty, dignity, and sensitivity at all times.
- Not endanger or potentially endanger the safety, health, and well-being of others unintentionally or deliberately by breaching our policies and procedures.
- Raise any issues, concerns and/or breaches of your responsibilities in a timely manner avoiding any form of escalation.
- Respect the privacy and confidentiality of staff, and students in the collection of any business or personal information.
- Care for the property of students, staff and the host employer (if applicable).
- Conduct myself in a professional manner at all times (including hygiene, neat and clean attire).
- Not attend class under the influence of alcohol and/or illegal drugs or legal drugs that might impair my ability to safely participate in the training / assessment, including the use of equipment / machinery.
- Ensure that all communication devices are switched off or put on ‘silent’ during class times.
- Refrain from taking / making phone calls or text messages during class time except in extenuating circumstances that have been approved in advance with the Trainer.
- Only submit work that is original and not plagiarised.
- Refrain from any form of bribery and/or cheating during assessments to achieve a positive outcome.

6 ASH Responsibilities

By accepting your enrolment into a course, ASH has taken on obligations to you as a student. Some of these obligations and responsibilities are created by the standards and regulation under which we work, and some are due to the agreement we have with you as a student. These obligations include:

- Undertaking a thorough course entry process to determine your suitability for your selected course, and the suitability of the course for you.
- Develop a training plan for you which details the journey you will take through your studies.
- Ensure that any workplace arrangement, such as an apprenticeship or traineeship, is organised and monitored.
- Monitor your progress through the course and implement support strategies where necessary.
- Communicate openly with you regarding your learning, progress and behaviour.
- Keep you informed of any changes in legislation, ASH policy, or any other change which would affect your enrolment in, and progression through your course.
- Maintain thorough records of your training and assessment and provide you with access to those records when you request it.
- Issue a Certificate or Statement of Attainment if you have been assessed as competent in one or more units of competency from a training package or accredited course.
- Provide you with access to fair and just administrative processes including complaints, appeals, refunds and support requests.

Breach of Student Responsibilities and Disciplinary Actions

Inappropriate, discriminatory, or unacceptable behaviour will result in action being taken by ASH and may lead to one or more of the following consequences:

- A verbal or written warning
- Removal from the course and/or ASH
- Notification to and involvement of external authorities, such as the police
- Termination of your enrolment, with a Statement of Attainment issued for any successfully completed units of competency
- Should your enrolment be suspended or terminated you have the right to appeal the decision through ASH's formal appeals process.

7 Enrolment and Pre-training Information

Making an Informed Enrolment Decision

Before enrolling, you are encouraged to make an **informed decision** by carefully reviewing all **course information** and this **Student Info Guide** to ensure the course aligns with your goals and requirements.

We welcome any questions you may have regarding the **Student Info Guide** or the training and assessment process. Please reach out to ensure you have a clear understanding before proceeding with enrolment.

As part of the enrolment process, you will be required to:

- Complete and submit an **enrolment application form***
  - *A pre-enrolment course requirement form for some courses that require additional screening will be applied where relevant
- Provide supporting documentation as required, in accordance with ASH's **Enrolment Policy & Procedure**

Supporting documents may include proof of **identity, residential address, and/or eligibility for government funding.**

Information Provided To You Prior To Enrolment

Before confirming your enrolment, you will receive detailed information through our Student Info Guide, website, and during consultations our enrolment team, covering the following:

- The full course title and national qualification or unit codes
- Packaging rules, including core and elective unit structures
- Expected training duration and target completion timeframe
- Mode of delivery, such as workplace-based, blended, face-to-face, or online components
- The level of support you can expect
- Assessment requirements, including practical workplace tasks, evidence collection, and simulations (where applicable)
- Entry requirements, including any licensing prerequisites, employment criteria, or minimum language, literacy, and numeracy (LLN) levels
- Your responsibilities as a student, including participation and progression expectations
- All applicable fees, including tuition fees, student contribution fees under the QLD Government Career Start and Career Boost programs, or fee-for-service arrangements
- Funding eligibility, including concessions or exemptions available under the QLD Government Career Start and Career Boost programs, or other state-based funding programs.
- Opportunities for Recognition of Prior Learning (RPL) and Credit Transfer
- Key policies, including refunds, complaints, and appeals

We encourage all applicants to carefully review the provided materials, ask questions, and speak with our trainers or enrolment staff if clarification is needed. It is important that students fully understand their training obligations, available support, and expectations before commencing their training.

