

Student Handbook



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Our History

Gateway Training Academy is a nationally accredited Registered Training Organisation (RTO) conveniently located in Sydney and in multiple locations in Western Australia. Gateway Training Academy has been operating since 2010 and was formed with a passion for enhancing the skills and knowledge of people working in the Australian industry.

All Gateway Training Academy personnel are highly skilled professionals with substantial knowledge and experience in front line roles within industry and in the Vocational Education and Training (VET) sector. Our students are treated as individuals in recognition of their diverse backgrounds, prior skills, knowledge, and unique training requirements. Gateway Training Academy continuously strives to achieve positive outcomes for everyone.

Mission Statement

To provide relevant skills and knowledge to meet the needs of the industry, considering the uniqueness of each student.

Why Choose Gateway Training Academy?

- An organisation committed to every student and our clients
- Flexible learning options – face-to-face, virtual, online, in the workplace
- Highly experienced, industry-qualified Trainers / Assessors (we select only the best)
- Be inspired with confidence to achieve career success and personal progression
- Gain increased self-worth, confidence, workplace knowledge and skills
- Increase your workplace efficiency, proficiency, and service delivery
- Ongoing student support – from enrolment through to certification
- Continuous improvement philosophy in all we do.

CEO Welcome

On behalf of all staff at Gateway Training Academy, we warmly welcome you and thank you for choosing us as your Training Provider. Your enrolment is an important step in further developing or formally recognising your skills and knowledge to support your career aspirations and personal development.

We are committed to providing a first-class learning experience based on current industry, workplace and community practices, techniques and Standards. Our Vision is to help students achieve their career goals by offering flexible access to quality training and providing innovative support to assist in gaining meaningful employment.

Our goals are to:

- Provide training that is accessible to everyone
- Develop quality course content and training materials that are informative, engaging, and enjoyable
- Allow students to choose their learning pathway and assessment methods to achieve competence
- Ensure students are job-ready upon completion of their qualification or program.

This Student Handbook contains information about Gateway Training Academy, the services we offer, and how to enrol. If you need further information at any time, please contact us on **1300 881 932**. We also welcome your feedback. Please let us know what we do well and what we could improve upon, so we can continue to enhance our services for all students.

Once again, on behalf of the Gateway Training Academy team, welcome! We look forward to working with you.

Shahid Rana

CEO Gateway Training Academy

Contact Details

Phone:	1300 881 932
Enquiries:	info@gateway.edu.au
Student Support:	enrol@gateway.edu.au
Web Address:	www.gateway.edu.au

Perth 228 Adelaide Terrace Perth WA 6000	Mandurah Unit 1 275 Pinjarra Rd, Mandurah WA 6210	Osborne Park Ground Floor 1 Walters Drive, Osborne Park WA 6017
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Perth (Wellington St) 2/170 Wellington Street Perth WA 600	Fremantle 2 Bannister Street Fremantle WA 6160	Liverpool Level 2 21-22 Pirie Street Liverpool NSW 2170
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Please make sure you read the entire Student Handbook carefully before enrolling to ensure you understand your rights and responsibilities.

Management and Administration

Gateway Training Academy has Policies, Procedures, management systems and strategies that ensure sound financial, administrative, and educational quality practices are upheld. Executive 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 that all marketing of Vocational Education and Training (VET) courses is conducted with integrity, accuracy, and professionalism, in full compliance with VET regulatory requirements. All information provided is factual, and no false or misleading comparisons are made with other training organisations or training courses. Gateway Training Academy does not guarantee future employment or successful course outcomes.

Gateway Training Academy ensures all marketing clearly outlines qualification code and title, fees, refunds, and any additional costs, only promotes qualifications on our current RTO Scope of Registration, as per www.training.gov.au, discloses funding conditions when applicable, and is reviewed by management before publication. Any third party acting on our behalf is required to follow the same ethical Policies, Procedures, and compliance Standards.

