



STUDENT HANDBOOK

2025



www.saltiretraining.com.au

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INTRODUCTION

This handbook provides information to students on the range of services available from Saltire Training Group as a Registered Training Organisation (RTO 53022).



Saltire Training Group delivers First Aid training and assessment on behalf of ABC First Aid (RTO 3399)

If you require assistance on any manner, please get in touch with Saltire Training Group at:

0461 385 422

admin@saltiretraining.com.au

PO Box 27, Kwinana, WA, 6966

ABOUT US

At Saltire Training Group we are passionate about helping our students become safer drivers. We combine Drive Safe Australia's 30 years of industry experience with Saltire Training Group's focus on delivering engaging, informative and up-to-date training to provide courses that ensure our student's leave feeling much more confident on and off WA roads.

Chris Stevenson, our Managing Director, is a volunteer fire fighter and St John's Ambulance officer and he has seen first hand the harm that can result from unsafe driving practises. He has made it Saltire Training Group's mission to provide our students with the tools and knowledge they need to get home safely every day.

Our team are committed to provide the best possible service from enquiry to completion of your course and beyond. Our trainers are experienced, passionate about what they do, and patient with those beginning their journey. It is why our clients recommend us and give us 5 star Google reviews and we know you will too.



ENROLMENT

Saltire Training Group accepts applications from all students who meet the entry requirements published under our course information. Students will be offered a place in our next available course and may choose from any of the available courses or locations.

As part of the enrolment process all students must complete enrolment information. Students applying for a course which has entry requirements must provide the necessary evidence as outlined in the relevant course information. This may include items such as verified copies of previous qualifications or license details.

Because many of our courses are conducted outside, suitable clothing and personal protective equipment may be required. If they are, students will be advised at the time of booking or the equipment will be supplied by Saltire Training Group.

ENROLMENT PROCESS

Students, or those acting on their behalf, must email admin@saltiretraining.com.au to request their preferred course date. Students must provide their email address at the time of the request. All correspondence, including booking confirmations and certificates will be sent to their nominated email address.

Once confirmed, students will receive a booking confirmation email which includes course details, a course outline and venue information.

Students will also receive a link to the digital enrolment form. This form should be completed before attending the course. If it is not completed before the course, students will need to arrive fifteen minutes early to the commencement of the course to complete it and discuss any needs with the trainer.

UNIQUE STUDENT IDENTIFIER (USI)

A Unique Student Identifier (or USI) is a reference number of ten letters and numbers. It's free, easy to create and stays with you for life. It allows the Commonwealth Government to store records of nationally recognised training for all students. It allows you to access your training records easily and is a single source of all past enrolments and achievements (post 1st January 2015).

Under the Standards of Registered Training Organisations (RTOs) 2015, Saltire Training Group cannot issue a course certificate for any nationally recognised training without a verified USI.

Saltire Training Group is required to provide the Australian government with records of your training and results.

To create a USI, students can visit www.usi.gov.au



Unique Student Identifier

Once created, students should record their USI for future trainings they wish to enrol in.

STUDENT ASSISTANCE - USI CREATION

Under certain circumstances Saltire Training Group may create a USI on behalf of the student. To do so, Saltire Training Group will require:

1. The individual's written permission.
2. At least one form of identification.

If you require assistance please email admin@saltiretraining.com.au for more information

STUDENT CODE OF CONDUCT

All students must conduct themselves in a way that is respectful and professional to ensure an inclusive and positive training environment for all participants.

Saltire Training Group will not tolerate any form of misconduct. We will try to resolve the situation by giving a verbal warning in the first instance. If the behaviour is repetitive then the student will be asked to leave the training venue. In such instances the student will not be eligible for a refund.

Student misconduct may include:

- Physically or verbally assaulting any person or persons on training premises.
- Destruction or damage of property or premises.
- Colluding, plagiarising or cheating in assessment tasks.
- Behaving in a way that either discriminates or harasses any of our staff or students.
- Attending the training event intoxicated.
- Consuming alcohol or illegal drugs during training.
- Failing to comply with reasonable instruction or supervision.

All students are expected to:

- Follow all directions given to them by a staff member.
- Provide valid identification and accurate information for enrolment.
- Attend class on time and in appropriate attire.
- Conduct themselves in a polite and professional manner.
- Participate fully in all activities.
- Complete all training and assessments in a timely manner.
- Observe site instructions with extra care taken for those related to health and safety.
- Handle all training equipment in an appropriate manner and report and loss or damage immediately.
- Respect their fellow students.