ASH will notify you of your enrolment status via a Course Enrolment Confirmation letter This letter will provide key course details, including your orientation, training commencement date, time and location and to start your journey.

Support Services and Language, Literacy and Numeracy (LLN) and Digital Literacy Support

All students complete a Language, Literacy, Numeracy (LLN), and if applicable a Digital Literacy assessment via LLN Robot, during their enrolment application. This helps our trainers understand each student's individual learning needs and make reasonable adjustments where required. The review includes short tasks in:

- Reading and writing
- Oral communication
- Numeracy
- Digital literacy skills (if applicable)

Where support needs are identified, ASH may provide or arrange the following adjustments:

- Additional one-on-one support from trainers
- Adjusted delivery methods tailored to learning needs
- Extended timeframes for completing assessments
- Access to external support services where specialist assistance is required (e.g., mental health, literacy, or digital skills support)

We are committed to creating a supportive learning environment that enables all students to succeed. If you have any concerns or require support at any stage, please speak with your trainer or our administration team.

Working with Children, Police Clearance Checks, NDIS Worker Screening Checks, Vaccination Status, Flu Vaccination Checks

Your Business Development Manager (BDM) would have advised you about this information as part of your enrolment application. Depending on the course you have enrolled in, if practical placement is required, you may require access to vulnerable persons, healthcare environments, or government-regulated sectors, where background checks, vaccinations, or screening clearances are mandatory.

Relevant checks may include one or more of the following:

- Working with Children Check (WWCC)
- National Police Clearance (NPC)
- NDIS Worker Screening Check
- COVID-19 Vaccination Status
- Annual Influenza (Flu) Vaccination

For more information, or require support at any stage, please speak with your placement support coordinator, trainer or our administration team.

8 Training and Assessment

Learning and Assessment

We are focussed on helping students develop practical, job-ready skills that reflect real workplace expectations. Training is delivered using flexible methods, tailored to suit the needs of both students and the workplace environment.

Assessments are designed to evaluate competency in line with the national training package requirements, ensuring students meet industry standards and are well-prepared for their chosen careers

Modes of Delivery

ASH offers multiple modes of delivery depending on the qualification, funding model, and workplace context. These include:

- Face-to-face delivery – Our primary and preferred mode, particularly for practical skills, licensing requirements, or where direct interaction enhances learning outcomes
- Blended delivery – Combines onsite trainer visits with video support, along with access to digital learning materials
- Online components – May be included for theory-based units or preparatory learning, with trainer support to ensure engagement and understanding
- Workplace-based delivery – Trainers visit students at their job site to provide face-to-face instruction, conduct assessments, and support progression through units

Training will be delivered according to the structure and timeframe specified for your course enrolment.

Application of Simulated Settings in Training

ASH may deliver training and conduct assessments in a simulated environment. These simulations are carefully designed to reflect real-world conditions and meet current industry standards.

Simulated assessments are only used when permitted by the assessment conditions of the relevant unit of competency, and is noted in your trainer and assessors' delivery plan. If you are also training under an apprenticeship or traineeship, this will also be noted on your training plan.

9 Student Support

Trainer Contact and Student Support

Throughout your training with ASH, you will have regular access to your assigned trainer and assessor. Your trainer is there to support your learning journey, provide constructive feedback, and help you work through any challenges you may encounter during your course.

At the start of your training, you will be provided with your trainer's work contact details. You can reach them via email, or in person during scheduled classes. Phone numbers are usually directed via the office; however, it will be at the trainer's discretion to provide you with their work contact number. Refer to contact details at the front of the Student Info Guide.

If you require assistance outside of your scheduled classes, you are welcome to contact your trainer during business hours (Monday to Friday, 9:00am–5:00pm). You are encouraged to reach out for clarification, assessment support, or to discuss your progress.

In addition to trainer support, ASH offers broader student support services. If you are experiencing any difficulties that may impact your ability to complete your training — such as challenges with literacy, language, digital tools, or personal barriers — we can arrange additional internal support or refer you to appropriate external services.

If you are ever unsure how to contact your trainer or need further assistance, please refer to contact details at the front of the Student Info Guide.

Wellbeing and Support Services

ASH recognises that students may encounter personal, health, financial, or emotional challenges that can impact their ability to successfully complete their training. We are committed to maintaining a safe, respectful, and supportive learning environment where students feel comfortable seeking assistance.

If you are experiencing difficulties that are affecting your wellbeing, you are encouraged to speak confidentially with your trainer or a member of ASH's support team. While our trainers are not professional counsellors, they are trained to recognise when additional support may be needed and can help connect you with the appropriate internal or external services.