We obtain a signed Media Release Form from students or clients before using their information or images in any marketing. All promotional material includes the RTO Code #32305 and meets the Australian Skills Quality Authority (ASQA) marketing standards. If you identify any errors or issues in our marketing materials, please email info@gateway.edu.au so we can promptly correct and improve them.

Quality Focus

Commitment to Quality

Gateway Training Academy is committed to delivering high-quality training and assessment services and values continuous improvement. We welcome feedback from students, staff, industry bodies and employers to enhance our programs and services. Feedback can be provided via phone: 1300 881 932 or email: info@gateway.edu.au

Access and Equity

All individuals are provided fair and equal access to Vocational Education and Training without discrimination. Gateway Training Academy promotes an inclusive learning environment where every student has the opportunity to participate fully and achieve successful outcomes, regardless of their personal circumstance.

All staff are trained in their role-responsibilities under access and equity principles and act in accordance with our Code of Practice. Students are made aware of their rights and responsibilities. Gateway Training Academy provides equal access to all courses, regardless of gender, culture, linguistic background, race, or disability.

Continuous Improvement

- Feedback is regularly collected from students, Trainer / Assessors, and industry stakeholders
- The management team reviews feedback to identify improvements in training delivery, course resources, support services, and campus facilities
- Improvement actions are documented and tracked in the Continuous Improvement Register.

Feedback and Surveys

Feedback from complaints, appeals, student surveys, and assessment reviews are documented in the Continuous Improvement Register. This information is used to enhance our services, ensuring that student needs are met, industry standards are upheld, and compliance with the Standards for RTOs 2025 are maintained.

Gateway Training Academy will send you a post-course survey to gather feedback on our continuous improvement efforts, which is part of our regulatory commitment towards RTO compliance. Additionally, you may receive a student survey conducted by a Government Department, an NCVER employee, an agent, a third-party contractor, or another authorised agency. Please note that you have the option to opt out of any survey when contacted.

Assessment Validation

- Assessment Tools are pre-validated to ensure all assessment tasks, tools and materials are reviewed and verified by qualified personnel before they are used; to confirm they align with the industry standards and the qualification requirements, ensuring fair and reliable assessment outcomes
- Industry representatives and experts participate in assessment validation activities to confirm assessment practices meet workplace and industry requirements
- We use effective risk management tools (internal and external audits, change management, data analysis, moderation and validation) to ensure we are systematically and continuously improving, whilst focusing on best practice techniques
- Outcomes of pre-validation and validation are used to refine assessment tools and processes.

Privacy

Your privacy is important to us. 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 our Privacy Policy and 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 Procedure documents available on our website.

Relevant Legislation

Gateway Training Academy complies with all relevant State and Federal Legislation and Regulations, and those imposed by our Regulatory body, ASQA. Such 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 (SRTOs) 2025
- National VET Data Policy 2020
- The Privacy Act 1988 / Privacy Amendment (Private Sector) Act 2000 / Australian Privacy Principles 2014
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Age Discrimination Act 2004
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Copyright Act 1968
- Student Identifiers Act 2014.

New South Wales	Western Australia
Work Health and Safety Act 2011	The Work Health and Safety Act 2020
Work Health and Safety Regulation 2011	Vocational Education and Training Act 1996
Disability Inclusion Act 2014	Disability Services Act 1993
Fair Trading Act 1987	Equal Opportunity Act 1984
Electronic Transactions 2000 (NSW)	Fair Trading Act 2010
Advocate for Children and Young People Act 2014	

Victoria	South Australia
The Occupational Health and Safety Act 2004 (OHS Act)	The Work Health and Safety Act 2012 (SA)
Disability Act 2006	Disability Inclusion Act 2018 (SA)
Australian Consumer Law and Fair Trading Act 2012	SA Fair-Trading Act 1987
The Electronic Transactions (Victoria) Act 2000 (Vic) (Act)	South Australian Electronic Transactions Act 2000

Queensland	Tasmania
Vocational Education Training and Employment Act 2000	Vocational Education Training and Employment Act (Commonwealth Powers) 2011
Work Health and Safety Act 2011	Work Health and Safety Act 2012
Disability Services Act 2006	Disability Services Act 2011
Anti-Discrimination Act 1991	Anti-Discrimination Act 1998
Fair Trading Act 1989	Fair Trading Act 1990

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. The VET Quality Framework includes the National VET Regulator Act 2011 and the Standards for RTOs 2025.