PAYMENT OF FEES

Course fees should be paid before the completion of the course unless part of a client contract.

Payment of fees is a condition of enrolment and fees and charges must be paid by the due date. Failure to pay fees and charges may result in and or all of the following until the amount is paid in full:

- Suspension from attending or participating in the course.
- Exclusion from assessment activities.
- Withholding of certification documentation.
- Termination of enrolment.
- Exclusion from future enrolments with Saltire Training Group

Saltire Training Group may choose to refer unpaid fees to a third-party recovery agency. This may incur additional charges for which the student will be liable

STUDENT FEES

Prior to enrolment students will be provided with a full breakdown of fees applicable to the course.

Upon payment the student, or person making the payment on their behalf, will be provided with a receipt of payment.

Should circumstances change after the payment has been made, Saltire Training Group's Cancellation and Refund Policy will apply.

METHODS OF PAYMENT

Payment can be made online via credit card or direct deposit into Saltire Training Group's accounts. Instructions can be found at the bottom of the invoice.

CANCELLATIONS

Students will receive a copy of our cancellation policy with their booking confirmation information. You can cancel or withdraw from a course two or more business days before the commencement of the course without disadvantage. Charges may apply where the notice of withdrawal or cancellation is made less than two business days from the commencement of the course.

CANCELLATION BY SALTIRE TRAINING GROUP

Saltire Training Group reserves the right to cancel a course where there is limited enrolment interest, or where weather conditions make it unsafe to proceed. Such instances are rare, and Saltire Training Group will notify the affected students as soon as possible. In this case students will be provided with alternative course dates or offered a full refund.

TRANSFER TO A DIFFERENT COURSE

Students may choose to transfer to a different course or course date. If the request to transfer occurs more than two business days before the commencement of the course this will not incur a charge unless the student is changing to a course with a higher course fee. In these circumstances the student will be charged the difference in cost between the original course choice and the new course.

SUBSTITUTION

An alternative person may be substituted prior to the commencement of a course in place of a registered student at no extra cost.

NON-ATTENDANCE

Non-attendance of any public course without prior notification will incur a charge equivalent to the full cost of the course.

REFUNDS

A full or partial refund of fees is available to students where the withdrawal is made two business days or more before the commencement of the course.

REFUND PROCESS

Requests for refunds must be emailed to admin@saltiretraining.com.au

All refund requests must include the following details:

- Name and contact details of the person requesting the refund.
- Invoice number.
- Student's full name.
- Date of the scheduled course.
- The reason for the request plus any supporting documentation.
- Bank account details for the refund to be paid into including the account name, BSB and account number.

All refunds will be processed within five business days,

Refunds can only be paid to a bank account and cannot be returned to the original payment method (if paid by credit card).



EXCEPTIONAL CIRCUMSTANCES

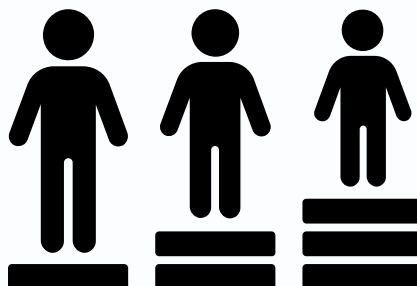
We understand that plans may change due to uncontrollable or external circumstances. Exceptional circumstances, covering a range of unexpected, extenuating and compassionate situations, out of the student's control will be recognised.

Exceptional circumstances may include, but are not limited to:

- Medical issues: an unexpected illness, recurrence of a chronic illness or an accident.
- Hardship or trauma such as the death or serious illness of a close family member, severe disruptions to domestic arrangements, being victim of a natural disaster, crime or accident.
- Formal legal commitments.
- Unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice, redundancy or significant event.

All exceptional circumstances will be taken into consideration by Saltire Training Group.

Depending on the circumstances it may result in a transfer to a future course, the payment of an administration fee to rebook or a full refund.



ASSESSMENT

Saltire Training Group uses a number of different methods to assess that a student meets the requirements to satisfy a Unit of Competency.

These include:

- Written assessments - theory questions to be completed by the student. These may be in the form of multiple choice, short and extended answer questions.
- Simulated tasks - practical exercises designed to test real-world experiences.

The assessment methods and requirements are outlined in the course booking information and course outline.

REPEAT ATTEMPTS TO COMPLETE A UNIT OF COMPETENCY

All students are entitled to a maximum of two attempts to achieve satisfactory outcomes in each assessment task or as requested by the assessor. Where a student is deemed as Not Yet Competent after two submissions, the assessor will discuss options for re-training and future reassessment.

