



SHAFSTON

www.shafston.edu

Shafston College VET Student Handbook

For adult learners and school-based learners

Campus Locations

Brisbane: 188 Shafston Avenue, Kangaroo Point, QLD 4169

Gold Coast: 72 Nerang Street, Southport, QLD 4215

Sydney: L2/ 72 Mary Street, Surry Hills, NSW 2010

WELCOME TO SHAFSTON

Welcome to Shafston College. Thank you for choosing us as your Registered Training Organisation (RTO) to complete your Vocational Education and Training (VET) qualification. Whether you are studying with us as an adult learner or as a school-based learner still at school, our trainers, assessors and support staff are here to help you succeed and to celebrate your achievements along the way.

Shafston has delivered education since 1996 and has welcomed students from more than 100 countries. We deliver nationally recognised VET qualifications across our Brisbane, Gold Coast and Sydney campuses. Our motto, Friendship in Learning, reflects the supportive and respectful environment we work hard to provide.

This handbook introduces the information you need to study successfully with Shafston. Please take the time to read it. It sets out your rights and responsibilities, how enrolment, training, assessment, fees and support work, and where to go if you need help. Keep it somewhere handy so you can return to it during your course.

How this handbook works: two groups of learners

Shafston delivers VET to two groups of learners. Most of this handbook applies to everyone. Where the rules are different for learners under 18, this is shown in a green box like the ones throughout this document.

Learner group	Who this means	Extra requirements
Adult learners (18 and over)	Learners aged 18 or older at the time of enrolment, including fee-for-service and workplace-based learners.	Standard enrolment, support and assessment arrangements in this handbook.
School-based learners (under 18)	Learners under 18 who study a Shafston VET qualification while still enrolled at a school, including school-based delivery arranged with a partner school.	Parent or guardian involvement and consent, child safety protections, and communication with the learner's school. See the green boxes.

Under-18 and school-based learners

Shafston is committed to the safety and wellbeing of every learner under 18. If you are under 18:

- Your parent or guardian will be involved in your enrolment and kept informed of your progress.
- Shafston will communicate with your school where your training is delivered through a school-based arrangement.
- All Shafston trainers and assessors who work with you hold the current Working with Children clearance required in the state or territory where your training takes place (for example, a Blue Card in Queensland or a Working With Children Check in New South Wales).
- You have the right to feel safe, to be treated with respect, and to speak up if something is wrong. See Child Safety and Student Wellbeing.

ABOUT SHAFSTON AND OUR REGISTRATION

Shafston International Pty Ltd (Shafston) is a Registered Training Organisation regulated by the Australian Skills Quality Authority (ASQA). We deliver nationally recognised training and assessment under **RTO 45694** and **CRICOS 03917H**.

As an ASQA-regulated RTO, Shafston operates in accordance with the **2025 Standards for RTOs**, which took effect on 1 July 2025 and replaced the Standards for Registered Training Organisations (RTOs) 2015. The 2025 Standards are made up of the Outcome Standards, the Compliance Requirements (including the Fit and Proper Person Requirements), and the Credential Policy. Shafston also meets its obligations under the National Vocational Education and Training Regulator Act 2011 and other legislation listed in the Legislative Framework section.

Shafston is responsible for all training and assessment delivered under its registration, including where delivery takes place at a school or another site. This responsibility covers providing data, cooperating with ASQA, meeting advertising and marketing standards, informing prospective students, handling complaints and appeals, collecting fees, and record keeping.

Nationally recognised qualifications

A nationally recognised qualification is recognised and taught to the same standard across Australia under the Australian Qualifications Framework (AQF). Shafston delivers qualifications from AQF level 3 to AQF level 6. Nationally recognised training is competency based: you demonstrate that you have gained the knowledge and skills the qualification requires as you progress.

If you achieve all units of competency required for your course, you will be issued a testamur (your qualification) and a record of results. If you achieve some but not all units, you will be issued a Statement of Attainment listing the units you completed. To receive your qualification or Statement of Attainment you must have a valid USI and no outstanding fees.

Our campuses

Shafston delivers across three campuses. School-based delivery may also take place at a partner school under an agreed arrangement.

Campus	Location
Brisbane (main campus)	188 Shafston Avenue, Kangaroo Point, QLD 4169, Australia
Gold Coast	72 Nerang St, Southport, Gold Coast QLD 4215, Australia
Sydney	Level 2, 72 Mary Street, Surry Hills NSW 2010, Australia

YOUR RIGHTS AND RESPONSIBILITIES

Shafston is committed to providing high quality service to every student. The table below summarises what you can expect from us and what we ask of you. Full policies are available on the Shafston website and through your Learning Management System (LMS).

What you can expect from Shafston

- Accurate information about your course and the requirements for enrolment before you enrol.
- To be treated with courtesy, respect and fairness regardless of age, gender, ethnicity, religion, sexuality or disability.
- A safe learning environment where hazards are identified and controlled so far as is reasonably practicable.
- The resources and support you need to complete your training, including reasonable adjustment where required.
- To be assessed fairly against the criteria set out in your course information.
- Timely and constructive feedback on your assessment and progress.
- Your personal information kept confidential and disclosed to others only where you permit it or where the law requires it.
- Complaints and appeals handled promptly and fairly, with your position in the course maintained while the process runs.

What we ask of you

- Provide the documentation and complete the actions required at enrolment, and keep your details up to date throughout your course.
- Treat others with courtesy, respect and fairness, and respect the safety, wellbeing and property of others.
- Refrain from behaviour that may be unsafe, intimidating, discriminatory, harassing, bullying or disruptive.

- Use Shafston resources, computing and electronic facilities appropriately.
- Participate actively in learning and assessment, and submit your own work on time.
- Meet the requirements for progression and completion of your course.
- Tell us if your name, address or contact details change, and disclose information that helps us support you.
- Seek help from support services when you need it.

Under-18 and school-based learners

If you are under 18, your parent or guardian shares some of these responsibilities with you, for example keeping contact details current and supporting your attendance and progress. Your school may also have expectations that apply while you study, and Shafston will work with your school so that these fit together.

ENROLMENT AND GETTING STARTED

Shafston enrolls students without prejudice and in line with our Access and Equity Policy. Before you enrol you will receive the information you need to make an informed decision, including course requirements, delivery arrangements and fees. You can ask questions about a course at any time before you apply.

The enrolment process

- Enquiry. You contact Shafston by phone, email, in person or through the website, and we respond with course information.
- Pre-enrolment review. You review the course details to check the course suits your circumstances and that you meet the entry requirements. Shafston completes a pre-training review, including a Learner Needs Analysis.
- Language, literacy and numeracy (LLN). You complete an LLN assessment so we can identify any support you may need (see Support Services).
- Application and documentation. You submit the required information and documents. For school-based learners this includes parent or guardian consent and, where relevant, school details.
- Confirmation. Once your enrolment is reviewed and accepted, Shafston enters your details into the Student Management System and sends you confirmation and your login details for the Learning Management System (LMS).

Under-18 and school-based learners

A learner under 18 cannot be enrolled without the consent of a parent or guardian. For school-based delivery, enrolment is arranged together with the learner's school under an agreed School-Based Delivery arrangement. Your parent or guardian and your school will receive the key information about your course, and will be kept informed of your progress.

Unique Student Identifier (USI)

If you undertake nationally recognised training you must have a Unique Student Identifier (USI). Without a USI, Shafston cannot issue your qualification or Statement of Attainment. Your USI gives you access to an online record of the training you have completed since 1 January 2015. You can create a USI in a few minutes at usi.gov.au, and Shafston can assist you. If you have studied VET in Australia before, please provide your existing USI.

Language, literacy and numeracy (LLN)

Understanding your LLN skills helps you prepare for study success. Before you commence, you complete an LLN assessment mapped to the Australian Core Skills Framework (ACSF). This assessment cannot be completed by a third party. Its purpose is to maximise your chance of completing the course, and to identify where support may help. Where an assessment indicates additional support is needed, Shafston will discuss options

with you, which may include tailored support or, in some cases, an alternative pathway. LLN support is confidential.

Working with Children clearance

Trainers and assessors who work with people under 18 must hold a current Working with Children clearance for the state or territory where training takes place: a Blue Card in Queensland, a Working With Children Check (WWCC) in New South Wales, or the equivalent check in any other state or territory (for example, the Victorian WWCC). All Shafston trainers and assessors who work with under-18 learners hold a current clearance.

If your course includes a vocational placement or work-based activity that involves working with children, you may also be required to hold a current clearance before that activity begins. A clearance application is personal to you and can take time to be processed (as a guide, a Queensland Blue Card can take up to 28 working days), so apply early. Your trainer or Student Support can advise whether this applies to your course. Further information about the Queensland Blue Card is available from Blue Card Services (call 13 74 69), and about the NSW WWCC from the NSW Office of the Children's Guardian. If you live or train in another state or territory, Student Support can direct you to the right screening agency.

SUPPORT SERVICES

Shafston offers a flexible and inclusive learning environment. Academic and learning support is available to every student. Please speak to your trainer or Student Support if you need help at any stage. Asking for help early makes a real difference.

Who to contact

- Your trainer or assessor: questions about unit content, teaching, assessment, feedback, progress, re-sits and late submission.
- Student Support: enrolment changes (deferral, suspension, withdrawal, re-enrolment), fees and payment questions, requests for records, and help using Shafston systems.
- The VET Training Manager: if a question or concern cannot be resolved by your trainer or Student Support, you can ask for it to be escalated to the VET Training Manager.