Support may include:

- Adjustments to your training plan
- Additional learning assistance
- Access to technology or digital tools
- Guidance with time management or communication strategies

Where a student's needs go beyond the scope of training support, ASH may refer you to external services specialising in:

- Mental health and counselling
- Housing and accommodation
- Domestic or family violence support
- Legal advice
- Financial counselling

ASH maintains an up-to-date list of free and confidential local and national support services. This includes helplines, community programs, and resources for:

- Aboriginal and Torres Strait Islander learners
- Culturally and linguistically diverse (CALD) students
- Young people
- Students requiring literacy or numeracy support (or digital literacy support if applicable)

You will not be disadvantaged for requesting help. All information is handled with sensitivity and discretion. If you're ever unsure how to contact your trainer or need additional support, please refer to the contact details provided at the front of the Student Information Guide.

You can also find a list of available internal and external support services at the front of the guide to assist with a range of personal and learning needs.

10 Recognition and Credit

Recognition of Prior Learning (RPL)

ASH offers Recognition of Prior Learning (RPL) to all enrolled students. RPL lets you gain credit for skills and knowledge you already have from past work, training, or life experience — so you don't have to repeat what you already know.

A trainer or assessor will work with you to check if your experience meets the unit requirements. You'll need to provide evidence such as:

- Job references or descriptions as part of your resume
- Certificates or qualifications
- Work samples or videos
- Third-party reports (e.g. from a supervisor)

All evidence must be current, relevant, and real. You might also be asked to do a task or answer questions to confirm your skills.

The RTO will guide you through the RPL process. If you would like to apply please contact your trainer or refer to contact details at the front of the Student Info Guide.

Credit Transfer

If you've previously completed units through another Registered Training Organisation (RTO) or a provider delivering Nationally Accredited Training, you may be eligible for a credit transfer.

We encourage you to make use of your previous achievements to avoid repeating content and help you progress through your course more efficiently.

To apply, please let us know during your enrolment process. You'll need to provide an original or certified copy of your Statement of Attainment or qualification transcript that clearly shows the unit codes and titles, along with ASH's code and national logo.
ASH will review your documents and compare the completed units with those in your current course. If they are equivalent, credit will be granted at no cost.

Credit transfer requests must be made before the unit begins. If approved, the credit will be recorded on your training plan, your course schedule will be updated, and you will not need to attend the class for that unit.

We recommend using that time for self-study or to catch up on other units — please speak with your trainer for guidance.

11 Course Progression and Monitoring

Keep on Track with your Course

ASH is committed to helping you complete your qualification successfully and on time. To support this, we regularly check your progress and offer help early if you start falling behind.

To stay on track, you are expected to attend classes consistently and submit your coursework on time. Good time management will help you keep up with your learning and avoid last-minute stress.

Your trainer will support you throughout your journey and guide you through to completing your assessments. Between classes you're expected to:

- Keep in touch with your trainer
- Complete your theory work
- Submit assessments regularly

Monitoring your progress

Your course completion is important to us. Your progress will be reviewed based on your attendance and your progress through your training plan. If you start to fall behind, our support staff and trainer will check in with you. If needed, we can create a support plan to help you catch up — this might include changing deadlines, catch up classes, or providing extra support.

If you miss multiple assessments, don't attend scheduled classes, or stop responding to your trainer, our student support team will begin a follow-up process. This may include:

- Phone calls, SMS's and or emails
- A check-in meeting with your trainer
- Involving your employer (if relevant)

When there's no response to follow-ups or no progress without a valid reason, the RTO may begin formal steps, which could lead to withdrawal from the course. This is only used as a last resort — we're here to support your success.

If you're having trouble keeping up with your course, please speak to your trainer or contact our support team. The earlier you let us know, the more we can help.

12 Fees, Charges and Refunds

Fees and Charges

ASH is committed to providing clear and upfront information about all course fees before you enrol.

When you apply for a course, you will receive a Statement of Fees that outlines all expected costs. This includes:

- Non-Tuition fees
- Student contribution fees (for funded courses)
- RPL fees
- Any extra costs (e.g. licences, background checks for placements, etc.)

If you have any questions about fees, please speak with your trainer or contact our support team.

Fee Collection Policy

ASH is committed to transparent and fair payment practices.

- We do not accept cash payments.
- We do not accept more than $1,500 in advance from any student at any time.

If your total course fee is more than $1,500, a payment schedule will be created and agreed upon to spread payments across the duration of your course.

