

Student Handbook



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OUR HISTORY

Gateway Training Academy is a registered training organisation conveniently located in Sydney and Western Australia. Gateway Training Academy has been registered since 2010.

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 and experience at the front line of industry & the VET education sector. Our students are treated as individuals in recognition of their prior skills, knowledge, and 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 the industry in consideration of the uniqueness of each Learner.

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 in gaining employment.

Our goals are:

- To provide training that is accessible to 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 achieve 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 enroll. 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

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CONTACT DETAILS

Phone: 1300 881 932

Email: Sales and Enquiries - info@gateway.edu.au
Student and Learning support - enrol@gateway.edu.au

Web Address: www.gateway.edu.au

Head Office Address: Gateway Training Academy Pty Ltd
Level 2, 21/23 Pirie Street
Liverpool NSW 2170

Office Hours: Monday – Friday 0900-1700

Student Assistance Program (SAP): 0407 086 000 support@eapassist.com.au

At any time, you may contact Gateway Training Academy to:

- Seek learning or personal support
- Ask about our courses, policies, procedures or any other issue
- 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 our Privacy Notice or general issues around privacy

For your course:

Your training address		
Your trainer's contact details		
Other contacts		
Notes		

It is a requirement that you access and read this student handbook before you commence your enrolment with Gateway Training Academy.¹

¹ SRTO 1.7, 5

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MANAGEMENT AND ADMINISTRATION

Gateway Training Academy has policies, procedures, and management strategies, which ensure sound financial, administrative, and educational quality 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 AND ADVERTISING

Gateway Training Academy ensures any marketing of vocational education and training products is 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. Gateway Training Academy gives no guarantees of future employment or course success. If any error or issue is found in marketing and advertising, please email info@gateway.edu.au so we can rectify and improve our material promptly.²

QUALITY FOCUS

Gateway Training Academy commits 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 at nfo@gateway.edu.au

At Gateway Training Academy, all staff have been inducted in their responsibilities for your access and equity principles. Staff act by 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.³

PRIVACY

Your privacy is important to us. During 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 and Privacy Notice available on our website.⁴

SURVEYS

Gateway Training Academy will send you a post-course survey that informs our continuous improvement and is part of our regulatory commitment to compliance. You may also receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor, or another authorised agency. Please note you may opt out of the survey at the time of being contacted.⁵

² SRTO 7

³ SRTO 2.1

⁴ SRTO 8.5

⁵ SRTO 2.2 b

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RELEVANT LEGISLATION

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

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

Victoria

- 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 2000⁶

⁶ SRTO 8.5, 8.6

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Western Australia

- The Work Health and Safety Act 2020
- Vocational Education and Training Act 1996
- Disability Services Act 1993
- Equal Opportunity Act 1984
- Fair Trading Act 2010

Queensland

- Vocational Education Training and Employment Act 2000
- Work Health and Safety Act 2011
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989

Tasmania

- Vocational Education Training and Employment Act (Commonwealth Powers) 2011
- Work Health and Safety Act 2012
- Disability Services Act 2011
- Anti-Discrimination Act 1998
- Fair Trading Act1990⁷

⁷ SRTO 8.5, 8.6

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STAFF RESPONSIBILITIES AND CODE OF CONDUCT

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 2015.⁸

Gateway Training Academy is committed to providing supportive and positive outcomes in all services provided to our clients. All staff recognise the rights of learners and provide information, advice, and support that is consistent with our Code of Conduct.⁹

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 all Conduct. Learners are made aware of their rights and responsibilities.

All learners have the same access to courses and support offered irrespective of gender, culture, linguistic background, race, or Disability.¹⁰

If, at any time, you feel that Gateway Training Academy is not abiding by our Code of Conduct please follow the Complaints and the Appeal Process located on our website.

