



# Student Handbook

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## OUR HISTORY

Gateway Training Academy is a registered training organisation conveniently located in Sydney.

It was formed with a passion for enhancing the skills and knowledge of people working in Australian industry.

All Gateway Training Academy personnel are highly skilled professionals with substantial knowledge through experience at the front line of the industry & education sectors. Our students are treated as individuals in recognition of their unique training requirements. Gateway Training Academy continuously strives to achieve positive outcomes for all.

## MISSION STATEMENT

To provide relevant skills & knowledge to meet the needs of industry in consideration of the uniqueness of each client.

Why Choose Gateway Training Academy

- An organisation committed to its clients
- Be inspired with confidence to achieve career progression
- Highly experienced trainers (we select only the best)
- Increase your workplace efficiency, proficiency, and service delivery
- Ongoing support through to certification
- Train at work
- Flexible learning options
- Continuous improvement philosophy
- Gain increased workplace skills and knowledge

## CEO WELCOME

On behalf of all staff at Gateway Training Academy, we send you a warm welcome and thank you for choosing Gateway Training Academy for your professional development. Your enrolment is an important step in further developing and/or formally recognising your skills and knowledge to assist in your career aspirations.

We will strive to provide you with a first-class experience that is based on up-to-date practices and skills as used in the workplace and community.

Our vision is to enable learners to achieve their chosen career goals by providing flexibility in accessing training. To provide innovative training and support to assist you to gain employment.

Our goals are:

- To provide training that is accessible for everyone
- Develop course content and material that is informative yet interesting and fun
- Allow learners to choose their learning pathway and method of assessment to prove competence
- Ensure students, on completion of a program, are job ready

This student handbook will provide you with information about Gateway Training Academy, as well as the services we provide, and how to enrol. At any time if you need further information, please contact us on 1300 881 932.

We also welcome your comments. Tell us about things we have done well, or could have done better, so we can improve our services to students.

Once again, on behalf of the Gateway Training Academy Team, we welcome you and look forward to working with you.

**Shahid Rana**

CEO Gateway Training Academy

## CONTACT DETAILS

WEB ADDRESS: [www.gatewayacademy.com.au](http://www.gatewayacademy.com.au)

PHONE: 1300 881 932

EMAIL: [admin@gatewayacademy.com.au](mailto:admin@gatewayacademy.com.au)

ADDRESS: Gateway Training Academy Pty Ltd  
Level 2, 21- 22 Pirie Street  
Liverpool NSW 2170

OFFICE HOURS: Monday – Friday 0900-1700

## CODE OF PRACTICE

As a Registered Training Organisation Gateway Training Academy complies with the VET Quality Framework which is nationally regulated by the Australian Skills Quality Authority (ASQA). The VET Quality Framework includes the National VET Regulator Act 2011, and the Standards for RTOs 2015.

Gateway Training Academy is committed to providing supportive and positive outcomes from all services provided to our clients. All staff recognise the rights of learners and provide information, advice and support that are consistent with our Code of Practice.

If, at any time, you feel that Gateway Training Academy is not abiding by our Code of Practice then follow the Appeals and Complaints Procedure.

## STUDENT RESPONSIBILITIES

Students are required to be familiar with the policies and procedures contained within this handbook. If students require clarification on any information regarding this handbook it is the student's responsibility to contact Gateway Training Academy.

### Student Handbook Verification

It is a requirement that you access and read this student handbook before you commence your enrolment with Gateway Training Academy.

At time of enrolment, you will need to confirm that you have accessed and read this student and associated documents and policies which it encompasses, including but not limited to:

- Enrolment processes
- Access and equity
- Appeals and complaint processes
- Refund policy
- Recognition of Prior Learning
- National Recognition

## ENROLMENT PROCESS

Following your enquiry to attend a course or commence your traineeship, you will receive a course enrolment pack containing: -

- Enrolment Form which has embedded within it
  - Eligibility information
  - USI Information
  - Funding Declaration information
- Program Information/ Flyer/Program Outline link
- Language, Literacy and Numeracy Assessment link
- Terms and Conditions

All information collected is kept confidential and subject to our [Privacy Policy](#).

## UNIQUE STUDENT IDENTIFIER

A USI is your individual education number for life. A USI is an online record of your vocational education and training (VET) undertaken in Australia. Introduced in 2015, the USI initiative is supported by the [Student Identifiers Act 2014](#). Under the legislation, an education or training provider must not issue a statement of attainment or a qualification unless the student has been assigned a USI. In addition, we are required to include your USI in the data we submit to NCVET. All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI).

Creating a USI is free, it will stay with you for life and be recorded with any nationally recognised VET course that is completed.

If you have not yet obtained a USI, you can apply for it directly yourself by visiting the [USI Registry Website](#), or you can authorise Gateway Training Academy to apply for a USI on your behalf. We can also provide guidance in person at our offices or over the phone for students creating their USI number, please contact us if you need assistance or have any questions about the USI.

## CREDIT TRANSFER

Gateway Training Academy will not require learners to repeat any unit of competency which they have already been assessed as competent unless a regulatory requirement or license condition (including industry licensing schemes) requires this.

Credit Transfer is a process that provides students with credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes from previous studies. Where a student provides suitable evidence that they have successfully completed a unit or units of competence at any RTO, Gateway Training Academy will provide credit for that unit. In some cases, licensing or regulatory requirements may prevent a unit being awarded through a credit process.

If you would like to apply for Credit Transfer, please complete the Credit Transfer Application Form available on our website, attach a verified copy of your qualification (Certificate and Transcript, or Statement of Attainment) and email it to [info@gatewayacademy.edu.au](mailto:info@gatewayacademy.edu.au). Alternatively, please contact our office and one of our friendly staff will explain the process.

Before providing credit based on a qualification, statement of attainment or record of results, Gateway Training Academy will need to authenticate the information by verifying the qualifications, Statements of Attainment or transcripts with the issuing RTOs/organisations.

## RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of prior learning (RPL) is a process that assesses your competency, acquired through formal and informal learning, to determine if you meet the requirements for a unit of study. The RPL process enables students to demonstrate the achievement of these competencies and to be granted recognition for their skills and knowledge upon satisfying specific criteria verifying their competence. Gateway Training Academy recognises the prior knowledge and skills students may have gained through previous training, education, or work, including formal and informal learning. Assessment for RPL is carried out to the same standards as any other assessment of the same competencies. Please be aware that charges apply for Recognition of Prior Learning. Please contact us for further information about RPL. Gateway Training Academy will discuss the RPL process, evidence requirements you will need to provide, support documentation, and the RPL fees and charges.

## APPEAL & COMPLAINTS POLICY AND PROCEDURE

Gateway Training Academy is committed to ensuring that all students are provided the best possible environment in which to study. Despite all efforts of the RTO to provide superior services to our students, complaints and appeals may occasionally arise that must be addressed and rectified in a timely manner. Gateway Training Academy will address all complaints and appeals in a fair, constructive and timely manner. The Complainant or Appellant has the right for their complaint or appeal to be heard and for an impartial decision to be made. Complainants have the right to appeal a decision and the right to withdraw the complaint at any stage. At Gateway Training Academy complaints and appeals are seen as an opportunity for continuous improvement. If you make a complaint or appeal:

- The complaint or appeal will be dealt with promptly; the actual length of time involved may vary in accordance with the complexities of the case.
- You will have the opportunity to present your case at each stage of the procedure.
- You have the option of being accompanied/assisted by a third person (such as a family member, friend, or counsellor).
- You will not be discriminated against or victimised.

Should an individual want to make a complaint or appeal to Gateway Training Academy, the following steps are to be followed:

1. In the first instance Gateway Training Academy, wherever possible, encourages informal discussion and negotiation to resolve concerns or difficulties informally with the person(s) concerned.
2. If you wish to make a formal complaint or appeal, you should do so within seven (7) working days of the incident occurring or the original decision being made. Your complaint or appeal should be made in writing using the Complaints and Appeals Form (available on our website) and emailed to [info@gatewayacademy.edu.au](mailto:info@gatewayacademy.edu.au)
3. Gateway Training Academy will record the information of the complaint or appeal in the Complaints and Appeals Register and notify the Training Manager within 48 hours of receiving the complaint.
4. The Training Manager will contact the Complainant or Appellant within five (5) working days of receiving the complaint or appeal. This contact can be in the form of a face-to-face meeting, telephone conversation or email contact, to advise that the complaint or appeal has been received and to organise a suitable time with the complainant to further investigate/discuss the nature of the complaint or appeal.
5. The Complainant or Appellant has the right to have a support person (of their choice) with them, regardless of the nature of the issue or complaint or appeal throughout the process always.
6. The Training Manager will investigate the complaint/appeal and interview other parties that may have an involvement or have witnessed the problem. The Training Manager will continue to investigate the situation until such time they can clearly identify the root cause/s of the problem and determine the appropriate solution.
7. The outcome of the investigation along with the solution, including a timeline for implementation, will be sent to the Complainant or Appellant, as well as other affected parties, in writing within 20 working days of the complaint or appeal being received.
8. Where Gateway Training Academy considers more than 60 calendar days are required to process and finalise the complaint or appeal, Gateway Training Academy will:
  - inform the Complainant or Appellant in writing, including reasons why more than 60 calendar days are required, and
  - regularly update the complainant or appellant on the progress of the matter.
9. If the Complainant or Appellant is unsatisfied with the outcome, they may make a written request to Gateway Training Academy RTO Manager within 5 working days to advise they wish to have the matter dealt with through an external mediation service acceptable to all parties. The written request needs to be emailed to [info@gatewayacademy.edu.au](mailto:info@gatewayacademy.edu.au).
10. Gateway Training Academy will decide for an independent party to resolve the issue and outline any costs that may be involved with this to happen to the Complainant or Appellant. The Complainant or Appellant will be given the opportunity to formally present their case.
11. Once the application is made with the external mediation service for the external review, Gateway Training Academy will be requested to provide documents in support of the application within 14 days, including student records, to the external reviewer. The External Reviewer considers the documents and decides. The decision and determination are forwarded to Gateway Training Academy. The third party will then send the decision to all parties.
12. Turnaround time for an appeal involving an external mediator may be within 4 to 8 weeks from date of lodgement. Contact with the mediator should be initiated by the Complainant or Appellant in all cases. The total cost (if applicable) per external mediation is borne by the Complainant or Appellant. The police may be contacted in cases of possible criminal behaviour. Each complaint, appeal and its outcome are recorded in writing and each party is given a written statement of the appeal outcomes, including reasons for the decision. Nothing in this policy limits the rights of students to act under Australia's Consumer Protection laws. These dispute resolution procedures do not circumscribe a student's rights to pursue other legal remedies.
13. Final outcomes are to be entered into the Complaints and Appeals Register and the Continuous Improvement Register.

## FEES & CHARGES

Up to date Information on fees, charges and refunds are clearly documented on our web site and program brochure. Fees in Advance

Gateway Training Academy may collect fees in advance for services not yet provided to students. In the case where an individual student wishes to pay more than the application fee with their enrolment application, the amount will not exceed \$1,000.00 prior to the program commencement.

Following program commencement, the RTO may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500.

The only exception to this is when an employer (i.e., NOT an individual) is responsible for paying the fee. In this case, the full fee amount is to be invoiced and paid.

The RTO has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

## GUARANTEE TO STUDENT ABOUT COMPLETION OF THE COURSE

If Gateway Training Academy ceases to provide a VET program of study in which a VET student is enrolled, then it guarantees to refund any and all amounts for non-completed units of competency and issue a statement of attainment for successfully completed units. Gateway Training Academy will endeavour to assist the student to source an alternative RTO if necessary.

## REFUND POLICY

Gateway Training Academy:

- guarantees once you have commenced your training / assessment, you will be provided with every opportunity to complete the program.
- will, if a program is discontinued, whilst in progress, due to circumstances beyond its control, provide the student with a refund of fees on hold or offer to transfer the student to another program if applicable.
- will refund a pro rata proportion of any money paid by you and not yet used for the delivery and assessment of the program, in the event we cancel or discontinue a program.

## WITHDRAWAL AND REFUNDS

If you withdraw from a program after your enrolment has been confirmed, and within 4 weeks of the commencement date, you will forfeit any fees paid, including any enrolment fees and any program fees.

If you withdraw from a program due to illness, (verified by a medical certificate and within 7 days of program commencement) we will refund any program fees paid less any application fee and 20% of your program cost.

Should you withdraw for any other reason other than illness and within 5 days of program commencement, you will be liable to 50% of the program cost.

Should you withdraw from the program once commenced, or if you fail to commence the program you will forfeit all monies paid and be liable for the full program cost.

## PROCEDURE - REFUNDS

To apply for a refund, a written claim must be submitted on the Refund Request Form to the Training or RTO Manager. An application for a refund will be processed within 4 weeks after a claim has been received. Refunds are assessed on a case-by-case basis. Refunds will only be refunded to the person who entered into the contract with the RTO and will not be provided to a third party. All refunds are paid electronically, no refunds will be in cash. Agreeing to the Refund policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies.



## ADDITIONAL FEES AND CHARGES

Where the candidate requests a new copy (re-issue or re-print) of their Qualification or Statement of Attainment, the following fees apply:

- Statement of Attainment \$30.00
- Qualification (with academic transcript) \$40.00

To request a re-issue or re-print of your Qualification or Statement of Attainment please contact our office. Please allow 10 business days for receipt of your replacement Qualification or Statement of Attainment.

## STUDENT SUPPORT

Our students have access to the following support services:

- Training needs analysis, including Language, Literacy and Numeracy.
- Reasonable adjustment (a measure or action taken to assist a student who has a disability, or language, literacy, or numeracy issues, in order to participate in education and training on the same basis as other students).
- Dedicated trainer providing individualised support.
- Options in delivery modes.
- Guidance on career paths.

During enrolment, your first point of contact will always be a member of our Student Services Team, and at any time during your studies your Training Coordinator is here to assist you. Additionally, if your concerns are of an academic nature, your trainer would be the appropriate person to discuss your needs with. If at any time you feel that you are not receiving the support that you require the matter needs to be brought to the attention of the Training Manager who can be contacted via the information provided on the Contact Details page of this handbook.

## LANGUAGE, LITERACY & NUMERACY (LLN)

Gateway Training Academy is committed to ensuring accessibility to all perspective students for the training courses we provide.

We also recognise that at times language and literacy problems may restrict a person from achieving the competencies required for particular courses or programs.

Gateway Training Academy will assess a perspective client/learners' ability to carry out all the learning tasks and required assessments before enrolment. Where required upon identifying LLN problems that may inhibit a student from successfully completing a program Gateway Training Academy will advise a student of the following two options:

1. Provide information of an organisation who may be able to assist and provide training
2. Refer to an LLN specialist

## ANTI-DISCRIMINATION, ACCESS AND EQUITY

Gateway Training Academy is an equal opportunity organisation. All Participants are treated on their merits, without regard to race, age, sex, marital status, or any other factor not applicable. In accordance with the Anti-Discrimination Act 1991, Gateway Training Academy does not tolerate any form of discrimination. We believe all participants have the right to work and learn in an environment free of discrimination and harassment. Under Federal and State anti-discrimination laws, discrimination in employment on the following grounds is against the law:

- Sex and/or Lawful sexual activity
- Marital status
- Pregnancy

- Parental status
- Age
- Race
- Impairment
- Religion
- Criminal record
- Political belief and activity
- Social origin

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially, and impartially.

## LEGISLATIVE REQUIREMENTS

Gateway Training Academy complies with all relevant state and federal legislation and regulations, and those imposed by our regulatory body ASQA. The requirements that may affect students' rights and responsibilities include, but are not limited to:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisation (RTOs) 2015
- The Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000
- National VET Data Policy
- Sex Discrimination Act 1984
- Racial Discrimination Act 1984
- Age Discrimination Act 2004
- Copyright Act 1968
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Work Health and Safety Act 2011 No 10 (NSW)

### NSW Legislation

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Disability Inclusion Act 2014
- Fair Trading Act 1987
- Electronic Transactions 2000 (NSW)

### Victorian Legislation

- The Occupational Health and Safety Act 2004 (OHS Act)
- Disability Act 2006
- Australian Consumer Law and Fair-Trading Act 2012
- The Electronic Transactions (Victoria) Act 2000 (Vic) (Act)

### South Australia

- The Work Health and Safety Act 2012 (SA)
- Disability Inclusion Act 2018 (SA)
- SA Fair Trading Act 1987
- South Australian Electronic Transactions Act 2000

## MANAGEMENT & ADMINISTRATION

Gateway Training Academy has policies, procedures, and management strategies, which ensure sound financial and administrative practices. Management guarantees the organisation's sound financial position and safeguards student fees. Our refund policy is fair and equitable. Student records are managed securely and confidentially and are available for student perusal on request.

## MARKETING & ADVERTISING

Gateway Training Academy ensures any marketing of vocational education and training products are done so with integrity, accuracy, and professionalism. We ensure VET sector regulatory requirements are always met. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

## QUALITY MANAGEMENT FOCUS

Gateway Training Academy has a commitment to providing a quality service and has a strong focus on continuous improvement. We value and welcome feedback from students, staff, and employers for incorporation into future programs. To provide feedback please do not hesitate to contact us via phone (1300 881 932) or email ([info@gatewayacademy.edu.au](mailto:info@gatewayacademy.edu.au)).

## STAFF RESPONSIBILITIES

At Gateway Training Academy, all staff have been inducted in their responsibilities for your access and equity principles. Staff act in accordance with the Code of Practice and all learners are made aware of their rights and responsibilities. All learners have the same access to courses offered irrespective of gender, culture, linguistic background, race, or disability.

## 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) program 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

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](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact Gateway Training Academy 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 Gateway Training Academy 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
- ask a question about the [Privacy Policy](#)

## PRIVACY STATEMENT OUR COMMITMENT TO PRIVACY

Your privacy is very important to us. In the course of its business as a Registered Training Organisation, Gateway Training Academy may collect information from students or potential students, either electronically or in hard copy format, including information that personally identifies individual users. Gateway Training Academy may also record various communications that students or potential students have with us. In collecting personal information Gateway Training Academy will comply with the privacy requirements of the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) and the information privacy principles set out in the Privacy Act 1988. Please refer to our detailed [Privacy Policy](#) available on our website.

## FINANCIAL INFORMATION

Financial information collected by Gateway Training Academy to facilitate the payment of program fees and/or miscellaneous items associated with your training is securely destroyed (by shredding) once the transaction has been finalised. Gateway Training Academy does not hold nor maintain any recording system that would facilitate the retrieval of a student's financial information.

## STUDENT CODE OF CONDUCT/DISCIPLINARY PROCEDURES

- A. Gateway Training Academy respects the beliefs and cultures of all people. You are asked to display tolerance towards the views of others, even when they conflict with your own. In return, you have the right to be respected for your own beliefs and culture. Discriminatory and judgemental statements should be avoided, and non-gender specific language used in all assessments and documents. Clients considered to not be meeting the above requirements will be given the opportunity to discuss these issues with their Trainer. If the matter is still unresolved a meeting will be held with the Training Coordinator. If the issue cannot be resolved at this level, it will be escalated to the Training Manager. For further information, please contact the Training Coordinator.
- B. Disruptive behaviour and inappropriate language may result in a request to leave the class after a Trainer has discussed your behaviour with you and issued you a verbal warning.
- C. Students will be instantly dismissed from training as a result of: -
  - Attending classes/industry placement or training session as a trainee under the influence of drugs or alcohol.
  - Any violence or perceived violence to staff or other clients.
  - Deliberate or wilful damage to property.
  - Theft of items from other clients, staff, the training centre or any workplace accessed for Industry Placement.

## ACADEMIC MISCONDUCT – CHEATING, PLAGIARISM AND COLLUSION

Academic misconduct includes but is not limited to cheating - including supporting others in cheating, plagiarism, collusion – including working in groups where not approved by the teacher, electronic plagiarism, and falsifying information.

## TRAINING & ASSESSMENT STANDARDS

Gateway Training Academy staff have the appropriate qualifications and experience to deliver the training and assess competence relevant to the training products offered. As an organisation we continually strive to improve our products through our Quality Management System and Continual Improvement processes.

To ensure quality outcomes, assessment will be:

- fair
- flexible
- valid
- reliable
- sufficient

Our assessment methods will meet the National Assessment Principles (including Recognition of Prior Learning).

## TIME TO COMPLETE (TARGET DATES TO COMPLETE YOUR QUALIFICATION)

As a student, you have enrolled with Gateway Training Academy to gain a qualification and the Trainers are here to ensure that happens for you. To do this all students will be provided a training plan by their Trainer Coordinator and or Trainer, indicating timeframes (target dates) of when assessments are due. These time frames (target dates) need to be met by the student.

If an exceptional circumstance should arise that does not allow you to meet a required timeframe (target date), you must contact your Training Coordinator or Trainer at the first instance and let them know when you expect the assessment to be sent to them.

For extensions for more than one month, a written application for an extension MUST be addressed to the Training Manager for approval. This can be lodged by email to [info@gatewatacademy.com.au](mailto:info@gatewatacademy.com.au) . Extensions will be assessed on a case-by-case basis, taking into account the circumstances and the student's past history.

As a student, your non-compliance with the above may lead to your file being archived. To re-activate your studies, you may be requested to go through the enrolment process again.