This ensures your payments are manageable and comply with national training regulations.

If you have any questions about your payments or need support, please contact our admin team before enrolment.

Refunds and Withdrawals

ASH has a clear refund policy to help you understand when you may be eligible for a refund and how much you could receive.

To view the full Fees, Charges and Refunds Policy please visit our website or contact our admin team for help.

Unpaid Fees

ASH reserves the right to withhold your certification until fees are paid.

If training or assessment has been provided and fees are still unpaid, the RTO may refer the debt to a registered collection agency. Any extra costs from this process will be added to the amount owed by the student or employer.

13 Getting Your Certificate

Once you've successfully completed your course, been marked competent in all required units, paid all fees, and provided a valid Unique Student Identifier (USI), ASH will issue your Certificate (Testamur) or Statement of Attainment.

Your certificate will be sent to you by email within 30 calendar days of finishing your course and meeting all requirements.

📌 Note: If you lose your certificate and need a new copy, an $85.00 hard copy replacement fee applies.

ASH cannot issue any certificates unless you provide a USI or give permission for us to apply for one on your behalf (unless exempt).

14 How We Handle Your Student Information

Record Management

ASH securely stores your student records in trusted cloud-based systems. These records include:

- Your enrolment details
- Assessment results
- Progress through the course
- Communication between you and ASH

Your information is kept safe using secure logins and backup systems. Only authorised staff can access your records.

In line with national training standards:

- Certificates and Statements of Attainment records are kept for 30 years so they can be verified later if needed.
- Other records, like your assessments and feedback, are kept for at least 2 years after completion.

You can ask to see your records at any time. Just contact ASH's admin team. You may need to show ID, a fee may be charged for a replacement certificate if a hard copy is requested.

Your privacy is important to us. We only share your information when required by law or if you give written permission.

Protecting Your Privacy

ASH is committed to keeping your personal information safe. We follow the Privacy Act 1988 (Cth) and the Australian Privacy Principles to make sure your details are handled properly.

As a Registered Training Organisation (RTO), we also follow the National VET Data Policy, which explains how your information is collected, stored, used, and shared to support your training. The NCVER Privacy Notice is also included as part of your enrolment application, which you can view at any time.

The RTO will take all reasonable steps to ensure your information is secured safely. You have the right to update your information at any time by contacting our Admin Team. If you have any further concerns, you are encouraged to send an email to our Compliance Team: compliance@ash.edu.au

Student Data - What We Collect and Why

As a Registered Training Organisation (RTO), we are required by law to collect and report certain information about you. This helps meet national training standards and government reporting rules.

When you enrol, we collect personal and course-related details such as:

- Your name, date of birth, and contact details
- Your education and work background
- Language, literacy and numeracy (LLN) information *and digital if applicable
- Your course enrolment and progress
- Eligibility for funding or concessions (if applicable)

This information is used to:

- Report your training to government bodies like the National Centre for Vocational Education Research (NCVER)
- Meet state and national training requirements
- Issue your certificates and Statements of Attainment
- Help improve the quality of vocational training in Australia

We store your information securely, and only authorised staff can access it. We will not share your personal information with anyone outside ASH unless:

- You give us permission
- It is required by law

If your personal details change (like your phone number or address), please let ASH know as soon as possible so we can keep your records up to date.

For more information on how your data is used nationally, visit:
https://www.ncver.edu.au/privacy

15 Complaints and Appeals

Complaints Process

ASH has a formal complaints process to make sure all student concerns are taken seriously and handled fairly.
If you have a concern about anything related to your course — such as your trainer, assessments, course materials, or support — you have the right to speak up.
You can:

- Resolve matters informally by speaking directly with your trainer assessor, staff member or
- Access the full complaints process on ASH's website or in this handbook
- Make a formal complaint at any time by lodging an email complaints@ash.edu.au
- Expect your complaint to be treated with respect and kept confidential

We are here to help, and raising a concern will not affect your training. Our goal is to resolve issues quickly, fairly, and professionally.

16 External Mediation

If you've followed ASH's complaints or appeals process and you're still not happy with the outcome, you can take your concern to an external mediation service for further help. These are also listed in the complaints and appeal process on ASH's website.

Kickstart Your New Career

As you begin this exciting journey, our team is here to support you every step of the way. If you ever have questions or need guidance, don't hesitate to reach out to student support at: studentsupportqld@ash.edu.au

We believe in your potential and can't wait to see what you achieve. Enjoy your learning experience with ASH.

To submit a testimonial of your positive experience with us: