

selectability training

Set yourself up for success...

study with us!

student **handbook**

selectabilitytraining.com.au

2025-26

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Welcome

A message from the CEO

Debra Burden

Welcome and thank you for choosing selectability Training as your training provider.

Here at selectability Training we pride ourselves on helping to set you up for a successful career in the disability and community services sectors.

Our focus as an RTO is to provide you the support you need to graduate with the tools and knowledge you will need to work in one of Australia's fastest growing sectors.

As the 2020 recipient of the Queensland Training Awards Medium Employer of the Year you will benefit from our innovative approach to training and workforce development.

selectability Training provides our students with highly experienced trainers; a flexible online learning environment and ongoing support and access.

Upon enrolling as a selectability Training student you have rights and responsibilities as outlined in this handbook.



If you have any questions regarding your rights as a student with our RTO I encourage you to email training@selectability.com.au.

I look forward to hearing of your achievements and providing support where I can. I trust you will enjoy your time with selectability Training and wish you every success.

Debra Burden

selectability, Chief Executive Officer
BBus FIML FAICD



Who we are

This student handbook provides you with a reference point about selectability Training, our courses and the relevant policies and procedures.

Who are we?

selectability Training is a not-for-profit registered training organisation (RTO 0281) based in Townsville, specialising in disability and community services training.

Jobtrain, trading as selectability Training has been operating in Townsville for over 30 years and has a solid reputation as an RTO that delivers high quality training in a professional environment.

Owned and operated by a leading regional Queensland mental wellbeing, suicide prevention and NDIS service provider, selectability.

As the 2020 recipient of the Queensland Training Awards Medium Employer of the Year students will benefit from our innovative approach to training and workforce development.

With a wide variety of training options available, selectability Training will broaden your skills and knowledge in your chosen area of interest within the disability and/or community service sectors. selectability Training offers self-paced online training via our innovative learning management system (LMS) so that you have the flexibility to learn how you like, and when you like.

As a student you will have regular access to our trainers and weekly Zoom master classes. After you graduate we will also provide you with three months' access to our industry experts for support and advice to help put theory in practice.

If you have any questions that are not answered in our Student Handbook, please contact us:

selectability Training
Level 1/131 Denham Street
Townsville QLD 4810

Phone: 07 4781 2609
Email: training@selectability.com.au

selectabilitytraining.com.au

Who we are

Standards for registered training organisations

selectability Training is required to comply with the 2025 Registered Training Organisation (RTO) Standards.

Training services we provide to students follow policies and management practices that maintain high professional standards in regards to the delivery of your education.

These safeguards exist to protect your educational interests and welfare as a selectability Training student.

We are dedicated to ensuring that we provide only the highest quality of training so that you can achieve your maximum potential in your chosen field.

The 2025 Standards for Registered Training Organisations (RTOs) can be viewed at asqa.gov.au/standards

Our vision

Train and develop a responsive and capable disability and community services workforce.

Our approach

We pride ourselves on tailoring our training delivery to meet the needs of our students to enable them to achieve their desired professional development goals.

Our expert trainers will prepare you to enter the NDIS/community services workforce with the skills and confidence you need to succeed. Through our nationally recognised job-ready courses we can assist you with your career progression.

Our online courses include:

- monthly intakes
- online learning resources and assessments available 24/7
- video training sessions
- interactive weekly Zoom masterclasses offered via video conferencing
- one-on-one contact with trainers (online/phone via appointment).

We follow national education standards set by the Australian Qualifications Framework (AQF) and the Australian Skills Quality Authority (ASQA) to ensure our courses are recognised and meet quality requirements.

Discover selectability

About selectability

selectability is one of Queensland's largest mental wellbeing and suicide prevention support, child and family services, and aged-care providers.

With our head office in Townsville, our footprint extends north to Cairns, south to Rockhampton, west to Mount Isa and east to Palm Island.

Our teams in each region use their local knowledge, expertise and experience to help regional Queenslanders live lives of choice and meaning.



Discover selectability

About selectability (cont)

We are proud to be one of regional Queensland's largest and leading providers of mental health services across a wide footprint, supporting individuals and communities in northern, central and western Queensland.

As an NDIS service provider, our team has helped hundreds of people access and implement their NDIS plans.

selectability partners with state and federal Governments and key health organisations to deliver vital programs around mental wellbeing and suicide prevention including support for carers of those with mental illness.

We are proud of our history which includes the merger of SOLAS and MIFNQ in 2017 and have been providing mental wellbeing services to regional Queenslanders for over 30 years.

