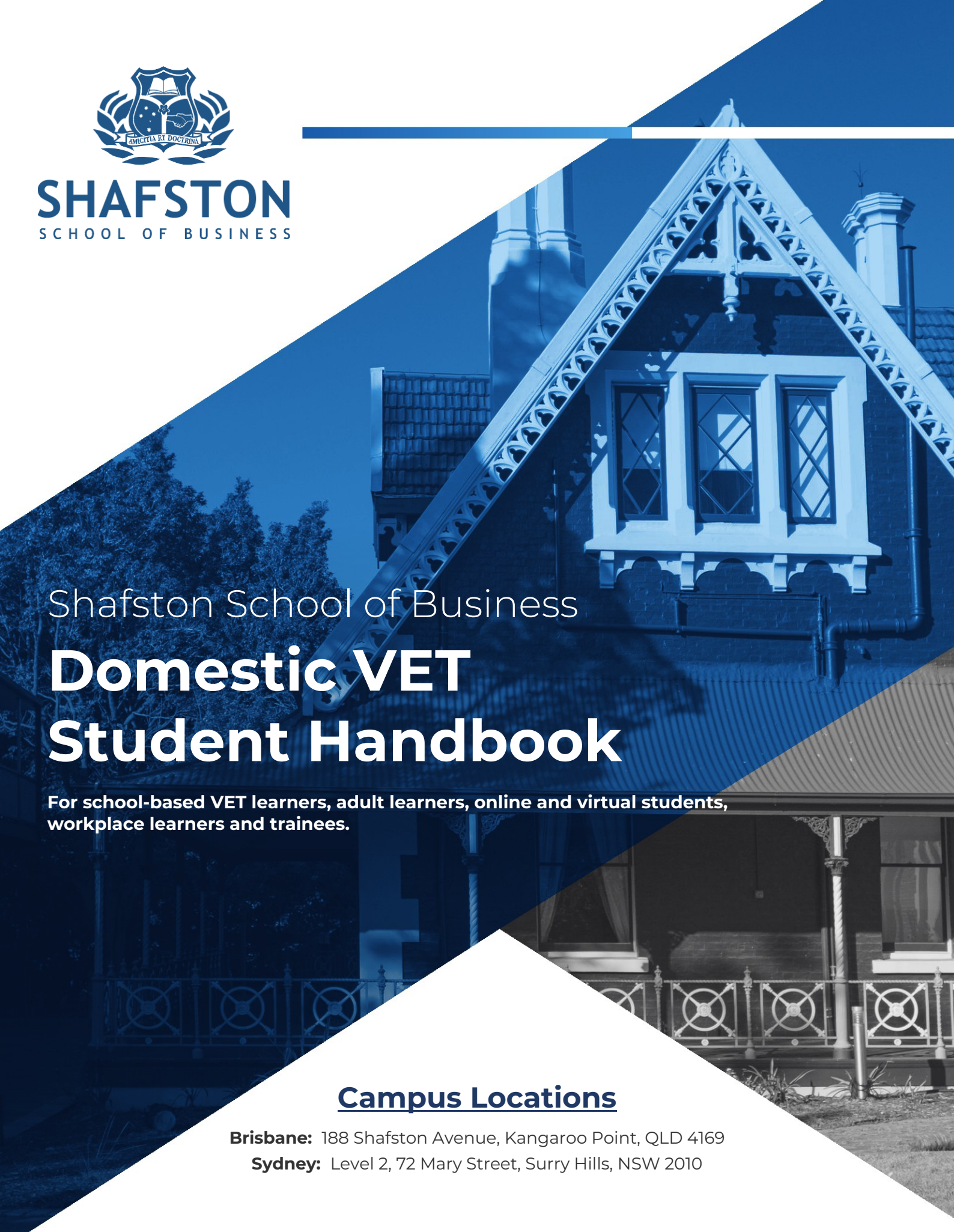
SHAFSTON
SCHOOL OF BUSINESS



Shafston School of Business

Domestic VET Student Handbook

For school-based VET learners, adult learners, online and virtual students, workplace learners and trainees.