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 characteristic or attribute. 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 or services (including education) on any of the following grounds is against the law:

- Sex and/or Lawful sexual activity
- Marital status
- Pregnancy
- Parental status
- Age
- Race
- Impairment or disability
- Religion
- Criminal record
- Political beliefs and activity
- Social origin

Any reports of discrimination or harassment will be treated seriously and investigated promptly, confidentially, and impartially. Contact your Campus Manager, Training Coordinator, or Trainer for support if you experience any form of discrimination or harassment.

Gateway Training Academy staff will conduct themselves and training and assessment fairly, impartially, flexibly, reliably, and with integrity at all times, with reasonable adjustments to assessments where necessary. Any student who feels that they have not been treated appropriately is encouraged to follow the complaints and appeals process.¹¹

⁸ SRT0 8.5

⁹ SRT0 8.6

¹⁰ SRT0 1.2, 1.3, 1.7, 1.13, 1.17, 5.1, 5.2

¹¹ SRT0 6

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STUDENTS RESPONSIBILITIES AND CODE OF A CONDUCT

Students are required to be familiar with the content of this handbook.¹² If students require clarification on any information regarding this handbook it is the student's responsibility to contact Gateway Training Academy Admin staff or your Trainer.¹³

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 Handbook and associated documents and policies which it encompasses, including but not limited to:

- Student Responsibilities and Code of Conduct
- Enrolment processes
- Access and equity
- Appeals and complaint processes
- Refund policy
- Recognition of Prior Learning
- National Recognition¹⁴

All students/course participants enrolled in any Gateway Training Academy course or using the services of Gateway Training Academy are required to maintain appropriate standards of conduct. Improper or inappropriate behaviour or conduct may result in immediate removal from your course, below are **examples of inappropriate behaviour and/or misconduct**.

It includes but is not limited to:

- **Plagiarism**, copying, copyright infringement, cheating, or submitting work that is not your own composition or that is substantially from another source.
 - This includes the use of generative AI (such as ChatGPT) which forms any substantial part of an assessment artifact submission. To clarify; AI content, influence, or composition must not form a 'substantial' part of your submitted assessment.
 - All parts of an assessment influenced or derived from AI **must be referenced accurately and will not form part of the assessment's overall word count** (which is standard for any referenced material) used in the assessment submission.¹⁵
- Continued **lateness**, inadequate or **inappropriate personal hygiene or attire** for class and/or work placement.
- Not **attending an appropriate number of hours** either online or in person in course classes or work placement which would be necessary to ensure sufficient learning to attempt assessments and meet the nominal hours required as per the Training Package and/or requirements of funding arrangements.¹⁶

¹² SRTO 6.1

¹³ SRTO 5

¹⁴ SRTO 5.2a

¹⁵ SRTO 1.8

¹⁶ SRTO 8.1

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- Being affected by **alcohol, illicit drugs, or medication** (which may impair judgment) during or just prior to class or work placement.
- **Smoking, vaping,** or the use of **prohibited or illegal substances** on a work placement or at Gateway Training Academy facilities.
- Inappropriate, **offensive,** or **disruptive behaviour,** in class, at work placement facility, or other public spaces. This includes abusive conduct, actions, verbal abuse, or hostile behaviour (including bad language).
- Any behaviour, action, or inaction that disrupts the learning of other students unnecessarily.
- Physical **assault,** action, inactions, **or neglect** which may pose offense, threat, or harm to students, staff, or other people or animals including any behaviour which is perceived to be threatening or offensive.
- **Any action or inaction** that may be deemed as possibly causing **loss, harm, risk, damage, or malfunction of any equipment, facility, resources,** assets, or personal property of any person or entity. This includes misuse of safety equipment, fire, safety and security systems, equipment and resources, and police, ambulance, or fire emergency services.
- **Behaviour,** actions, or inaction that is **of a discriminatory, bullying, criminal, or harassing nature**
- Carriage, use, or having a prescribed or regulated **weapon or dangerous article of any nature.**
- **Theft or unauthorised use of property** of any kind from any person at a workplace facility or Gateway Training Academy facility.
- Not **adhering to health, safety,** and relevant local, state, and national laws **or any reasonable instructions** or directives from work placement staff, Gateway Training Academy staff, or authorities.
- Where behaviour is deemed to be improper or inappropriate, Gateway Training Academy will take necessary action, which may include counselling, verbal warnings, written warnings, and/or removal from the course.