We're a Child safe organisation

As a child safe organisation, selectability is committed to creating a culture, adopting strategies and taking action to promote wellbeing and prevent harm to children and young people. We put children's safety and wellbeing at the centre of values and actions and we listen to and respect the views of children and young people.



Our courses

Nationally recognised qualifications

selectability Training offers a number of qualifications under the Australian Qualification Framework.

selectability Training currently offers the following qualifications on our scope of registration:

- CHC32015 - Certificate III in Community Services
- CHC33021 - Certificate III in Individual Support (Aging & Disability)
- CHC43315 - Certificate IV in Mental Health
- CHC43515 - Certificate IV in Mental Health (Peer Work)
- CHC53315 - Diploma of Mental Health
- CHC52021 - Diploma of Community Service

Current courses being offered by selectability Training can be viewed at selectabilitytraining.com.au

You can view selectability Training's registration details and scope of registration at training.gov.au/Organisation/Details/0281

Course delivery

selectability Training offers a flexible online learning approach that can be tailored to suit your needs.

Through our easy-to-use learning management system you will be able to study at your own pace, when and where you like. We have selected training and assessment methods that are best suited to the specific unit/s of competency being completed.

selectability Training ensures that the following resources are available:

- Trainers and assessors with appropriate qualifications and experience.
- Appropriate course materials that align with assessments.

Highly experienced trainers

Our trainers have years of experience underpinned by knowledge that only comes from working in the industry.

Todd O'Donnell | Dip. of Community Services and Cert. III in Community Services

Dennis O'Brien | Dip. of Mental Health and + Cert IV in Mental Health and Mental Health (Peer Work)

Cathy Cramond | Cert IV in Child, Youth and Family Intervention and Cert III in Individual Support

Timothy Burden | Cert. III in Individual Support

Student pathways

Pathways

Once you have completed your studies you can further develop your skills and knowledge and enrol into another course that is relevant to your field of interest.

Your trainer can provide you with industry specific pathways however; the table below will give you an idea of the training pathway you can follow:

AQF qualification by sector of accreditation

Schools sector accreditation	Vocational education and training sector accreditation	Higher education sector accreditation
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree Advanced Diploma Diploma

Enrolment information

Pre-enrolment research

Before you enrol you should do your own research on course options by visiting the [selectability Training website](https://selectabilitytraining.com.au) or by contacting us via phone (07) 4453 0100 or email training@selectability.com.au.

selectability Training will help you with any enquiries, including connecting you with one of our trainers or assessors.

Some important questions to consider:

- What are my career objectives?
- Which course is the best fit for me?
- Can I receive Credit Transfers (CT) or Recognition of Prior Learning (RPL) given my previous studies or experience?
- Do I have the literacy, numeracy and digital skills to be successful, or do I need to develop these skills first?

When you call or email us, you can expect us to explain:

- The fees, charges and payment requirements for your course.
- How the above may impact further government subsidised training for you in the future.
- Whether there are any special requirements for you to enrol in the course (pre-requisites) and how the delivery and assessment of your training will occur.
- The different training options available to you e.g. workplace training etc.

We will help you understand your responsibilities and the requirements to complete your course, including whether you are eligible to train as a trainee and whether your current job relates to the course.

Once you have completed your pre-enrolment research you can start the enrolment process.

Enrolling in a course

Step 1: Enrolment application

You can access the enrolment form on our website selectabilitytraining.com.au

The form will collect some key information that will assist us with correctly processing your application. This information includes:

- course details
- your contact details
- identification and other documents
- whether you are seeking CT or RPL. See [Credit Transfer](#) and [Recognition of Prior Learning](#) page for more details.

Once submitted, you will be asked to provide the following:

- USI form: provide your USI number, or consent for selectability Training to register and obtain a USI number on your behalf.
- CT/RPL form: provide relevant details so that we can process CTs or discuss the RPL process.

Enrolment information

Once you have completed your enrolment form, selectability Training staff will contact you. During this contact we may:

- Explain how any subsidies received may impact further government subsidised training for you in the future.
- Advise whether or not you meet special requirements to enrol in the course (pre-requisites) and how the delivery and assessment of your training will occur.
- Explain the different training options available to you, including where you might need adjustments to the learning and assessment process, to support you to complete course requirements.
- Discuss your responsibilities and requirements to complete the course.
- Determine whether you are eligible to complete your training as a trainee if you are currently employed in an area that relates to the training you wish to undertake.

Step 2: Language, literacy, numeracy and digital literacy test (LLND test)

This step applies only to nationally recognised training. It does not apply to short courses or RPLs.

As part of the enrolment process you need to complete a LLND test. This is an online assessment that examines aspects of your literacy and numeracy skills.

To successfully undertake training, we need to know what your current LLND level is to evaluate if you have the skills to complete the course.