Campus Locations

Brisbane: 188 Shafston Avenue, Kangaroo Point, QLD 4169
Sydney: Level 2, 72 Mary Street, Surry Hills, NSW 2010

DOMESTIC VET STUDENT HANDBOOK

Shafston School of Business | RTO 45694

For school-based VET learners, adult learners, online and virtual students, workplace learners and trainees.

Domestic VET Student Handbook

This handbook applies to domestic students only. Individual course information, enrolment terms and approved Shafston policies provide the specific details that apply to your enrolment.

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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 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: all domestic learners

This handbook applies to all domestic VET learners, including school students, adult learners and trainees. Common requirements apply to everyone; additional requirements for particular delivery modes and learners under 18 are identified separately.

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.
VET in School 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 VET in School 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.

Shafston will issue AQF certification documentation within 30 calendar days after the relevant assessment has been completed where the applicable requirements are met, including payment of all agreed fees associated with the training product and USI requirements (subject to any lawful exemption). Any fee dispute may be raised through the complaints and appeals process.

Teaching Staff

Our Trainers are some of the most talented trainers. Our outstanding team bring an abundance of current industry experience, combined with training expertise into every learning environment they step into.

Trainers are selected against strict criteria, which ensure that they possess the necessary qualifications and/or experience in the unit areas they are delivering. Students can have full confidence in the skills, knowledge and workplace experience of our team. All trainers and assessors participate in continuous professional development, including industry experience to maintain and update their knowledge and skills ensuring that students receive the highest standard of training and assessment.

Our campuses

Shafston delivers across two campuses. Our school 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
Sydney	Level 2, 72 Mary Street, Surry Hills NSW 2010, Australia

BEFORE YOU ENROL: WHAT TO CHECK

Your course information

Before you commit, review the exact qualification or course code, units, expected duration and workload, delivery location, contact hours, independent study, assessment conditions, any work placement, entry requirements, costs and career or further-study pathways. Qualifications do not automatically guarantee employment, licensing or senior-secondary credits.

Your suitability and support needs

Shafston reviews entry requirements, learning goals, language, literacy, numeracy and digital skills, prior study and any individual support requirements. This is used to identify suitable support or alternative pathways; it should not be treated as a generic pass/fail exercise.

Information about partners

If a school, employer or another organisation provides training or student services on Shafston's behalf, Shafston will identify their role before enrolment. Shafston remains responsible for services delivered under its RTO registration.

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) means recognition of competencies currently held, regardless of how, when or where the learning occurred. Competencies may be attained in a number of ways, for example, any combination of formal or informal training and education, work experience or general life experience. The applicant must be currently competent against the endorsed industry enterprise competency standard or specified outcome in the accredited course for which they are applying for RPL.

Students must submit an Application for RPL form, available when you complete the enrolment paperwork, enrol and pay fees (excluding materials). RPL for an entire course/training program can be granted if appropriate supporting documentation is supplied. You can apply for RPL at any time.

Purpose

The objective of the Recognition of Prior Learning (RPL) for the Vocational Education and Training (VET) system is to ensure that individuals' prior learning achieved through formal and informal training, work experience or other life experiences is appropriately recognised.

How is Competency Recognised?

Competencies held by a student may be recognised through the process of recognition of prior learning or Credit Transfer.

What RPL is Not?

Using the RPL process is not an easy way to get a qualification. It is not a matter of time served or amounts of experience, but the prescribed competency standards. Applicants need to be committed to supporting their case by locating and providing suitable evidence and documentation as required by Shafston. This often requires a significant effort.

Re-evaluation When RPL is Not Granted

The Trainer must provide written feedback to the unsuccessful applicant. The unsuccessful applicant may make an informal approach to the content specialist. When requested by the applicant, the Trainer will re-evaluate the application within seven (7) days of request.

Stages of the RPL Process

- Information
- Initial support
- Application
- Assessment
- Post-assessment guidance
- Certification

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.

Applicants will need to complete an Application for Credit Transfer form, available at time of enrolment. Please complete the Credit Transfer Application within the Student Portal, if you are unsure please contact enrolments.

No fees are payable for Credit Transfer. Credit Transfer cannot be given for a whole course. The student must achieve competency in at least one unit of study through normal enrolment or through the RPL process.

ENROLMENT AND GETTING STARTED

Shafston enrols 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 students under 18 years of age 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).

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.

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 Enrolment (VET) and the Refund Policy. 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.

Fees – Fee for Service Students

Where a student enrols for a fee for service course or qualification, an initial payment for tuition fees is payable, not exceeding $1,500.00 in advance at any stage. The balance of the fee will be paid in accordance with a payment plan, negotiated and agreed upon between Shafston and the student.

All participants will be required to pay fees in relation to their training, unless otherwise specified, prior to commencement of study. In many cases, fees will be paid by the employer on the student's behalf, however, you should confirm this with your employer before enrolling. This is only applicable to Traineeships.

In addition to enrolment fees, there are also incidental costs which may include:

- Materials, learning resources (e.g. course materials, class hand-outs, replacement of training record etc.);
- Excursion costs; and/or
- Learning texts.

GST

All fees quoted within this handbook are GST exclusive. In the event that a fee or charge attracts GST, the GST component will be specified in all course publications. Any enquiries regarding GST can be directed to the Financial Services on accounts@shafston.edu.

Fee Payment

It is the policy of Shafston to ensure that all fees paid are correctly receipted and recorded in accordance with its financial procedures, please refer to the terms and conditions.

All fees are payable in advance for each unit of competency in the forthcoming semester. No learning and assessment materials will be provided until fees are paid. Fees may be paid by cash, credit card or electronic funds transfer. Tax invoices for all fees paid, will be issued within seven (7) days.

Re-sit Fees

We understand that sometimes things don't go as planned, and you may need to retake an assessment. If this situation arises, a re-sit fee will be applicable. This fee covers the administrative costs associated with arranging and conducting the reassessment. We encourage you to take full advantage of the support and resources available to you before submitting an assessment to ensure the best possible outcome. This is also the fee is caught plagiarizing.

- **Cost:** $250 (Single units diploma/Certificate IV)
- **Cost:** $150 (per cluster project diploma and Certificate III and lower level qualifactions)
- **When Applied:** This fee will be charged if you are required to retake an assessment after an three unsuccessful attempt.

Re-enrolment Fees

Re-enrolment fees apply (at Diploma level) if a student exceeds three attempts and/or does not complete the unit by the 'end access date'. The re-enrolment fee is charged at $150 per unit which will give an additional 30 days. If you require an extension, this must be done in writing to your trainer 48 hours prior to the assess close date. **Remember you still only have 3 attempts or it is re-enrollment.**

Failure to Progress

Failure to progress and/or non-payment of course fees will result in potential withdrawal from the course and loss of access to course within aXcelerate. This is at the discretion of Shafston Management.

Failure to Make Payment

If payments are not made according to the agreed terms of the enrolment, Shafston may find it necessary to suspend access to training until payment is received. Failure of the student (or person nominated to pay the fees) to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery. Failure to pay course fees will result in potential withdrawal from the course and loss of access to course within aXcelerate. This is at the discretion of Shafston Management.

Late Fees

Late enrolments will incur a $25.00 (GST included) fee per application.

Cooling-off, withdrawal and refunds

A cooling-off period applies to your enrolment of 10 days. The length of the cooling-off period, the non-refundable enrolment or administration fee, and how refunds are calculated for units not yet commenced deliveryare set out in the Refund Policy (POL017). As a general guide: an enrolment or administration fee is non-refundable of $250.00 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.

ORIENTATION AND YOUR FIRST WEEK

Your first steps

After confirmation, read your course plan; check LMS access and your contact details; locate the trainer's email and scheduled sessions; understand due dates, assessments, complaints channels and how to request help. Ask Student Support immediately if something is missing.

Finding your way around the LMS

Your learning platform may hold unit resources, assessments, feedback, announcements and support contacts. Keep your login private; do not share assessment accounts or submit work for another student. Tell the trainer promptly if you cannot upload an assessment or access learning materials.

Your study readiness checklist

Confirm your USI; complete required foundation-skills activities; save the timetable; check camera, microphone and reliable internet where applicable; identify placement or equipment requirements; understand any fees and refund conditions. For Queensland school students, provide your Learner Unique Identifier (LUI) where needed for QCE reporting.

GETTING STARTED: STUDENT CHECKLIST

☐ I have read my course information and enrolment terms, including fees and refunds.

☐ I have my USI, and my LUI if applicable to Queensland school reporting.

☐ I know my trainer, how to contact Student Support and where to raise a complaint.

☐ I can access the learning platform and understand my course timetable.

☐ I know how assessment attempts, feedback, extensions and appeals work.

☐ I have told Shafston about any support or reasonable adjustment I need.

☐ I understand the rules for AI, privacy, recordings and academic integrity.

☐ I understand any placement, workplace or traineeship requirements.

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 handled in accordance with applicable privacy law, including permitted and required disclosures and the Shafston Privacy Policy on our website.
- 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

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.

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.

Competency Reporting

For all accredited courses and national training package qualifications, Shafston uses the following coding system:

- C – Competent; and
- CA – Continuing Activity.
- NYS – Not yet satisfactory

Assessment Procedures

Assessment is the process of collecting evidence and making judgement on whether competency has been achieved, to confirm that individuals can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry training package.

Students must be given information regarding the assessment requirements for the unit of competency at the commencement of the unit, including due dates and assessment conditions.

- The assessment plan for each unit/course will vary. It may consist of any, or all, but is not limited to the following:
- Question and answer;
- Role play;
- Essay;
- Group project;
- Case study;
- Practical assessment; and
- Observation.

In certain circumstances, modifications to assessments can occur. If you wish to be considered for modification to your assessment items, you will need to make an appointment with the VET Manager who will assess your situation and refer you for modification to the relevant teaching team.

Student Submission before end date:

Students are encouraged to have all assessment work completed and submitted prior to their end date. If an assessment that is submitted before their end date is marked Not Yet Satisfactory, the student will have 4 weeks to re-submit the assessment at no charge.

Student Submission after end date:

1. A student may submit assessments to be marked 4 weeks after their due date.
2. If a student requires teacher assistance to complete assessments after their end date, the student can either re- enrol in the unit or pay for private tuition @ $120 per hour.
3. If an assessment that is submitted after their end date is marked Not Yet Satisfactory, the student will be required to re-enrol in the unit.
4. All students will receive their assessment feedback and results within 14 calendar days of submission. On completion of a Certificate or unit of study, we will issue Statements of Attainment/Certificates within 21 working days via email.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify us. You will then receive a tax invoice for $35. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit or Credit Card.

Late Submission of Assessment

In cases where assessments have not been submitted within the course time frame, a fee will apply for late submissions to be assessed. Similarly, if you re-submit an assessment previously marked 'Not Yet Competent' (NYC) outside of the agreed training contract time.

Re-evaluation of Assessment

A student has the right to approach the appropriate Trainer for an initial re-evaluation of any assessment, no later than 14 days after the student has been notified of results.

Assessment concerns and appeals

If you are dissatisfied with an assessment decision or another aspect of training, you can discuss the matter with your Trainer or contact the VET Manager. You may also lodge a formal complaint or appeal directly. The process, applicable timeframes, independent review options and contact details are explained in the Shafston Complaints and Appeals Policy, available on the Shafston website. You do not need to resolve a concern informally before lodging a formal complaint.

Workplace learning and traineeships

Workplace-based training may involve supervised workplace tasks, evidence gathering and workplace observations. A formal traineeship also involves an employment and training contract and a training plan agreed with the relevant parties. The employer, trainee, Shafston and relevant apprenticeship support provider have distinct responsibilities. Training contract, employment, supervision, funding and fee arrangements are confirmed separately. Workplace learning does not automatically mean a formal traineeship.

Online and virtual delivery

Online learning uses Shafston's learning platform and trainer support. Some courses have scheduled live virtual classes; others allow independent study within agreed milestones. You must have suitable equipment, connectivity and access to required learning resources. Contact your trainer promptly if access or technology affects your progress.

Face-to-face and blended delivery

Scheduled classroom training may occur at a Shafston campus, partner school or approved venue. Blended delivery combines face-to-face learning with supervised online, virtual or independent activities. Your course information confirms venue, timetable, practical requirements, attendance expectations and assessment arrangements.

VET in Schools

VET in Schools lets you study a Shafston VET qualification while you are still at school. In some cases it runs under a written third-party arrangement between Shafston and your school, this is advised prior to enrolment. It also requires your parent or guardian's consent. You study alongside your school subjects and regular contact with your Shafston trainer. Depending on the arrangement, learning can take place at your school, online or at a Shafston campus.

VET in Schools with Shafston 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.

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

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 virtual 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 VET in School students

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.

WORK PLACEMENTS, WORKPLACE LEARNING AND TRAINEESHIPS

Before placement

Your course information will state whether placement or practical workplace evidence is compulsory, including any hours, shifts, licences, vaccinations, screening, uniforms, equipment, costs and host approval requirements. These are course-specific, not universal requirements.

Safe and supported placement

Do not begin an unapproved placement. Follow the host's safety rules, protect client information, record required hours or activities accurately, and promptly report injuries, unsafe practices or inadequate supervision to the host and Shafston.

For formal traineeships

A registered training contract, employer and training plan apply. The employer provides appropriate workplace opportunities and supervision; Shafston coordinates training, assessment and certification. Extensions, cancellations and employer changes may require involvement of the relevant state training authority and apprenticeship support service.

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.

Clear course requirements

You have a right to be provided with details of the course prior to enrolling so that you can make an informed decision prior to applying for the program.

You have a responsibility to ensure you understand any entry, personal learning, attendance and work placement requirements associated with your enrolment. You will find this information about our courses on business.shafston.com, you will be given further information at the course information and induction sessions.

Fair fees and charges processes –

You have the right to being provided with clear information about the fees and charges processes as they affect you and your enrolment, including any cooling off period which applies to your enrolment, and significant texts, materials or indirect costs such as excursions.

You have a responsibility to ensure you settle all invoices including any payment plan instalments in timeframes communicated and pay any debt to Shafston. You have a responsibility to advise your teacher or customer service in writing if you wish to withdraw from a unit/s or a course (as soon as you decide to withdraw).

To be informed of significant changes to your course -

You have the right to a clear training plan which tells you which units you will be enrolled in, what sequence they are delivered in, when units are timetabled, and who will be involved in the delivery and assessment.

You have the right to be informed of any changes that occur while undertaking the course that may impact on your training plan.

You have a responsibility to progress through your course as per your training plan to ensure that changes to training packages from course transitions have minimal impact on your studies.

To access our complaints and appeals process

You have a right to make a complaint about the quality of our services, or to appeal a decision which you believe is unfair.

You have a right to have your position in a course maintained while you access the complaints and appeals process.

You have a responsibility to participate in the complaint or appeals process respectfully and in good faith refer complaints and appeals.

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 by a student is behaviour which:

- Disrupts the learning of others;
- Prevents a staff member from performing their duties;
- Endangers the health and safety of others; and/or
- Interferes with the conduct of the operations.

Misconduct is a disciplinary offence, it can include, but is not limited to:

- Wilfully obstructing or disrupting any official meeting, ceremony, activity, class or examination.
- Wilfully carrying out any behaviour that may be detrimental to the health and safety of the students or staff.
- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief.
- Wilfully damaging, or wrongfully dealing with any property.
- Assaulting or attempting to assault any person.
- Drunkenness and/or disorderly behaviour while in placement or in a learning environment.
- Being under the influence of prohibited drugs and/or substances.
- Cheating or plagiarism.
- Trespassing or knowingly entering any place, within the premise, which is out of bound to students.
- Making a false representation as to a matter affecting a student's status.
- Any indictable offence which impinges on operations.
- Possession of prohibited or dangerous articles.
- Theft or property.
- Verbal abuse.
- Physical abuse.
- Sexual abuse.