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

At Gateway Training Academy, all staff have been inducted into their roles and responsibilities to ensure access and equity. Policies, rights and principles are upheld. Students are made aware of their rights and responsibilities. All students have the same access to courses and support offered, irrespective of gender, culture, linguistic background, race, or disability.

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

Gateway Training Academy is an equal opportunity organisation. All students are treated on their individual merits and demonstrated behaviour, 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 students have the right to work and learn in a positive and engaging environment free of discrimination and/or 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 / Assessor 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.

Student Responsibilities and Code of Conduct

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

Student Handbook Verification:

It is a requirement that you read this Student Handbook before you commence your enrolment and course with Gateway Training Academy. Students are required to be familiar with the content of this handbook. If students require clarification on any information regarding this handbook, it is the student's responsibility to contact Gateway Training Academy Admin staff or their Trainer / Assessor.

At the 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
- Recognition of Prior Learning
- Appeals and complaint processes
- Refund policy
- National Recognition.

All students and course participants enrolled in any Gateway Training Academy course or using our services are required to maintain appropriate standards of conduct at all times.

Improper or inappropriate behaviour may result in a range of disciplinary actions, depending on the nature and severity of the misconduct. These may include:

- Counselling
- Verbal or written warnings
- Temporary suspension from the course
- Immediate removal from the course.

In cases of serious misconduct, such as violence, theft, or attending class under the influence of drugs or alcohol immediate dismissal from training will apply.

Examples of Misconduct

The following examples outline behaviours that may lead to disciplinary action:

Academic Integrity

Academic misconduct, including plagiarism, copying, copyright infringement, cheating, or submitting work that is not your own composition or that is substantially derived from another source is not accepted. This includes the use of generative AI such as ChatGPT, Microsoft Pilot, and Google Gemini, which form any substantial part of an assessment artifact submission. To clarify, AI content, influence, or composition must not form any substantial part of your submitted assessment. Any content influenced or derived from AI must be properly referenced and will not form part of the assessment's overall word count (which is standard for any referenced material) used in the assessment submission.

Attendance and Participation

- Continued lateness, inadequate personal hygiene, or inappropriate attire for class or work placement
- Failure to attend the required number of either online or in-person classes or work placement hours to achieve sufficient learning outcomes or meet the nominal hours required as per the Training Package and/or requirements of funding arrangements.

Substance Use and Safety

- Being affected by alcohol, illicit drugs, or impairing medication during or immediately before class or work placement
- Smoking, vaping, or the use of prohibited or illegal substances in work placement facilities or at Gateway Training Academy premises.

Behaviour and Respect

- Inappropriate, offensive, or disruptive behaviour in class, at work placement facility, or other public spaces
This includes abusive conduct, actions, verbal abuse, or hostile conduct
- Any behaviour, action, or inaction that disrupts the learning of other students unnecessarily
- Physical assault, neglect, or any act (or perceived act) that causes, or could cause, harm, threat, or offence to others or animals
- Discriminatory, bullying, harassing, or criminal behaviour.

Property and Legal Compliance

- Actions or inactions causing damage, loss, or risk to equipment, facilities, resources, or personal property, including misuse of safety systems or emergency services
- Theft or unauthorised use of any property at Gateway Training Academy or work placement locations
- Possession or use of weapons or dangerous articles
- 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.

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.