Access to the LLND test is provided via our LMS. Login details and a link to the LMS are sent to you via email

following completion of your enrolment form. Once you complete the LLND test, a spiky profile chart is generated that indicates your performance against core skills.

For more details, please refer to the section on language, literacy and numeracy (LLND) that appears later in this handbook.

Step 3: LLND debriefing

This step applies only to nationally recognised training. It does not apply to short courses or RPLs.

A qualified trainer/assessor will contact you to complete an LLND debriefing form. This is used to ensure you understand your LLND results and have been given relevant and constructive feedback in regards to your upcoming training.

During this conversation, we also:

- Explore your current competencies and provide the opportunity for these to be assessed through recognition of prior learning (RPL).
- Explore your current competencies and provide the opportunity for these to be assessed through credit transfer.
- Explore alternative pathways of study where the training product does not align with your current skills or goals.

Enrolment information

Once the debrief is finished, the trainer/assessor will complete the LLND debrief form as well as your LLND spiky profile and email them both to you. Copies will be kept on your student file.

Step 4: Letter of offer

If you are ready for study and the course aligns with your goals and skills, we will issue a letter of offer documenting the course and units that you will need to complete, plus recognise any units of competency that have received Credit Transfer. You will need to review the Letter of Offer and confirm your acceptance of the offer by returning the Written Agreement.

Step 5: Invoice payment

You will receive an invoice for the units you are to complete. To commence study you must organise payment or setup a payment plan with selectability Training. If you decide to setup a payment plan you must pay the first instalment immediately.

Please note: selectability Training will *not request for any upfront fees in excess of \$1,500.*

Step 6: Confirmation of enrolment (COE) and course access on LMS

Following full or partial invoice payment, a confirmation of enrolment (COE) will be sent to you via email. The COE will outline the full details of your course the fee breakdown and information about your trainer and/or assessor. You can record your trainer's contact details and availability hours in the "My Trainer Details" section.

You will also receive course access using the same LMS login details provided for your LLND test. You will be able to access the course from the start of study date indicated on your COE.

Credit transfer/national recognition

If you have completed formal study at another RTO, you may be eligible to receive credit transfer/s for the unit/s of competency previously completed.

A credit transfer (CT)/recognition of prior learning (RPL) form is issued to your email address upon completion of your enrolment form before we complete the enrolment process, as we will only enrol you in the units you need to complete the course requirements. If you wish to apply for a credit transfer, you will need to submit a copy of a certified transcript or statement of attainment with the online CT/RPL form.

The CT/RPL application will be discussed directly with the student by the trainer/assessor as part of the LLND debrief conversation, which is a mandatory part of the enrolment process.

The process of national recognition will be completed within 14 working days from receipt of application and verified evidence.

Credits will be applied to your student record immediately. If the evidence provided is not equivalent to the required learning outcomes, competency outcomes, or standards in a qualification, then you will be offered the opportunity to complete a recognition of prior learning assessment as another method towards achieving competency.

Enrolment information

Recognition of prior learning

Recognition of Prior Learning (RPL) recognises the skills and knowledge you have gained through work experience and previous training. RPL allows this existing learning to be assessed against the requirements of a unit or qualification, which may reduce the amount of training you need to complete.

RPL is not automatic. You must be able to provide clear and suitable evidence that shows you already meet the unit requirements.

selectability Training offers RPL in line with its RPL Policy and the 2025 RTO Standards. If you apply for RPL, selectability Training will provide guidance, RPL packs, assessment tools, and assessor support to help you understand the evidence required and what is involved in the process.

If your evidence does not fully meet the unit requirements, you may still be required to complete some training or assessment to demonstrate competence.

For detailed information about eligibility, fees, evidence requirements, and decision-making, please refer to the Recognition of Prior Learning (RPL) Policy.

Course transfer

Depending on the circumstance, you (or your employer if they paid for your fees) may be eligible for a refund of further fees where a course transfer may occur.

The following is not an exhaustive list of the circumstances which may apply, and once notified in writing,

selectability Training will advise you of the process required. Please refer to the [course transfer policy](#) on our [policies and procedures](#) page.

- An administration fee will apply for the course transfer. This is dependent on the circumstances of the transfer and will be determined on receipt of your written notification.
- Where work placement hours are a mandatory component of your course, you may need to review the work placement agreement and make changes where necessary.
- Your access to any learning resources will be suspended, and once confirmation of enrolment to your new course is received, your learning resources will be reactivated.
- selectability Training will provide you with a statement of attainment where credit transfers are applicable.
- You should retain this on file as evidence of unit completion.
- If you have paid for the course partially or in full, and the course change results in a higher priced course, you will need to pay the balance in full prior to having confirmation of enrolment and access to the learning resources.
- Where a refund is due, please refer to our refund policy on [our policies and procedures](#) page.
- Where a unit/s has been completed, you may be eligible for credit transfer, please refer to our [credit Transfer Policy on our policies and procedures page](#).