A student is required to observe any lawful direction given by a staff member in order to ensure the safety of individuals and the orderly conduct of learning programs. A student must at all times maintain a high standard of behaviour within the premises of Shafston and must not indulge in any acts which may result in damage to the property, or unduly interfere with the comfort or convenience of any person lawfully entitled to be within the premises.

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.

WORK HEALTH AND SAFETY

Under the current Workplace Health and Safety Act/legislation, all students and workers have an obligation at the workplace or training environment:

- To comply with instructions given for health and safety within the environment;
- To use Personal Protective Equipment if the equipment is provided by the worker's employer and the worker is properly instructed in its use;
- Not wilfully or recklessly interfere with or misuse anything provided for WHS;
- Not wilfully place at risk the WHS of any person; and
- Not wilfully injure themselves.

A person on whom a WHS obligation is imposed, must discharge the obligation.

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.

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.

CHILD SAFETY: HOW TO GET HELP

Your right to be safe

Students under 18 have a right to safe learning spaces on campus, at school, in the workplace and online, including protection from abuse, grooming, bullying, discrimination and harassment.

How to raise a concern

Report concerns to Peter Wei, Shafston's child safety escalation contact, directly or through your Trainer or Student Support. You can also tell a parent/guardian or school safeguarding contact; use a different trusted adult or contact authorities if the concern involves the person normally approached. You may raise concerns verbally or in writing. Immediate danger: call 000.

What Shafston must do

Make safety the priority, assess urgency, escalate child safety concerns to Peter Wei, record the concern securely, meet applicable reporting obligations and explain next steps in age-appropriate language. Information is shared only as appropriate for safety, legal obligations and the student's circumstances.

Safe online communication

Use Shafston-approved channels for learning communication. Do not share personal accounts, record classes without authorisation or contact others in ways that breach safeguarding requirements. Speak up about inappropriate private messages or behaviour.

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.

STUDENT SERVICES: SUPPORT AVAILABLE

Academic and digital support

Speak with your trainer for one-to-one assistance, additional explanations, assessment preparation, revision activities and help using the LMS. Shafston may arrange reasonable adjustments or referrals to external literacy, numeracy and digital-skills services where appropriate.

Wellbeing and reasonable adjustment

Tell Student Support if health, disability, personal circumstances or safety concerns affect study. Shafston can discuss a documented support arrangement and review whether it is helping. Adjustments can change the method of learning or demonstrating competency, but not the unit's required standard.

ATTENDANCE, ENGAGEMENT AND PROGRESS SUPPORT

What engagement means

For scheduled classes, attend and participate in learning and practical activities. For online or independent study, meet LMS milestones, communicate with your trainer and submit evidence as scheduled. Workplace learners also follow agreed training plans and supervision requirements.

When progress falls behind

Shafston may contact you, review barriers, offer tutorials or adjusted support, and document an intervention plan with realistic milestones and a review date. Students should engage with the plan and ask for help promptly. For under-18 students, appropriate parents/guardians and school contacts may be involved in line with privacy and safety requirements.

If you need to change your study

Ask Student Support about deferral, suspension, change of delivery mode, transfer or withdrawal before stopping participation. Changes may affect enrolment status, funding, traineeship training contracts, fee liability and completion timeframes; written confirmation is important.

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. A fee applies to a further attempt beyond those, or to a late submission after your study period end date. See the Fees section of this handbook.

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 14 calendar 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).

ASSESSMENT POLICY: WHAT HAPPENS IN PRACTICE

Before assessment

Your assessor will explain what skills and knowledge are being assessed, evidence required, due dates, permitted resources and AI use, assessment conditions, authenticity checks and reasonable adjustment options. Ask for clarification before starting.

How your work is assessed

Assessment is competency based, not a comparison with other students. Individual tasks can be marked Satisfactory or Not Yet Satisfactory; the final unit decision is Competent or Not Yet Competent after the assessor has considered all required evidence. An assessor, not an AI tool, makes the final competency decision.

Attempts, feedback and further help

Shafston provides up to three assessment attempts at no extra charge and generally feedback within 14 calendar days. If a task is not satisfactory, feedback should explain the gaps and what evidence is needed. Further attempts or repeating a unit may require a support discussion and a fee only where disclosed in the agreed terms.