Inclusion and Communication Expectations

Gateway Training Academy values and respects the beliefs and cultures of all individuals. Students are expected to demonstrate tolerance towards the views of others and to communicate using inclusive, non-gender-specific language. Discriminatory and judgmental statements should be avoided, and non-gender-specific language used in all assessments.

Where conduct does not meet these expectations, students may discuss concerns with their Trainer / Assessor. If the matter remains unresolved, it will be escalated to the Training Coordinator, and if necessary, to the Training Manager or General Manager. Disruptive behaviour or inappropriate language may lead to a verbal warning or a request to leave the class or campus.

Pre-Enrolment Information

Before you enroll with Gateway Training Academy, you must have all the information you need to make an informed decision about your course. We are committed to being open and transparent with prospective students about our services, training, and obligations.

What we provide before you enroll

- Details of RTO
- Details about the qualification, course structure, and delivery mode (e.g. online, virtual classroom, or face-to-face classroom)
- Entry requirements, including any prerequisites or mandatory checks (e.g. police check, working with children check, digital literacy requirements)
- Course suitability advice upon or prior to enrolment
- Information on fees, payment options, and any additional costs
- Your rights and responsibilities as a student, including information about cooling-off periods, refunds, and withdrawal policies
- Recognition of Prior Learning (RPL) and Credit Transfer (CT)
- Assessment methods, placement requirements (if applicable), and expected student commitment

- Reasonable adjustment (e.g. LLND support, disability support, academic support, IT support)
- Support services are available to assist you during your studies
- Information on funding and all associated course fees
- How your personal information is collected and protected.

Why is this important

This information allows you to understand exactly what is involved in your course in terms of theory content, practical skills and assessments, work placement, what support is available, and what your responsibilities are before you commit to enrolling on a course.

Unique Student Identifier (USI)

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.

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 one directly by visiting the USI Registry website before enrolment and commencement of your course. Alternatively, 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 to create their USI. Please contact us if you need assistance or have any questions about USI.

You can get your USI here: <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 an Australian Citizen.

USI Exemptions

Where a student is eligible for an 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 a verified transcript, as you will not have a USI account to store this information.

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.

Language, Literacy, Numeracy and Digital (LLND) Skills

Gateway Training Academy is committed to ensuring fair and equitable access to all prospective students for the training courses we provide. We recognise that at times, Language, Literacy, Numeracy, and Digital skills concerns may restrict a student from achieving the competencies required to complete assessments or qualifications.

Gateway Training Academy will assess a prospective student's ability to carry out all of the learning tasks and required assessments. An LLND test will be conducted before enrolment to identify any potential LLND concerns that may inhibit a student from successfully completing a qualification or course.

If any concerns are identified through the completion of an LLND test, Gateway Training Academy will provide an individual training and assessment plan, and advise a student on the following options:

- Provide remedial support during training and assessment activities
- Apply reasonable adjustments to training and assessment processes
- Provide information on an organisation that may be able to assist and provide further support training
- Refer to an LLND specialist for tailored support to individuals or groups of students.

Student Support Services

Gateway Training Academy is committed to ensuring accessibility to all prospective students for the training courses we provide. During enrolment, your first point of contact will always be a member of our Sales, Business Development or Campus Administration Teams. During your studies, your campus Trainer / Assessor, Administration Officer and Training Coordinator are available to assist you.

If your concerns are of an academic nature, your Trainer / Assessor is 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.

Once enrolled, students are offered access to the following support services via our campus administration teams:

- Information on our qualifications, services, Policies, Procedures or any other issue
- A dedicated Trainer / Assessor, providing individual training, learning, assessment and LLND support
- Reasonable adjustment (a measure or action taken to assist a student living with a disability, or LLND skills issue, to enable participation in education and training on the same basis as other students)
- Options regarding qualification delivery modes, locations, assessments and work placement
- Guidance on career pathways after the completion of a qualification; this does not include job-seeker advice
- Ask a question about our Privacy Notice or general issues around privacy
- Raise a concern or complaint about how your personal information has been handled
- Student Assistance Program.