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WELCOME

inspire

Enrolment information

Complaints and appeals

- **Complaints:** if you are not happy with a service offered or treatment received by selectability Training, then you have the right to lodge a complaint.
- To lodge a complaint please email feedback@selectability.com.au.
- **Appeals:** in the event you are dissatisfied with the outcome of your complaint or wish to appeal a decision, then you have the right to lodge an appeal.
- Please lodge your appeal through training@selectability.com.au.

Please refer to the complaints and appeals policy located on our [policies and procedures](#) page for more information.

Participation in National Student Outcome Surveys

As part of our commitment to quality standards we provide data to the National Centre for Vocational Education and Research (NCVER).

You may be contacted and asked to participate in a NVCER survey and/or invited to participate in a Department of Employment, Small Business and Training (DESBT) endorsed project and/or be contacted by DESBT for audit or review purposes.



Language, literacy and numeracy

Language, literacy, numeracy and digital (LLND)

selectability Training recognises the importance of language, literacy, numeracy and digital (LLND) skills in our students to ensure that they are able to access and participate in training without being disadvantaged.

As part of the enrolment process, you will be required to complete a language, literacy and numeracy assessment.

This allows us to determine whether you may require additional support to assist you complete your course.

selectability Training has had language, literacy and numeracy assessments written against some of the units you will be studying in your course.

That means for each course that you may wish to enrol in, you will be required to undertake an individually customised LLND assessment.

At the completion of your assessment you will have a formal debrief with your LLND assessor, and they will provide you with a personalised LLND report (called a spiky chart).

In addition to this report, you will also receive verbal and written feedback about your results.

LLND assessments are not assessed as a 'pass/fail' – but instead use graphs to show how you have done in comparison to the required levels of language, literacy and numeracy for that qualification.

This debrief may identify any additional support required to undertake the course.

selectability Training may be able to provide you with additional support in one of the following ways:

- additional one-on-one time with the trainer/assessor
- modification of learning strategies
- adjusting the way you may be assessed for example, verbal instead of written assessment
- referral to a language, literacy and numeracy practitioner.

If you feel that you may require additional support throughout your course regarding language, literacy and numeracy, please contact us and we will assist. We will also monitor your progress and achievement, and contact you to provide support if it appears support is needed.

For more information about language, literacy and numeracy assessments or about spiky charts please refer to [employment.gov.au/australian-core-skills-framework](https://www.employment.gov.au/australian-core-skills-framework)

Training and assessment

Training and assessment

Definition of competency: the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

(Australian Skills Quality Authority)

What is competency based training?

In vocational education and training, you are considered to be competent when you are able to:

- Consistently apply your knowledge and skills to the standard of performance required in the unit of competency, which reflects what industry expects in the workplace.
- Transfer and apply skills and knowledge to new situations and environments.

Competency-based training involves both workplace and off the job training and assessment. The aim is to ensure that you are competent to undertake your work role to the standard expected in a range of employment situations.

How is the training delivered?

Generally, training will take place in one of the following ways:

- **On the job:** this is where a trainer will visit you at your workplace and conduct training and assessing aligned with your work duties. You will be visited by your trainer every three to four weeks for up to three hours.
- **Off the job:** training is completed away from the workplace in a training environment such as a classroom.

Four dimensions of competency

Competency involves successful work performance and is made up of four dimensions:

1. **Task skills:** undertaking a specific workplace task/s.
2. **Task management skills:** managing a number of different tasks to complete a whole work activity.
3. **Contingency management skills:** responding to problems and irregularities when undertaking a work activity such as:
 - breakdowns
 - changes in routine
 - unexpected or atypical results or outcomes
 - difficult or dissatisfied clients.
4. **Job role/environment skills:** dealing with the responsibilities and expectations of the work environment when undertaking a work activity, such as:
 - working with others
 - interacting with clients and suppliers
 - complying with standard operating procedures
 - observing enterprise policy and procedures.

Competency requirements are captured in the knowledge evidence, performance evidence and elements and performance criteria of units of competency, as listed on the national training database (training.gov.au).

How will you be assessed?

Assessment involves collecting evidence and making judgements on whether competency has been achieved. Assessment confirms that you can perform to the standard expected in the workplace, as expressed in the relevant endorsed unit of competency.