Educational and support services, and reasonable adjustment

During enrolment you can disclose a disability or any additional support need. A disability may include, but is not limited to, a mental health condition, a medical condition, a vision or hearing impairment, a neurological or physical condition, or a learning disability. Disclosing early allows us to put support in place before you commence.

Where a need is identified, Shafston develops and documents a support strategy with you (and, for a learner under 18, with your parent or guardian). The strategy records what support or reasonable adjustment will be provided, when and by whom, when it will be reviewed, and who to contact with concerns. Reasonable adjustment is determined in consultation with you, balancing your needs, your ability to achieve the learning outcomes, and the effect on others. Reasonable adjustment does not change the competency standard you must demonstrate.

If Shafston determines that a course cannot be completed even with support and reasonable adjustment, we will advise you clearly and discuss alternatives. You would still receive a Statement of Attainment for any units completed.

Language, literacy and numeracy support

If you find your course difficult because of language, literacy or numeracy, contact your trainer. Shafston can revise training and assessment strategies to match your needs, provide additional support, and where appropriate refer you to a specialist service. All requests are treated confidentially.

Counselling and wellbeing

Your wellbeing affects your learning, and supporting it is part of our job. Shafston considers wellbeing needs at enrolment and throughout your course, but you do not need to wait to be asked. If anything is affecting your study (for example stress, health, family circumstances, housing, money worries or safety), talk to your trainer or Student Support at any time. You will be listened to without judgement, and what you tell us is handled confidentially, subject only to our duty to keep you safe.

Depending on your situation, support may include adjusting your study schedule or due dates, additional learning support, time with a staff member trained in wellbeing support, or a referral to a suitable external service such as counselling, health or community services. Where Shafston cannot provide a service itself, we will help you find one that can. There is no charge for wellbeing support arranged by Shafston.

A list of free external helplines is provided in the Important Contacts and Helplines section, including Lifeline (13 11 14), Kids Helpline (1800 55 1800) and headspace (1800 650 890) for learners aged 12 to 25.

External support services

- Reading Writing Hotline: 1300 655 506.
- Translating and Interpreting Service (TIS National): 131 450.
- AMEP (Adult Migrant English Program), TAFE Queensland: (07) 3244 5488.
- Lifeline (24-hour crisis support): 13 11 14.
- headspace (mental health support for 12 to 25 year olds): 1800 650 890, headspace.org.au.
- Disability Gateway (information and referral for people with disability): 1800 643 787.

CHILD SAFETY AND STUDENT WELLBEING

This section is especially important for learners under 18, their parents, guardians and schools

Shafston is committed to being a child safe organisation. Every learner under 18 has the right to feel safe and to be treated with respect and dignity.

Our commitment

- Shafston promotes the safety, wellbeing and participation of all learners under 18.
- All trainers and assessors who work with under-18 learners hold the current Working with Children clearance required in the relevant state or territory (for example, a Blue Card in Queensland or a WWCC in New South Wales).
- Shafston does not tolerate any form of child abuse, harm, bullying or harassment, and takes all concerns seriously.
- Staff act on and report concerns for a learner's safety in line with Shafston policy and their legal obligations.
- Shafston works openly with parents, guardians and schools to keep learners safe and supported.

Speaking up

If you are under 18 and something makes you feel unsafe or uncomfortable, tell a trusted adult. That can be your trainer, Student Support, your parent or guardian, or a teacher at your school. You can also contact the free confidential services below. You will be listened to and taken seriously.

- Kids Helpline (5 to 25 years): 1800 55 1800.
- Child Protection (Queensland): 1800 811 810.
- 1800RESPECT (sexual assault, domestic and family violence): 1800 737 732.
- In an emergency where someone is in immediate danger, call 000.

Communication with parents, guardians and schools

For learners under 18, Shafston keeps parents or guardians informed about enrolment and progress, and communicates with the learner's school where delivery is school-based. If a learner is not submitting work or not attending as expected, Shafston will contact both the parent or guardian and the school liaison so support can be put in place early.

Communication that supports a learner is never a substitute for keeping a learner safe. Shafston will not keep information about a safety concern secret from a parent, guardian or the appropriate authorities.

TRAINING AND DELIVERY

Competency-based training

All Shafston VET courses are competency based. This means assessment confirms that you can perform to the standard expected in the workplace, as described in the relevant training package or accredited course. At the start of each unit your trainer will explain the content, the vocational outcomes, and the assessment requirements, including due dates and assessment conditions.

School-based delivery

School-based delivery lets you study a Shafston VET qualification while you are still at school. It runs under a written third-party arrangement between Shafston and your school, and you enrol with your parent or guardian's consent. You study alongside your school subjects, usually self-paced, supported by online learning and regular contact with your Shafston trainer. Depending on the arrangement, learning can take place at your school, online or at a Shafston campus.