Wellbeing

Gateway Training Academy is committed to supporting your success and holistic well-being throughout your training journey, in line with the Standards for RTOs 2025. This means we have a dedicated focus on identifying and responding to the well-being and needs of our student community, which is crucial for effective training delivery, learning and student progression. We want you to know you're not alone if you're facing academic or personal challenges. We encourage you to use the resources and support services outlined below.

Student Assistance Program (SAP)

Our SAP is a confidential counselling service available to all students at Gateway Training Academy, provided in partnership with Access EAP. The program offers a wide array of confidential support services, including mental health counselling for issues like academic guidance, legal and financial advice, and support with personal challenges such as stress or anxiety, homesickness or nutritional challenges. The program can assist students with practical matters, such as personal coaching, developing study skills, and navigating administrative processes within their educational institution.

You may contact Gateway Training Academy to access the following internal and external support for:

- Mental health and wellbeing support (confidential counselling / support for personal challenges)
- Financial and Legal Support (financial advice and legal assistance)
- Academic and learning support (academic guidance, training and assessment planning)
- Administrative and Navigating Educational Systems (institutional guidance and advocacy).

Access EAP can be contacted in the following manner:

Telephone (Available 8 am – 6 pm Monday – Friday)

- | | |
|--|------------------|
| • Main Telephone Line | 1800 818 728 |
| • Aboriginal & Torres Strait Islander Peoples Dedicated Line | 1800 861 085 |
| • LGBTQIA+ Dedicated Line | 1300 349 950 |
| • Online / website | accesseap.com.au |

Credit Transfers

Credit Transfer (CT) is a recognition process that provides students with credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes from previous studies.

The Gateway Training Academy Credit Transfer Policy does not require any student 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.

Where a student provides verified evidence that they have successfully completed a Unit(s) of Competence from any other RTO, Gateway Training Academy will provide credit for that Unit. No fees will apply to this. 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 our friendly staff will explain the process further.

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 RTO / training organisation.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process that assesses your prior competencies, acquired through formal and informal learning, to determine if you meet the requirements for a qualification or Unit of Competence. Our RPL Policy and Procedure 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 outcomes. 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 the Recognition of Prior Learning assessment. Please contact us for further information about an RPL assessment pathway. 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.

Enrolment Process

Following your inquiry about attending a course or commencing your Traineeship, you will receive a course enrolment email containing:

- Enrolment Form, which is embedded within it
 - Eligibility information
 - USI Information
 - Funding Declaration information
- Qualification Information
- Language, Literacy, Numeracy and Digital Skills
- Terms and Conditions.

All information collected is kept confidential and subject to our Privacy Policy and Procedure.

Assessment Requirements, Reasonable Adjustment and Extensions.

Gateway Training Academy maintains all assessment evidence for two years after course completion to support transparency and uphold your right to appeal an assessment decision or outcome. The results of all training and assessment outcomes are securely recorded and retained for 30 years, in accordance with legislative and ASQA requirements.

Assessment submission dates (target submission dates) will be outlined in your class schedule, course information documents, and by your Trainer / Assessor. While your Trainer / Assessor is available to support you, it is ultimately your responsibility as a student to complete and submit assessments by the due dates provided in your training schedule or plan.

If an exceptional circumstance arises that does not allow you to meet the required submission date, you must contact your campus Training Coordinator or Trainer / Assessor in the first instance and let them know when you expect the assessment to be sent to them for marking.

For extension requests exceeding one month, a written application must be submitted to the Training Manager for approval by emailing info@gateway.edu.au. Each request will be considered on a case-by-case basis, taking into account individual circumstances and your academic progress.