Training and assessment

In general, basic forms of skills and knowledge evidence include:

Direct evidence

Obtained when an assessor observes you performing in the workplace. The assessor makes a judgement about whether you have competently performed a task or series of tasks.

For example, the assessor may:

- observe you performing a range of skills at work
- view a video of your performance
- examine a product you have made in the workplace.

Indirect evidence

Used when it is not possible or desirable for you to be assessed on your performance of tasks in the workplace.

Indirect evidence may include:

- projects
- simulations
- examination of workplace documents.

Supplementary evidence from:

- oral and written questioning for assessing knowledge evidence.
- third party sources.

Assessment timeframes

You will be given plenty of notice from your trainer regarding the timeframe of the assessment/s you are required to complete. You will not be expected to sit an assessment that you have not been able to prepare for.

Re-assessment

If your assessment is found to be 'not satisfactory', you will be given an opportunity to re-complete the assessment via the LMS. you will be given the opportunity to re-complete the assessment via the LMS. You may

be required to revisit course materials to ensure that you have obtained the required knowledge and skills to successfully complete the assessment. You will not incur any additional charges for the reassessment process. However, you may need to withdraw and re-enrol in the unit of competency if you do not complete the assessment satisfactorily, and are not deemed competent against the requirements of the unit after your second attempt.

How do we know you are competent?

- We know whether you are competent when assessment of the evidence presented verifies that all aspects of the unit of competency are demonstrated and can be applied in an industry context.
- An individual can be assessed during their training, at the end of their training, or without undertaking any training at all.

Reasonable adjustment

Reasonable adjustment is a term used to describe adjustment made to the learning or assessment process to make it more accessible, based on a need you have identified. For example, larger font for someone with a reading impairment, or responding orally instead of in writing, where a physical impairment impacts on writing ability or speed in an examination.

- an adjustment cannot change the performance requirements of a unit of competency.
- we will explain what reasonable adjustments are available if you need them, and when we cannot apply reasonable adjustment. This is generally because it will compromise the performance required by the unit.

Work placement

Work placement

Some vocational education courses require students to complete work placement hours relevant to the unit/s of competency requirements. This should be arranged by the student and a relevant workplace.

selectability Training will provide you with a work placement agreement which should be filled out and signed by all parties as a record of the hours you complete. Both parties should keep a copy file.

Work placement hours required for our nationally recognised training courses:

Course code	Course title	Work placement required
CHC32015	Certificate III in Community Services	No placement required
CHC33021	Certificate III in Individual Support	120 hours
CHC43315	Certificate IV in Mental Health	80 hours
CHC43515	Certificate IV in Mental Health Peer Work	80 hours
CHC53315	Diploma of Mental Health	80 hours
CHC52021	Diploma of Community Services	100 hours
CHC40321	Certificate IV in Child, Youth and Family Intervention	120 hours

Code of conduct

Code of conduct

Selectability Training has a code of conduct that you need to follow when you study with us.

We expect you to treat other students, your trainer and our staff with respect and without prejudice and you can expect the same in return.

Your conduct as a student is an assessable component of your training.

Examples of misconduct can include:

- offensive conduct or unlawful activity interfering with another student's property
- cheating or plagiarism
- interfering with another student's ability to learn
- breach of confidentiality
- inappropriate language
- discrimination, harassment, intimidation or victimisation
- affected by drugs or alcohol
- being unfit to participate in learning activities

Failure to follow the code of conduct may result in disciplinary actions and may involve the cancellation of your training with Selectability Training.

You have the right to be in a safe and supportive learning environment, where you are treated fairly and without discrimination from others regardless of:

- religious beliefs
- cultural, racial and sexual differences
- age
- disability or socio-economic status.

As a student, you also have the right to access support from your trainers, assessors and other support services, and the right to access and participate in training and assessment on an equal basis, where reasonable adjustments can be applied to support you to meet the requirements of a unit of competency.

If you feel that you have been treated unfairly or wish to lodge a complaint, please refer to our [policies and procedures page](#) where you will find our [complaints and appeals policy](#) and an online complaint lodgement form.



Academic information

Access and equity

selectability Training promotes access and equity through all components of our training assessment services that we have to offer. We have a strong emphasis on ensuring that reasonable adjustment is provided to you if you are disadvantaged or require additional assistance while studying with us.

Your trainer is able to assist you through reasonable adjustment, to offer you different options to suit your learning needs and requirements.

No matter what your status is, or the background you come from. We will assist you to the best of our ability.

Staff and students of selectability Training are required to comply with access and equity requirements at all times.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information regarding the access and equity principles, please send us an email at training@selectability.com.au

Privacy and disclosure statement

selectability Training collects your personal information to meet its obligations as a Registered Training Organisation (RTO) regulated by ASQA.