Extensions and missed deadlines

If illness, family circumstances or technology difficulties affect a deadline, contact your trainer as early as possible, preferably before the due date. Explain the reason, requested new date and any evidence reasonably required. Shafston will advise the decision and whether any approved extension fee applies under your agreement.

When you disagree

First discuss the result with the assessor. If unresolved, request review through the Shafston complaints and appeals process. Explain which decision you dispute and provide relevant evidence; you may have a support person and must be told the outcome and reasons.

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.

STUDENT PRIVACY, RECORDINGS AND AI

What information Shafston handles

This may include enrolment and identity information, learning support needs, fees, progress, assessment evidence, workplace reports, images and recordings where relevant. Information may be reported to government training agencies, including NCVER, where required.

Who may access information

Authorised Shafston personnel and contracted service providers may access information for legitimate services. This can include overseas contractors accessing aXcelerate under controlled arrangements. Refer to the current Shafston Privacy Policy for the full explanation, safeguards, access rights and complaints process.

AI tools and authenticity

Use generative AI in an assessment only where its instructions permit it. Disclose permitted use and never fabricate work, observations, references or workplace evidence. Shafston may use AI-assisted administrative features, but a qualified assessor reviews assessment evidence and makes competency decisions.

Photos and recordings

Seek permission before recording other people or using workplace/client information. Assessment recordings should be collected and retained for defined educational purposes, not reused for promotional material without any separately required consent.

PRIVACY AND YOUR PERSONAL INFORMATION

Shafston handles student personal information in accordance with applicable privacy laws and the Shafston Privacy Policy. This may include enrolment, training and assessment records, government reporting, images, recordings and access by authorised service providers. For details of collection, use, access, correction, overseas access, privacy complaints and how to contact Shafston about any privacy matter, please refer to the Shafston Privacy Policy available on our website.

All privacy enquiries, access or correction requests and privacy complaints should be directed through the contact and process specified in the Shafston Privacy Policy.

Under-18

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.

COMPLAINTS AND APPEALS

Shafston welcomes feedback and takes complaints and appeals seriously. Students may raise concerns about training, assessment, fees, support, conduct, discrimination or any other aspect of their experience without fear of disadvantage. A student may make a formal complaint or appeal without first trying to resolve the matter informally.

How to make a complaint or appeal

- You may speak to your Trainer or the VET Manager, or lodge a complaint or appeal using the process in Shafston's Complaints and Appeals Policy, available on the Shafston website. Student Support can provide the policy and assist you to access the applicable form or contact details.
- The Complaints and Appeals Policy explains acknowledgement and decision timeframes, impartial review, written outcomes, external or independent review pathways, and arrangements that apply to your enrolment while a matter is considered. Students under 18 may ask a parent, guardian or trusted adult to support them.

Under-18

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.

RESULTS, QUALIFICATIONS AND RECORDS

Shafston will issue AQF certification documentation within 30 calendar days after the relevant assessment has been completed where the applicable requirements are met, including payment of all agreed fees associated with the training product and USI requirements (subject to any lawful exemption). Any fee dispute may be raised through the complaints and appeals process. You will only receive an electronic copy of Statement of Attainments or Certificates.

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.

Copies of Student Records

If students require replacement copies of their Academic History, or reprints of lost or destroyed Results of Assessment, a charge is incurred:

- Student Academic History – $100.00;
- Student Records – $200.00;
- Statement of Attainment – $35.00; and
- Certificate - $80.00
- Duplicate Receipts – $10.00.

TRAINING PRODUCT TRANSITION AND PROVIDER CHANGES

If your qualification changes

Shafston will explain if a training product is superseded or discontinued, how transition deadlines affect you, which units are credited and the reasonable options available, including continuation within permitted arrangements or transfer where appropriate.

If Shafston cannot continue training

You will be told in writing about available transfer, completion or refund options, the treatment of units already completed and how to obtain records. The applicable policy, contracts, consumer law and any funding arrangements govern the specific remedy.

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.

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.

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)	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.