School-based delivery with Shafston is classroom and online based study. It is not a school-based apprenticeship or traineeship: there is no employer or employment contract involved, and no work placement is required unless your course information says otherwise.

Who does what

- Shafston (the RTO) is responsible for your training, assessment and results, issues your qualification or Statement of Attainment, manages your enrolment and collects all fees. You are a student of Shafston at all times, and you can contact Shafston directly whenever you need to.
- Your school supports you day to day. Under the arrangement, your school may help with enrolment, study support, wellbeing support and providing a place to learn. Your school cannot issue VET qualifications, Statements of Attainment or results; only Shafston can.
- You and your parent or guardian consent to the enrolment, receive the key information about the course before you start, and are kept informed of your progress.

The third-party arrangement between Shafston and your school is disclosed to you in your pre-enrolment information, as required by the Standards for RTOs.

Your study schedule

Your course information and enrolment confirmation set out the units you are enrolled in, the delivery mode, and the timetable agreed between Shafston and your school, including when training finishes and when assessments are due. Any credit transfer you receive for units already completed is applied at enrolment and shortens your study accordingly. You have the right to be told about any change that affects your study schedule before it happens.

Credit towards your senior secondary certificate

Completing VET while at school can count towards your senior secondary certificate. How much credit you receive depends on the qualification and the rules in your state or territory, so always confirm with your school before you enrol:

- Queensland: VET can contribute credit towards the Queensland Certificate of Education (QCE). The Queensland Curriculum and Assessment Authority (QCAA) sets credit values.
- New South Wales: approved VET courses can count towards the Higher School Certificate (HSC) or the Record of School Achievement (RoSA) under NESA rules.
- Victoria: VET can contribute credit towards the VCE, including the VCE Vocational Major, under VCAA rules.
- Other states and territories: your school can confirm how your Shafston qualification counts towards your senior secondary certificate.

Fees for school-based learners

Shafston school-based courses are fee-for-service. They are not government funded or subsidised, and there is no employer contribution. The course fee, the non-refundable enrolment deposit, and any pro-rata amount payable for units commenced if you withdraw are set out in your enrolment agreement and the Shafston Terms and Conditions of Enrolment, and are explained in writing to you and your parent or guardian before you enrol. Shafston never holds more than \$1,500 of your fees in advance, and flexible payment plans are available. Ask Student Support.

If you leave school or your circumstances change

If you leave school or change schools, tell Shafston as soon as possible. In most cases you can continue your qualification with us directly under adjusted arrangements. Talk to Student Support about your options before making a decision.

Learning platforms and online learning

Shafston delivers through classroom and online learning supported by our systems, and through virtual classrooms using Microsoft Teams. To study online you need a reliable internet connection and a computer with up-to-date software, a camera and a microphone. The tips below help you get the most from online study:

- Set and keep a consistent study schedule. Flexibility is an advantage, but only if you avoid procrastination.
- Communicate regularly with your trainer, and ask clear, specific questions when something is unclear.
- Stay connected with other learners where appropriate, for example through a supervised study group.

Online meeting protocol (virtual classrooms)

- Unless your trainer agrees otherwise, join with your microphone muted and your camera on.
- Be positioned in a common area with an appropriate background, and dress appropriately for the session.
- Use the chat function respectfully and on task, and use it to raise questions unless told otherwise.
- Only the trainer (the meeting host) may record a session. Third-party recording is not permitted.
- Anyone who behaves or is dressed inappropriately, or is in an inappropriate location, may be removed from the session.

Under-18 and school-based learners

For learners under 18, virtual classroom privacy and safety protections apply at all times. Recordings are managed under Shafston's Privacy Policy. If a session is recorded, it is used only for approved learning purposes. Speak to your trainer if you have any concern about an online session.

Attendance, engagement and progress

Monitoring your progress keeps you engaged and on track. If you cannot attend a scheduled session, contact your trainer before the session or the day before to make alternative arrangements. Frequent absence or lateness can affect completion of assessments and your qualification.

If you are not progressing, your trainer will contact you first and work with you to adjust your study schedule and overcome the barriers. Where needed, Shafston may follow up in writing, starting with a courtesy contact and then a formal notice. An agreed intervention plan is developed with you (and, for a learner under 18, your parent or guardian and your school) and recorded on your file. You may bring a support person (for example a parent, guardian or friend) to any meeting about your progress.

Under-18 and school-based learners

If a learner under 18 is not submitting work or not attending, Shafston contacts both the parent or guardian and the school liaison, in addition to working directly with the learner. Any intervention plan is agreed with the learner, the parent or guardian, and the school.