We are required to provide student training data to the Department of Employment, Small Business and Training (DESBT) and ASQA, which may include information you give us when you enrol. This information may be shared with the Australian Government and the National Centre for Vocational Education Research (NCVER) to support planning, reporting, research, and improvement of vocational education and training.

Information reported to NCVER is de-identified, meaning you cannot be personally identified. Your information may also be shared with relevant government agencies or organisations for lawful education and training purposes

Academic information

Accessing your records

It is a requirement of the ASQA that you are able to access personal information held by selectability Training regarding your academic progress.

You have the right to view your records after formally requesting to do so. You can request this by completing the [access to records request](#) form located on our [policies and procedures](#) page.

Your records will only be emailed to the email address that you supply to us at the time of enrolment. If your email address changes please email at training@selectability.com.au.

A staff member will call you to confirm your new email address before we change it on your file.

selectability Training will not share your personal information with third parties or other Registered Training Organisations unless you have given written permission for us to do so, or we are legally required. If a third party requests your information, you will be notified and your consent will be sought before any information is released.

If you are registered as a trainee under a traineeship and apprenticeship scheme, or if your employer is paying for your training, please note that we may be required to provide information relating to your progress to:

- your employer or group training organisation (GTO)

- the Australian Apprenticeship Support Network (AASN) provider
- the Department of Employment, Small Business and Training (DESBT).

Equal opportunity, sexual harassment and discrimination

Unfair discrimination, vilification, sexual harassment and victimisation are unlawful in Queensland under the Anti-Discrimination Act 1991.

Complaints about this conduct may be lodged through the [Queensland Human Rights Commission](#).

There are also anti-discrimination laws at the federal level in Australia, with specific acts prohibiting discrimination on the basis of age, disability, race, sex, intersex status, gender identity, and sexual orientation. Federal and state laws sometimes overlap.

selectability Training promotes an equal and safe environment at all times for our students which must be free from discrimination and sexual harassment. Discrimination is the unfair treatment based on a personal characteristic protected by the law. There are two forms of discrimination:

- **Direct discrimination:** happens when a person treats someone who has one of the personal characteristics protected by the law less favourably than someone who doesn't have that personal characteristic.
- **Indirect discrimination:** happens when treating everybody the same way will be unfair.

Academic information

The Anti-Discrimination Act (1991) prohibits discrimination on the basis of the following attributes:

- sex
- relationship status
- pregnancy
- parental status
- breastfeeding
- age
- race
- impairment
- religious belief or activity
- political belief or activity
- trade union activity
- lawful sexual activity
- gender identity
- sexuality
- family responsibilities
- association with, or relation to, a person identified on the basis of any of these attributes.

What else does Queensland's Anti-Discrimination Act (1991) prohibit?

Sexual harassment is any unwanted or unwelcome behaviour where a reasonable person would have anticipated the possibility that the person harassed would feel offended, humiliated or intimidated. It has nothing to do with mutual attraction or consensual behaviour.

Victimisation happens when someone is treated badly because they:

- refused to do something that would contravene the Anti-Discrimination Act (1991)
- complained about something that is unlawful under the act
- were involved in another person's complaint under the act.

Vilification is a public act or statement that incites hatred towards, severe ridicule of, or serious contempt for a person or a group of people because of their race, religion, sexuality or gender identity. There are two tiers of vilification under the act: unlawful vilification, which is a civil matter, and serious vilification, which is a criminal offence.

selectability Training strictly abides by the Queensland Anti-Discrimination Act (1991).

More information regarding this act can be viewed at qhrc.qld.gov.au/your-rights/discrimination-law

"Not only do I feel better equipped to support the consumers I work with, I was able to progress award levels and receive a pay rise. The course really helped me to grasp the role and it was very relatable to my job."

SARANNE

selectability Training graduate
Support Coordinator | Townsville

Diploma of Community Services



Fees and charges

Fees and charges

Fees and charges may vary depending on the qualification level you are studying; and whether you are undertaking a course that your employer may be paying for, or has obtained grant funding for.

Before you enrol in a course, you will be notified of:

- what you will have to pay
- payment arrangements and due dates
- about any concessions that may apply and what evidence you need to receive a concession (as provided in this handbook)
- about any conditions that may apply to refunds.

Prepaid fees

- No more than \$1500 in fees will be collected in advance or prior to the commencement of the course.
- If a student would like to identify whether Recognition of Prior Learning (RPL) is worth pursuing, there is a \$50 charge (non-refundable) per unit self-evaluation form, for a trainer to review the form and provide advice.