We recognise that some students may experience a disadvantage due to disability or ongoing health needs, we are committed to making reasonable adjustments to ensure that all learners can access and participate in training and assessment on an equal basis. In practice, this means you may request adjustments, such as extended time for assessments, alternative formats for learning materials, the use of assistive technologies, flexible scheduling, or alternative assessment formats (where consistent with unit requirements). You will be supported to disclose a disability (if you wish to) in a confidential and safe environment, and such information will only be used to inform appropriate adjustments and handled in accordance with privacy obligations.

Where an adjustment is not appropriate or possible (for example, when it would compromise the integrity of the training product or industry standard), we will explain our reasons to you as soon as reasonably practicable. We will engage collaboratively with you, your Trainer / Assessor to develop and document any agreed adjustments and monitor their effectiveness.

Our Assessment process is designed to be fair and provide you with a reasonable opportunity to demonstrate competency, adhering to the principles of assessment outlined in the Standards for RTOs 2025. If you are deemed Not Yet Competent, your Trainer will provide clear, constructive feedback identifying the specific gaps in your evidence or performance. You will be provided with an opportunity for reassessment (resubmission), the number of which will be detailed in the specific unit information. Please note that all reassessment attempts must be completed within the specified timeframes and must not compromise the integrity of the qualification, required skills and knowledge.

If you believe that a decision made by Gateway Training Academy has adversely affected you, such as an assessment result or other outcome, you have the right to appeal. Our Appeals Policy and process are designed to be fair, transparent and timely. You will be given a clear explanation of how to appeal, reasonable timeframes in which to submit your appeal, and assurance that all parties involved will be treated with procedural fairness. All outcomes of appeals will be documented and communicated to you and used to inform continuous improvement of our services.

Failure to comply with these requirements may result in a 'Not Yet Competent' assessment outcome, a formal warning, or removal from a course. To reactivate your studies, you may be requested to go through the enrolment process again.

Monitoring Student Progression & Intervention

Under our Student Progression Policy, Gateway Training Academy is committed to supporting all students to complete their qualification or course. To achieve this, we actively monitor student progression and provide timely intervention when required.

How we monitor your progress:

- Assessment completion: We track whether assessments are submitted on time and meet competency requirements
- Attendance (face-to-face & virtual classes): Attendance is monitored for each scheduled class
- Repeated absences may trigger intervention
- Engagement in online learning: For online courses, student activity in the Learning Management System (LMS) is reviewed regularly to ensure continued participation
- Practical placement (if applicable): Work Placement Supervisors provide feedback on your attendance, engagement, and competency development.

When intervention occurs

If you show signs of limited, poor or no qualification progression due to poor attendance, missed or failed assessments, or lack of online activity, we will contact you to discuss your situation and provide or offer support options.

This may include:

- Additional learning support or LLND assistance
- Catch-up classes or one-on-one support with a Trainer / Assessor
- Developing an individual support plan with adjusted timelines
- Referral to student services for personal or well-being support.

Why do we do this:

Our goal is to ensure every student has the best possible chance of completing their qualification. Early intervention allows us to address your challenges before they affect your ability to succeed.

Complaints and Appeals

Under our Complaints and Appeals Policy, 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 training and assessment 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, impartial, confidential and timely manner. The Complainant or Appellant has the right to their complaint or appeal to be heard and an impartial decision to be made. Complainants have the right to appeal against a decision and the right to withdraw the complaint at any stage. At Gateway Training Academy, complaints and appeals are viewed 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 during the process to protect your rights.