ASSESSMENT

Assessment is the process of collecting evidence and making a judgement about whether you have achieved competency. Evidence must be valid, sufficient, authentic and current. You will be given the assessment requirements at the start of each unit.

Assessment methods

Assessment methods vary by unit and may include written or oral questioning, projects and reports, case studies, role plays, practical demonstration, and direct observation of your skills. Your trainer will explain the methods used for each unit and any conditions that apply.

Submitting assessments and attempts

You are encouraged to complete and submit your assessments by the due date. Assessment results and feedback are provided within a set timeframe after submission. If an assessment is marked not yet satisfactory, your trainer will give you written and verbal feedback so you understand what to improve.

You are given up to three attempts to achieve a satisfactory result for each assessment task, unless your course information states a different number. If you are still not satisfactory after your attempts are used, your trainer will arrange a consultation with you to identify the gap and any support needed, and you may be required to repeat the unit or complete additional revision activities. This is handled case by case.

Fees for repeated attempts and late submission

You are given up to three attempts at no extra charge. Whether a fee applies to a further attempt beyond those, or to a late submission after your study period end date, is set out in the Terms and Conditions of Enrolment. Before you incur any fee, ask your trainer or Student Support to confirm the amount and when it applies.

Reasonable adjustment to assessment

You may request an adjustment to an assessment where you have a need that affects how you demonstrate competency. Adjustments are arranged with you and must still allow you to demonstrate the required competency standard. Speak to your trainer to discuss your situation.

Feedback and results

After each assessment you receive feedback on your work, generally within seven days. Each assessment task is marked satisfactory or not yet satisfactory. When all tasks in a unit are satisfactory, the unit result is competent; otherwise it is not yet competent. If you disagree with an assessment decision, first discuss it with your trainer. If you remain dissatisfied, you can lodge a formal appeal through the Complaints and Appeals process (see Complaints, appeals and grievances).

ACADEMIC INTEGRITY

Shafston is committed to academic integrity: honesty, responsibility and fairness in all training and assessment. Your submitted work must be your own, and you must properly acknowledge any external sources you use.

Cheating and plagiarism

Cheating is any attempt to circumvent assessment in an unethical or dishonest way. Plagiarism is presenting someone else's work or ideas as your own without proper acknowledgement. Both are serious breaches of

academic integrity and may result in disciplinary action. Examples include submitting another person's work as your own, copying another learner's work or letting yours be copied, using unauthorised materials during an assessment, and fabricating data. Shafston may use text-matching and other tools, and direct questioning, to confirm that submitted work is authentic.

Referencing

Referencing acknowledges the ideas and work of others, avoids plagiarism, and lets a reader check your sources. You will need to reference books, journals, websites and other sources. Choose a recognised referencing style, such as the Harvard author-date system, and use it consistently. A referencing guide is available in your Learning Management System. Where you use a web source, record the date you accessed it.

Generative artificial intelligence (AI)

Generative AI tools can support learning, but their use in assessment must be honest and must not undermine competency-based assessment. You must demonstrate your own knowledge and skills.

Permitted use

- Where Shafston explicitly permits AI use for a specific assessment task or unit.
- Where you transparently acknowledge the extent of any AI assistance.
- Where AI supports research, idea generation or structuring, but the final submission reflects your own understanding and work.

Prohibited use

- Submitting AI-generated responses as your own work without acknowledgement.
- Using AI to complete assessments designed to measure your individual competency.
- Fabricating evidence, data or work-based examples using AI.
- Bypassing assessment conditions that require independent or supervised completion.

Suspected misuse of AI is investigated under Shafston's academic integrity and misconduct procedures.

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

Recognition of Prior Learning (RPL)

RPL recognises competencies you already hold, however you gained them: through formal or informal training, work experience or life experience. To apply, you submit an RPL application with supporting evidence, and you must be able to demonstrate current competency against the relevant standards. RPL is not a shortcut. It requires you to locate and provide suitable evidence, which can take significant effort. Evidence may be direct (for example observation of you performing a task), indirect (for example a written test or review of previous work), or supplementary (for example testimonials, reports from supervisors, or work samples).

Credit Transfer (CT)

Credit transfer recognises units you have already completed with another RTO where there is documentary evidence of equivalent competency. Your application must be accompanied by a certified academic transcript or a viewable USI transcript showing the unit codes, titles and completion dates. No fee is payable for credit transfer.

Applications for RPL and credit transfer should be discussed with your trainer, who can explain Shafston's RPL policy and confirm whether this is the best pathway for you. For learners under 18, a parent or guardian is involved in the decision.

RESULTS, QUALIFICATIONS AND RECORDS

Shafston issues qualification and Statement of Attainment documents within 30 calendar days of your final assessment being deemed competent, provided you have a valid USI and no outstanding fees. If you exit a course early and need your Statement of Attainment issued, advise Student Support.