Additional fees

- timetable change **\$25**
- copy of statement of attainment **\$75**
- replacement notes **\$25**
- course cancellation **\$25**
- course transfer **1%** of the current full fee of the new course.



Fees and charges

Withdrawal and refunds

You may withdraw from a program (or change your enrolment) via the online [change of enrolment](#) form located on our [policies and procedures](#) page.

Depending on the circumstance, you (or your employer if they have paid for your fees) may be eligible for a refund as per the following schedule:

Withdrawal type	Refund details
Withdrawal of individual/s with 30 days' notice from confirmation of enrolment date and prior to unit commencement	Full refund
Withdrawal of individual/s after confirmation of enrolment date and within 30 days of unit commencement	Partial refund The tuition fee will be adjusted to the fee payable for units commenced prior to cancellation advice.
Withdrawal of individual/s after 30 days from unit commencement	No refund
Course withdrawn by selectability Training	Partial refund The tuition fee will be adjusted to the fee payable for units commenced prior to the course being withdrawn.
selectability Training is unable to provide the course prior to the scheduled start of study date for which the original enrolment and payment has been made	Full refund Partial or No refund*
An individual's non-attendance at a short course	No refund

**This applies if Selectability Training is unable to continue your training after your course has started. This could be because the qualification has been replaced, the RTO closes, or a qualified trainer is not available to complete your course within the required timeframe.*

Fees and charges

Refund terms and conditions

- If you withdraw within the first four weeks from the confirmation of enrolment date and have not commenced any units, a full refund will apply.
- If you withdraw within the first four weeks from confirmation of enrolment date and have completed some training, a partial refund of the tuition fee will apply. Refunds will be adjusted to the fee payable for units commenced prior to cancellation advice.
- If you withdraw after four weeks from unit commencement, then you are not entitled to a refund.
- Short courses are required to be paid in full prior to attending the course in order to secure a place.
- Refunds will not apply when a student does not attend the course.
- In the event that selectability Training closes or is no longer able to provide the training and assessment services as initially agreed between yourself and selectability Training, then selectability Training will:
 1. Arrange for agreed training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfers students will be formally notified of the arrangements including any refunds of fees that may be applicable.
OR
 2. Provide a pro-rata refund based on hours completed to date for units that have been

commenced prior to the course being withdrawn.

OR

3. Provide a full refund.

If you wish to apply for a refund, please complete the [student refund request](#) form available from our [policies and procedures](#) page.

The application for refund may take up to 20 working days to be processed upon receipt of the form and any approvals will be at the discretion of selectability Training.

Resource fees

All resources are provided electronically via the learning management system.

No additional resource fees apply. However, at times, students may request for printed resources. These will incur a charge. You will be advised of the cost for any printed resources.

Orders will only be processed following your acceptance, and you must pay these costs in full prior to receiving any printed resources.

If you cancel or withdraw from your study, then you will not be entitled to a refund for your resources.

Certifications

The issuing of your qualification

Once you have successfully completed all of the requirements of your course, you will be issued with a certificate corresponding to the qualification you have completed, within 30 calendar days from completion of your course providing all agreed fees owed to selectability Training have been paid.

“All requirements” means you have been assessed as competent in all the units of competency needed to complete the qualification, and completed placement if it is part of the course. These may come from Credit Transfer, RPL, or from enrolling and completing all training and assessment requirements

where a qualification has been completed in full, and a certificate issued, a Record of Results will also be issued. It lists all the units completed to meet course requirements, and the result of each unit, eg. CT, RPL, Competent.

If you only partially complete the qualification requirements, then you will be awarded with a statement of attainment; which outlines the unit/s of competency that you have successfully completed.

What if I need a new copy of my certificate?

If you require a replacement qualification or statement of attainment, then you will be required to pay a fee of \$75 per qualification.

You must complete the electronic [replacement qualification/statement of attainment request](#) form which is available on our [policies and procedures](#) page.

Replacements will generally be sent to your registered address via post. It is your responsibility to keep us up to date with your contact details.

You must write to us on at training@selectability.com.au from your registered email address and advise us of any updates to your postal address or other contact details.

For personal collection of any replacements, you will need to provide photo identification in person at selectability Training’s office. If you are authorising someone to collect on your behalf, the following steps must occur:

1. You must lodge an electronic [replacement qualification/statement of attainment request](#) form.
2. You must email to us at training@selectability.com.au from your registered email address and attach a letter of authority. This letter should provide at least the following information:
 - Full name of person who will be collecting your records.
 - Either a clear copy of their Drivers License (front) or details of a valid Government ID that we can check on the day.
3. The authorised person must bring their original ID on the day for us to check. The replacement documents will then be available for collection.