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 ten (10) business days of the incident occurring or the original decision being made. Your complaint or appeal should be made in writing (email, letter) using the Complaints and Appeals Form (on our website) and sent to info@gateway.edu.au
3. Gateway Training Academy will record information about the complaint or appeal in the Complaints and Appeals Register, and the Training Manager will acknowledge receipt within five (5) business days of receiving the complaint or appealing to the Complainant or Appellant. This contact will be in the written form of an email, message or letter to advise that the complaint or appeal has been received, to outline the process, expected timeframes, and to organise a time with the complainant to investigate / discuss the nature of the complaint or appeal.
4. 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.
5. The Training Manager will investigate the complaint / appeal and interview other parties who may have an involved or have witnessed the problem. The Training Manager will continue to investigate the situation until such time as they clearly identify the root cause(s) of the problem and determine an appropriate solution.
6. When practicable, the outcome of an investigation, along with the decision or solution, including a timeline for investigation, recording and finalisation, will be sent to the Complainant or Appellant, as well as other affected parties, in writing within twenty (20) business days of the complaint or appeal being received.
7. Where Gateway Training Academy considers more than thirty (30) business days are required to process and finalise the complaint or appeal, Gateway Training Academy will:
 - a. Inform the Complainant or Appellant in writing, including reasons why more than thirty calendar days are required, and
 - b. Regularly update the Complainant or Appellant on the progress of the matter.

8. If the Complainant or Appellant is unsatisfied with the outcome, they may make a written request to the General Manager of Gateway Training Academy within ten (10) business days to advise that 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
9. Gateway Training Academy will decide on an independent party to resolve the issue and outline any potential costs that may be involved with this happening to the Complainant or Appellant. The RTO will bear the cost of the initial Independent Review requested by the student, unless the external review confirms the RTO's original decision, in which case a reasonable administrative fee may be charged (at no or low cost to the appellant). The Complainant or Appellant will be allowed to formally present their case.
10. Once the application is made with the external mediation service for external review, Gateway Training Academy will likely be requested to provide documents in support of the application, including student records, to be provided to the external reviewer. The External Reviewer considers the documents and decides on an outcome. The decision and determination will be forwarded to Gateway Training Academy. The external mediation service will send the decision to all parties.
11. The timeline for an appeal involving an external mediator is unclear, but it may take an additional 2 to 4 weeks from the date the subsequent appeal is lodged, as listed in point 9. The Complainant or Appellant should initiate contact with the mediator in all cases. The total cost (if applicable) for external mediation is borne by the RTO and 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 or Procedure 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.
12. Final outcomes are entered in the Complaints and Appeals Register and Continuous Improvement Register.

Unsatisfied with the Appeals Outcome

If any person is unsatisfied with the final mediated complaints or appeal process, they may contact the Australian Skills Quality Authority to lodge a complaint with the Training Regulator for consideration via their website at www.asqa.gov.au.

Fees, Charges and Student Financial Information

In accordance with our Fees & Charges Policy and Collection of Fees Policy and Procedures, information on fees, charges, and refunds is clearly documented on our website and qualification flyers.

Fees in Advance

Gateway Training Academy may collect fees in advance for services not yet provided. For individual students, the amount collected prior to course commencement, beyond the application fee, will not exceed \$1,500.

After the course has commenced, the RTO may require further advance payments; however, at any given time, the total amount attributable to tuition or services yet to be delivered will not exceed \$1,500.

Exception: When an employer (rather than an individual) is responsible for payment, the full course fee may be invoiced and required to be paid before student commencement.

Gateway Training Academy has safeguards in place to protect any prepaid student fees. All monies collected in advance are held securely and are not used until the relevant course or service has commenced. Fair and transparent options for managing prepaid fees are provided to students, ensuring compliance with RTO regulatory requirements safeguards and options are put in place for any monies paid in advance, to ensure these funds are not used until a qualification, course and/or service has commenced.

Issuing of Certificates and Statement of Attainments

Gateway Training Academy will issue the relevant AQF certification documentation within 30 calendar days of a student successfully completing their assessments. Students will receive a Statement of Attainment for successfully completed Units of Competence if they have not completed a full qualification upon request, or if they withdraw.

Certificate Re-printing Costs

An additional charge may apply if a student requests a new copy (re-issue or re-print) of their Qualification or Statement of Attainment:

- 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 (10) business days for receipt of your replacement Qualification or Statement of Attainment.