Accessing and correcting your records

You can access your own records when you need to. To access hard-copy records you may need to attend a Shafston campus and provide identification (a driver licence or passport is preferred). No other party can access your records without your written permission. If you permit a third party to access your records, tell Student Support, and that person must provide identification. Please tell Shafston promptly if your name, address or contact details change.

Copies and re-issue of records

Fees for copies and re-issue of records

You are entitled to one free copy of your transcript or testamur per course. Fees for additional copies or re-issue of records (for example a replacement testamur, Statement of Attainment, or academic record) are set out in the Shafston Terms and Conditions of Enrolment. Contact Student Support to confirm the current fee before you request a re-issue.

FEES, REFUNDS AND CANCELLATIONS

This section explains how fees work at Shafston. The specific amounts that apply to you, the payment schedule, and all fees and charges are set out in the Shafston Terms and Conditions of Enrolment (VET) and the Refund Policy, which are the authoritative source. This handbook gives a plain-language summary only. If a fee applies to you, Shafston will tell you the amount and the reason before you are asked to pay it. You will not be charged a fee you were not told about in advance.

Paying fees

Fees are payable as set out in your enrolment agreement and the Terms and Conditions of Enrolment. Shafston does not collect more than \$1,500 in prepaid fees (fees in advance) from any student at any time, and flexible payment plans are available. Ask Student Support if you would like to arrange one. Learning and assessment materials are provided once fees due are paid, and tax invoices are issued for fees paid. Any incidental cost, such as materials or texts, is disclosed and agreed before it applies.

Fees can apply for things such as extensions of time, re-assessment, re-enrolment, late submission and re-issue of records. The current amounts are listed in the Terms and Conditions of Enrolment. If one of these applies to you, Student Support will confirm the amount and the reason before it is charged.

If you are a school-based learner, the fees that apply to you are explained to you and to your parent or guardian, and are set out in your enrolment agreement and the Terms and Conditions of Enrolment. Where relevant, fee arrangements are also agreed with your school under the School-Based Delivery arrangement.

Cooling-off, withdrawal and refunds

A cooling-off period applies to your enrolment. The length of the cooling-off period, the non-refundable enrolment or administration fee, and how refunds are calculated for units not yet commenced are set out in the Shafston Terms and Conditions of Enrolment and the Refund Policy (POL017). As a general guide: an enrolment or administration fee is non-refundable once the course service has commenced, and no refund of tuition is available for a unit once its delivery has commenced. Individual circumstances can vary, so contact Student Support to discuss your situation before you withdraw.

To request a refund, complete the **Shafston Cancellation and Refund Form (FRM-REF01)** and submit it as directed on the form. Refund applications are processed within the timeframe stated in the Refund Policy. If a refund is refused, you may ask for the decision to be reconsidered, and you may use the Complaints and Appeals process.

Course cancellations by Shafston

Shafston makes every effort to run advertised courses. If Shafston cancels a course, affected students receive a full or partial refund depending on the circumstances. If a student's enrolment is terminated because the

student failed to meet attendance or progress requirements, or because of serious misconduct, refund outcomes are as set out in the Refund Policy. Termination does not remove the student's right to use the Complaints and Appeals process.

Deferral, suspension and cancellation of studies

Your enrolment can be deferred, suspended or cancelled in limited circumstances, by you or by Shafston. A deferral postpones your start date; a suspension is an approved break during your enrolment; a cancellation ends your course. Deferral and suspension require approval by Shafston. The maximum period of deferral is 12 months. Where Shafston initiates a deferral, suspension or cancellation, you have the right to appeal. For learners under 18, a parent or guardian is involved in any deferral, suspension or cancellation decision.

COMPLAINTS, APPEALS AND GRIEVANCES

Shafston wants to hear from you if something is not right. Most concerns are resolved quickly by talking with the person involved or with Shafston. Your position in your course is maintained while a complaint or appeal is considered.

How to raise a concern

- Informal: raise the issue with the staff member involved, or with your trainer, as a first step.
- Formal complaint: if the matter is not resolved, complete the Complaints and Appeals Form (available on the Shafston website) and submit it. Your complaint is acknowledged within 5 business days, and you receive a written outcome within 20 business days.
- Internal appeal: if you are not satisfied with the outcome, you may request an internal appeal within 20 business days of the decision. The appeal is reviewed by a person independent of the original decision-maker, and you receive the appeal outcome in writing within 20 business days.

External options for domestic students

If your concern cannot be resolved internally, domestic VET students can seek external help. You can contact the National Training Complaints Hotline on 13 38 73, raise your concern with ASQA, the national VET regulator, at asqa.gov.au, or contact the Anti-Discrimination Commission Queensland on 1300 130 670. These bodies generally expect you to have tried to resolve the matter with Shafston first.