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 respect your own beliefs and culture.

Discriminatory and judgmental statements should be avoided, and non-gender-specific language used in all assessments and Clients considered to not be meeting the above requirements will be allowed to discuss these issues with their Trainer.¹⁷

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.

A. 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.

B. Students will be instantly dismissed from training as a result of:

- Attending classes/industry placement or training sessions as a trainee under the influence of drugs or alcohol
- Any violence or perceived violence to staff or other clients
- Deliberate or willful damage to property
- Theft of items from other clients, staff, the training Centre, or any workplace accessed for Industry Placement.¹⁸

¹⁷ SRTO 1.7

¹⁸ SRTO 5, 6.3a, 6.3b, 6.3c, 6.3d

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ENROLMENT PROCESS

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

- Enrolment Form which is embedded within it.
 - Eligibility information
 - USI Information
 - Funding Declaration information
- Program Information/ Flyer/Program
- Language, Literacy and Numeracy
- Terms and Conditions

All information collected is kept confidential and subject to our Privacy Notice.¹⁹

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) and Higher Education 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 qualification unless the student has been assigned a USI or is exempt under the Act.²⁰

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

Get your USI at <https://www.usi.gov.au/>

Examples of possible useful Identification to obtain a USI:

- Passport
- Birth Certificate
- Medicare Card
- Driver's License
- Centrelink pension or concession card
- Centrelink Health Care Card
- Visa status if not Australian Citizen

EXEMPTIONS

Where a student is eligible for exemption under the Student Identifier Act 2014, you will be notified prior to commencement of the training, and you will be unable to access any results using the USI system and will be unable to download or print verified transcript as you will not have a USI account to store this information.²¹

In addition, we are required to include your USI in the data we submit to NCVER. All students undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). Gateway Training Academy takes USI and related documentation security very seriously and ensures all materials, documents the USI and related information are always secured in protected servers and student management systems with restricted access to only necessary staff.²²

¹⁹ SRTO 5.1, 5.2

²⁰ SRTO 3.6a, 3.6 b

²¹ SRTO 3.6c

²² SRTO 3.6d

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LANGUAGE, LITERACY, NUMERACY AND DIGITAL LITERACY

We recognise that at times language, literacy, numeracy, and digital literacy problems may restrict a person from achieving the competencies required for courses or programs. Gateway Training Academy will assess a learner's ability to carry out all the learning tasks and required assessments. A LLN test will be conducted before enrolment, where required upon identifying LLND problems that may inhibit a student from completing a program Gateway Training Academy will advise a student of the following two options:

1. Provide remedial support during training and assessment
2. Apply reasonable adjustment
3. Provide information on an organisation that may be able to assist and provide training
4. Refer to an LLND specialist for tailored support to individuals or groups of Learners

Gateway Training Academy is committed to ensuring accessibility to all prospective 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 courses or programs.

Gateway Training Academy will assess a prospective client/learner's 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:

5. Provide information on an organisation that may be able to assist and provide training.
6. Refer to an LLN specialist.

STUDENT SUPPORT SERVICES

Our students have access to the following support services:

- Training needs analysis, including Language, Literacy and Numeracy and Digital Literacy Support
- Student Assistance Program **0407 086 000**
- Reasonable adjustment (a measure or action taken to assist a student who has a disability, or language, literacy, or numeracy issues to participate in education and training on the same basis as other students.²³
- Dedicated trainer providing individualised support.²⁴
- Options regarding delivery modes.²⁵
- Guidance on career paths.²⁶

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.²⁷

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

²³ SRTO 1.3b

²⁴ SRTO 1.3a

²⁵ SRTO 1.3b

²⁶ SRTO 1.5

²⁷ SRTO 1.7

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CREDIT TRANSFER

Gateway Training Academy will not require learners to repeat any unit of competency in 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 from 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@gateway.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/organisation.