Please allow up to 10 working days upon receipt of the request form for your request to be processed.

You are entitled, at no additional cost, to a formal statement of attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided that the student has paid in full for the tuition related to the units of competency to be shown on the statement of attainment.

Plagiarism

Plagiarism

Plagiarism involves using the work of another person and presenting it as your own.

Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged:

- copying out part(s) of any document or audio-visual material (including computer-based material)
- using or extracting another person's concepts, experimental results, or conclusions
- summarising another person's work
- in an assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.

All detected incidences of plagiarising or cheating will be reported to management. After discussion, if management agrees that the case warrants more than a warning, then you will be informed in writing of the nature of the act and you will be given an opportunity to respond in writing.

Depending on your written response, management will decide whether the case of plagiarism or cheating is evident and whether any penalty/s need to be issued to you.

If you are found to have plagiarised or cheated, you may be required to:

- Re-complete and re-submit the assessment.
- If your second submission is still found to contain plagiarism or evidence of cheating, then you will be withdrawn from the training program immediately.

If you are not satisfied with the final outcome, you have the right to appeal the decision by following the complaints and appeals procedure as outlined in this handbook.

Use of AI

Where AI is used to research or assist in the preparation of assessment, it must be disclosed.

AI detection software will be used to verify the scope and scale of AI use, and we reserve the right to confirm a student's understanding of course knowledge and application of knowledge to performance to verify assessment judgements.

Where the authenticity of a student's work cannot be verified, it will be viewed as a form of cheating, and our response will be guided by this.



Student safety

Occupational Health and Safety

While selectability Training will ensure that its premises meet the Australian Workplace Health and Safety guidelines, you must take all practicable steps to ensure your own safety while at selectability Training facility or on placement.

Accidents, incidents or hazards concerning yourself or other students which occur within selectability Training facilities must be reported to personnel or trainers concerned immediately.

Emergencies and evacuations

In the event where selectability Training premises need to be evacuated, while you are on break you must follow instructions from selectability Training staff.

In the event of an emergency where you are receiving training in the classroom, you must follow the procedures as instructed by your trainers.

If you refuse to abide by selectability Training emergencies and evacuation procedures you will be in breach of the code of conduct and subjected to disciplinary action as determined by management.



Support services

Student support services

If you require additional assistance with your studies please talk to your trainer. They will be able to offer strategies and direct you to resources to address your concerns.

External support services

selectability Training may be able to direct you to organisations that may assist you further with some of your needs. These services include:

Types of assistance required	Organisation	Contact Details	Contact User Pay/Free Call
Police, Ambulance, Fire	Police, Ambulance, Fire	000 - Emergency Call Only	Free call
Alcohol and drugs	National Alcohol and Other Drug Hotline	1800 250 015	Free call
Crisis support	Lifeline	13 11 14	User pay
Human Rights support	Queensland Human Rights Commission	1300 130 670	User pay
Financial matters	National Dept Helpline	1800 007 007	User pay
Legal assistance	Queensland Legal Aid	1300 65 11 88	User pay
Personal issues	Lifeline	13 11 14	User pay
Smoking/substance dependency	Quit HQ	13 78 48	User pay
Translating and interpreting	Translating and Interpreting Service	13 14 50	User pay
Medical and sexual health	Sexual Health and AIDS Counselling Service	07 3227 6394	User pay

select**ability** Training

- relevant legislation
- policies & procedures

Relevant legislation

Relevant Legislation

As an RTO, selectability Training is required to adhere to a range of legislation designed to uphold the integrity of our nationally recognised qualifications.

The regulations and legislation for training organisation that affect your participation in vocational education and training are available to view [HERE](#)

Policies & procedures

As a registered RTO (0281), selectability Training must meet the Standards for Registered Training Organisations (RTOs) 2025. These Standards require us to document and implement policies and procedures covering areas such as

- Assessment Policy
- Credit Transfer Policy
- Diversity, Inclusion and Cultural Safety Policy
- Recognition of Prior Learning Policy
- Student Enrolment Policy
- Student Support & Intervention Policy
- Student Wellbeing Support Policy
- Feedback, Complaints and Appeals Policy
- Fee & Refund Policy

All our policies & procedures are available to view on our website [HERE](#)

Policies & procedures

Request forms

Below you will find the selectability Training quicklink reference guide to all policy and procedure forms available online at selectabilitytraining.com.au

Form	Website
Access to records	HERE
Request for extension	HERE
Replacement qualification/statement of attainment	HERE
Change of enrolment/Course withdrawal	HERE
Student refund	HERE
Feedback, Complaints & Appeals	HERE

select**ability** Training

selectabilitytraining.com.au



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