Under-18 and school-based learners

If you are under 18, a parent, guardian or a trusted adult can support you through the complaints and appeals process, and your school liaison can be involved. For concerns about your safety, see Child Safety and Student Wellbeing and use the contacts listed there.

STUDENT FEEDBACK AND SURVEYS

Shafston asks for your feedback at key points in your course, for example a commencement survey and a completion survey, and you may also receive the national NCVER Student Outcomes Survey after you finish. Your feedback is voluntary and confidential, and it is used to improve training, assessment and support for future students. You can also give feedback at any time to your trainer or Student Support.

CODE OF CONDUCT AND MISCONDUCT

Expected conduct

- Conduct yourself in a way that promotes an effective learning environment, and do not disrupt the learning of others.
- Maintain a high standard of behaviour and do not damage property or interfere with the comfort of others.
- Keep the learning environment tidy and observe any local rules that apply, for example for parking.

- If you cannot attend a scheduled session, contact your trainer beforehand to advise and make alternative arrangements.

Dress standard

A minimum standard of dress applies while training. Footwear should be substantial and in good condition and provide adequate protection; thongs, open-toe shoes and bare feet are not permitted. Different dress standards may apply in a practical or workplace environment. Non-compliance can breach work health and safety obligations and you may be asked to leave.

Misconduct

Misconduct is behaviour that disrupts the learning of others, prevents a staff member from performing their duties, endangers health or safety, or interferes with operations. Misconduct is a disciplinary matter and includes, but is not limited to: obstructing or disrupting a class or assessment; behaviour detrimental to health and safety; any form of harassment based on gender, race, age, sexual preference or religious belief; damaging property; assault or attempted assault; being affected by prohibited drugs or alcohol in the learning environment; cheating or plagiarism; making a false representation; possession of prohibited or dangerous articles; and verbal, physical or sexual abuse.

Consequences of misconduct

Where misconduct is alleged, a staff member may suspend the student from the class involved. A hearing is then held so the student has a reasonable opportunity to be heard. Following the hearing, the decision-maker may dismiss or modify the allegation, issue a reprimand and warning, suspend the student for a period, or dismiss the student from the program. For a learner under 18, a parent or guardian is notified and involved.

CODE OF ETHICS

Shafston maintains high professional standards in the marketing and delivery of VET, and safeguards the educational interests and welfare of its students. Shafston integrates access and equity principles across its services. In summary:

- Marketing: Shafston markets its training with integrity, accuracy and professionalism.
- Course information: Shafston provides accurate information on fees, access and equity, national recognition and credit transfer.
- Recruitment: recruitment is ethical and based on the applicant's suitability for the course.
- Dealing with students: students are treated with respect and dignity, receive support and guidance, have a right to confidentiality, and receive constructive feedback.
- National recognition: Shafston recognises qualifications and Statements of Attainment issued by other RTOs.
- Appeals and complaints: students have a fair mechanism to appeal decisions through the Complaints and Appeals process.
- Fees and refunds: fees, charges and refund policies are fair, equitable and clearly documented.

WORK HEALTH AND SAFETY

Under the Work Health and Safety Act and Regulations, everyone in the learning or workplace environment must comply with health and safety instructions, use any personal protective equipment (PPE) provided and be properly instructed in its use, not misuse anything provided for safety, and not put themselves or others at risk.

Reporting an injury or incident

If an injury or incident happens in the learning environment or on a vocational placement, report it on the Incident Report form. Notify the person in charge within three days of the incident. For placements, follow the host site's WHS policy and evacuation procedures, and give any Shafston trainer on site the instructions to evacuate safely.

Hazards

A hazard is an unplanned condition with the potential to cause injury, loss or damage. To help prevent hazards: keep your area clean and tidy; know the correct and safe use of any equipment before you operate it; know where safety switches are located; and always use the PPE provided. Report hazards to a staff member.

Emergency procedures and first aid

- When an evacuation alarm sounds, leave via the nearest nominated exit and proceed to the designated assembly point. Follow staff directions.
- Know where your exits are, how to raise the alarm, and where fire extinguishers are located.
- Never use lifts during a fire.
- If you need first aid, notify a staff member, who will contact a qualified First Aid Officer.

Alcohol and drugs

The use or consumption of alcohol or drugs is not permitted in the learning environment. Anyone affected by alcohol or drugs will not be permitted in the classroom or any practical activity.

Manual handling

Where your course or placement involves manual handling (lifting, pushing, pulling, carrying, sliding, wheeling, stacking or holding), use safe technique: adopt a firm grip and correct foot position, keep your back straight with your head raised and chin in, lift with your legs, and avoid jerking, twisting or overreaching. Unsafe manual handling can cause muscle strain and back injury.