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, the evidence requirements you will need to provide, support documentation, and the RPL fees and charges.

For further details or to request an application form or review policy, please contact The GTA administrative team.²⁸

EXTENSIONS AND ASSESSMENT COMPLETION

Your assessment due dates (target dates) will be supplied in your Class Schedule and Course information. As a student, you have enrolled with Gateway Training Academy to gain a qualification, and the Trainers are here to ensure happens to you. To do this all students will be provided with a training plan by their Trainer Coordinator and or Trainer, indicating timeframes assessments are due. These time frames (target dates) need to be met by the student.²⁹

If an exceptional circumstance should arise that does not allow you to meet the 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 info@gateway.edu.au. Extensions will be assessed on a case-by-case basis, considering the circumstances and the student's history.

As a student, your non-compliance with the above may lead to a not competent result or you may be removed from the course. To re-activate your studies, you may be requested to go through the enrolment process again.³⁰

²⁸ SRTO 3.5a, 3.5b, 3.6a

²⁹ SRTO 1.1, 2

³⁰ SRTO 5.2 e

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COMPLAINTS AND APPEALS

Gateway Training Academy is committed to ensuring that all students are provided with the best possible environment in which to study. Despite all the 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 to 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@gateway.edu.au³¹
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.³²
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, complaint, or appeal throughout the process.³³
6. The Training Manager will investigate the complaint/appeal and interview other parties that may have an involved 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 twenty working days of the complaint or appeal being received.
8. Where Gateway Training Academy considers more than sixty 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 sixty calendar days are required, and
 - regularly update the complainant or appellant on the progress of the matter.³⁴
9. If the Complainant or Appellant is unsatisfied with the outcome, they may make a written request to Gateway Training Academy RTO Manager within five 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@gateway.edu.au.³⁵
10. Gateway Training Academy will decide on an independent party to resolve the issue and outline any costs that may be involved with this happening 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.³⁶
12. Turnaround time for an appeal involving an external mediator may be within 4 to 8 weeks from the date of lodgment. 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.³⁷
13. Final outcomes are to be entered into the Complaints and Appeals Register and the Continuous Improvement Register.³⁸

³¹ SRTO 6.2

³² SRTO 6.5a

³³ SRTO 6.3a

³⁴ SRTO 6.4a, 6.4b

³⁵ SRTO 6.3 e

³⁶ SRTO 6.2

³⁷ SRTO 6.3d

³⁸ SRTO 6.5a

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UNSATISFIED WITH COMPLAINTS OR APPEALS PROCESS

Should any person be unsatisfied with the final mediated complaints or appeal process, the Australian Quality Skills Authority may be contacted to make a complaint to the regulator for consideration on their website at www.asqa.gov.au.

FEES, CHARGES AND STUDENT FINANCIAL INFORMATION

Up to date Information on fees, charges, and refunds is clearly documented on our website and program brochure. Fees in Advance.³⁹

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.⁴⁰

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 these funds are not used until courses and or units have commenced.

CERTIFICATE REPRINT COST

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 \$40.00
- Qualification (with academic transcript) \$50.00

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

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.⁴¹

³⁹ SRTO 5.3a(i)

⁴⁰ SRTO 5.3a(ii)

⁴¹ SRTO 5.3a.7

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REFUNDS

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 Gateway Training Academy's 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.
- If Gateway Training Academy ceases to provide a VET program of study in which a VET student is enrolled, then it guarantees to refund all amounts for non-completed units of competency and issue a statement of attainment for completed units. Gateway Training Academy will endeavour to assist the student in sourcing an alternative RTO if necessary.⁴²

WITHDRAWAL 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.⁴³

REFUND PROCEDURE

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 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.⁴⁴

⁴² SRTO 5.3c

⁴³ SRTO 7

⁴⁴ SRTO 7

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