Consumer Protection Information

Financial Information

Financial information collected by Gateway Training Academy to facilitate the payment of qualification fees and/or miscellaneous items associated with your training is securely destroyed (by a contracted professional shredding company) once the transaction has been finalised. Gateway Training Academy does not hold or maintain any recording system that would facilitate the retrieval of a student's financial information.

Cooling-Off Period

Fee-Paying Enrolment

The Statutory Cooling-Off Period is a period of time mandated under Australian Consumer Law, during which a consumer has the right to cancel an agreement or enrolment without penalty.

- You have 10 business days from the date you pay (either a deposit, or in full) for your course at Gateway Training Academy.
- If you withdraw during this period, you are entitled to a full refund of any fees paid, and any payment plans in place will be cancelled
- If you enrol and withdraw from your qualification after the ten (10) business day cooling-off period, no refund will be provided / you will forfeit any fees paid and any remaining balance will remain payable.

Withdrawals

Fee-Paying Enrolment

- If you withdraw from a course due to illness within 5 days of course commencement, and provide a valid medical certificate, a partial refund will be paid, less any application fee and 20% of the course cost
- If you withdraw after the course has commenced, or if you fail to commence the course, you will forfeit all monies paid and be liable for the full course cost.

Government Funded Enrolments (Jobs & Skills WA)

In the event a traineeship training contract is cancelled, Gateway Training Academy will provide the employer or trainee with a refund of fees paid (for those Units of Competency not yet commenced).

Students who withdraw from a funded course must provide written notice to Gateway Training Academy to be entitled to a full refund of the applicable course fee, resource fee and other fees where the Unit of Competency has not yet commenced. All Units of Competency that are commenced will incur the corresponding fee.

Refunds

Students who withdraw from a course are eligible for a refund according to the rules outlined under Cooling-Off Period and Withdrawals Policy and Procedure.

Course Cancellation by Gateway Training Academy:

Gateway Training Academy:

- Guarantees once you have commenced your qualification or training / assessment service, Gateway Training Academy will provide you with every opportunity to complete the course / service
- If a course is discontinued while in progress due to circumstances beyond Gateway Training Academy's control, we will either provide a refund of any fees on hold or offer to transfer you to another course 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 course, in the event we cancel or discontinue a 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 all monies for non-completed Units of Competency and issue a Statement of Attainment for completed Units. Gateway Training Academy will endeavour to assist the students in sourcing an alternative RTO.

Course Fees Paid Via an Instalment Plan

If you have set up a payment plan for your participation in a Fee for Service course and you wish to withdraw, in accordance with the Cooling Off period and Refund Policy and once we receive your formal written notification of your withdrawal or cancellation from a course:

- Cancellation will take effect immediately once notice is received
- Your Schedule Direct Debit payments will be cancelled
- You will be sent a final itemised invoice for any remaining fees or refunds due
- Your cancellation of payment or payment plans will be confirmed in writing by us to you
- Refunds will be processed within 15 business days of receiving a written withdrawal notice from a student.

Refund Procedure:

To apply for a refund, a written claim must be submitted on the Refund Request Form to the Training Coordinator or Training Manager. An application for a refund will be processed within fifteen (15) business days after a claim has been received. Refunds are assessed on a case-by-case basis. Refunds will only be provided 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 paid in cash. Agreeing to the Cooling-Off period and 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.

Recognition of Prior Learning and Credit Transfer Fee Adjustments

If you are granted Recognition of Prior Learning (RPL) or Credit Transfer (CT) after you have enrolled or commenced your training, your course fee will be adjusted accordingly. You will be advised of your new adjusted fee, and any potential refund or payment of fees resulting from the RPL / CT grant will be refunded or invoiced to you. Gateway Training Academy will report the change of training outcome to the relevant State Training Authority once the RPL / CT has been processed on our Learning Management System.

Third-Party Delivery Statement

Gateway Training Academy does not currently deliver training via third parties. If this changes, students will be informed before enrolment.