PRIVACY AND YOUR PERSONAL INFORMATION

Shafston collects certain information about you as required under the 2025 Standards for RTOs and other legislation, and handles it in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. Shafston collects your personal information mainly to provide the course you enrol in, and for related purposes such as correspondence, administration, and legislative reporting (for example to the national VET data collection). Please keep your contact details up to date after you enrol.

Shafston safeguards the confidentiality of your information and does not disclose it to a third party without your consent, unless required or permitted by law. The full Privacy Policy is available on the Shafston website.

Under-18 and school-based learners

For a learner under 18, consent for the collection and handling of personal information is given by a parent or guardian. Shafston shares relevant information with the parent or guardian and, under a school-based arrangement, with the learner's school, for the purposes of supporting the learner's enrolment, progress and wellbeing.

CRITICAL INCIDENTS

A critical incident is a traumatic event, or the threat of one, that causes extreme stress, fear or injury. Examples include a missing student, serious verbal or physical aggression, death or serious injury or the threat of these, a natural disaster, and events involving domestic violence, sexual assault or drug or alcohol abuse. A non-life-threatening event can still be a critical incident.

When a critical incident occurs, Shafston convenes a Critical Incident Team to assess risks and response actions, liaise with emergency and other services, contact relatives and appropriate contacts, liaise with external bodies such as schools or carers, and arrange support and counselling. The team follows a critical incident action plan and keeps records of decisions. For a learner under 18, the parent or guardian and, where relevant, the school are contacted as a priority.

IMPORTANT CONTACTS AND HELPLINES

Shafston contacts

Service	Contact
Shafston reception (Brisbane)	(07) 3249 4111
General enquiries	info@shafston.edu
Admissions	admissions@shafston.edu
Student Support	studentsupport@shafston.edu
Website	www.shafston.edu
After-hours emergency (Brisbane and Gold Coast)	0438 888 001

Emergency and helpline services

Service	Number
Emergency (ambulance, fire, police)	000
Police Link (non-emergency)	131 444
Kids Helpline (5 to 25 years)	1800 55 1800
headspace (mental health, 12 to 25 years)	1800 650 890
Lifeline (crisis support)	13 11 14
Child Protection (Queensland)	1800 811 810
1800RESPECT (sexual assault, domestic and family violence)	1800 737 732
Disability Gateway	1800 643 787
Poisons Information Centre	13 11 26
National Alcohol and Other Drug Hotline	1800 250 015
Translating and Interpreting Service	131 450
National Training Complaints Hotline	13 38 73

LEGISLATIVE FRAMEWORK

Shafston complies with the legislation and regulatory requirements that apply to VET and to business practice, and informs staff, students and employers of the requirements that affect them. Current legislation is available at legislation.gov.au and austlii.edu.au. Legislation relevant to the VET sector includes, but is not limited to:

Commonwealth

- National Vocational Education and Training Regulator Act 2011, including the 2025 Standards for RTOs (Outcome Standards, Compliance Requirements and Credential Policy).
- Privacy Act 1988 and the Australian Privacy Principles; Privacy Amendment (Notifiable Data Breaches) Act 2017.
- Student Identifier Act 2014.
- Copyright Act 1968.
- Commonwealth anti-discrimination law: Sex Discrimination Act 1984, Disability Discrimination Act 1992, Age Discrimination Act 2004, Racial Discrimination Act 1975.
- Competition and Consumer Act 2010.

State and territory

- Further Education and Training Act 2014 (Qld); Vocational Education, Training and Employment Act 2000 (Qld).

- Working with Children (Risk Management and Screening) Act 2000 (Qld) (Blue Card); Child Protection (Working with Children) Act 2012 (NSW) (Working With Children Check).
- Where training, assessment or a placement occurs in another state or territory, the corresponding legislation of that jurisdiction applies, including its working with children screening laws (for example, the Worker Screening Act 2020 (Vic)).
- Anti-Discrimination Act 1991 (Qld); Human Rights Act 2019 (Qld); Disability Services Act 2006 (Qld).
- Work Health and Safety Act and Regulations 2011.

GET STARTED CHECKLIST

Use this checklist to confirm you are ready to begin.

- ☐ I have completed my enrolment and (if under 18) my parent or guardian has given consent.
- ☐ I know the times, dates and location or delivery arrangements for my training.
- ☐ I have created my USI and provided it to Shafston.
- ☐ I have completed my LLN assessment.
- ☐ (School-based learners) My study arrangements have been confirmed with my school and my parent or guardian.
- ☐ I have my computer, camera, microphone and study materials ready.
- ☐ I have recorded my trainer's and Student Support contact details.
- ☐ I know how to access the Learning Management System.
- ☐ I know where to go for help and how to raise a concern.
- ☐ I am ready to begin.