These options may include:

1. Re-sit the assessment task a third time at cost; or
2. Re-enrol in the Unit of Competency at the normal enrolment fee; or
3. Undertake additional private paid tuition; or
4. Review study options and discuss with a student support officer; or
5. Withdrawal from the course.

CREDIT TRANSFER & RPL

CREDIT TRANSFER

Under the Standards for RTOs (2015) Registered Training Organisations are required to recognise the qualifications issued to students by other RTOs. If a student has completed a Unit of Competency previously, whether with Saltire Training Group or another Registered Training Organisation (RTO), Saltire Training Group can offer a credit transfer.

In order to have a credit transfer approved, the must provide relevant evidence such as Statements of Attainment, VET Transcript or proof of qualification. Depending on age of the evidence, the student may be required to demonstrate understanding of current requirements.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is an assessment only pathway which takes into account the skills and knowledge gained by the student through various means. This could include:

- Life experience.
- Work experience.
- Previous training.
- Formal education.

In order to apply for RPL a student must provide evidence that they already have the up-to-date skills and knowledge to meet the requirements of the Unit of Competency. This evidence could include:

- Interviews
- Work examples
- Documentary evidence including third party (employer) reports.
- Direct observation.
- Written examination.

To find out how to apply for RPL please email training@saltiretraining.com.au

STATEMENT OF ATTAINMENTS

Upon successful completion of the assessment Saltire Training Group will issue the student a Statement of Attainment. Once any fees have been paid and their USI has been verified a digital certificate will be emailed to the student.

Assuming no concerns, students will be emailed their Statement of Attainment within seven days of the completion of the course.



STUDENT SUPPORT

Saltire Training Group will request information relating to any disability on its enrolment form. It is at the student's discretion if they want to avail themselves of the opportunity of reasonable adjustment.

REASONABLE ADJUSTMENT

If a student does disclose their need for reasonable adjustment, Saltire Training Group will consult with the student and accommodate them in the best possible manner. All information provided will be treated with the accordance with the Privacy Act 1988.

After the consultation, if Saltire Training Group determines that the student may not be able to gain competency in the enrolled unit they will advise the student.

While Saltire Training Group will do their best to accommodate all students, they are not required to make any adjustments which would cause unjustifiable hardship on the RTO.

Examples of reasonable adjustment that we may consider:

- Extra time and extensions for assessments.
- Course material in alternate formats - electronic or large print.
- Use of assistive technology (provided by the student).
- Verbal interview instead of written assessment.

If you would like to be considered for reasonable adjustment please email training@saltiretraining.com.au

COMPLAINTS & APPEALS

Saltire Training Group takes all complaints and appeals seriously and will manage and respond to all complaints and appeals in a fair and quick manner. All complaints are treated confidentially.

INITIAL PROCESS

Students are encouraged, in the first instance, to talk to the person involved. This person may be the Trainer/Assessor, a member of staff or a fellow student.

The trainer will make notes of the concern and follow up with the student and relevant parties.

LODGEMENT OF GRIEVANCES

If the problem continues or is not easily resolved informally, a meeting with a senior member of staff is arranged.

- This meeting can be face to face or by phone and the student can elect to have a representative or support person present.
- The meeting will be recorded, and the record will include details of the grievance, the agreed proposed solution, and the agreed timeframe to resolve. Both parties will sign a record of this meeting.

UNSATISFACTORY OUTCOME

If the student is not satisfied with the outcome, a written grievance can be made via email to admin@saltiretraining.com.au

The complaint will be handled by the Managing Director. If the matter is still unresolved an independent adjudicator will be assigned to examine the matter. This party will be:

- Independent of the RTO and the student.
- Chosen by the Managing Director with the mutual agreement of the student.

The decision made by the independent adjudicator will be final and will be made within 60 days of the complaint first being lodged.

ACADEMIC APPEALS

When a Saltire Training Group assessor determines a student to be "Not Yet Competent" they will discuss the outcome with the student and provides reasons for coming to that result.

If the student believes this outcome to be unfair, they must first verbally discuss the appeal directly with the assessor at the time.

All appeals will be taken seriously and notes will be taken about anything discussed during this process. The assessor will support their reasoning behind the outcome with evidence collected during the assessment.

Where a student and assessor cannot reach an agreement, the student will be invited to lodge a formal grievance in writing (following the steps in the Complaints and Appeals process listed above).

PRIVACY & PERSONAL INFORMATION

STORAGE OF INFORMATION

As an RTO, Saltire Training Group is required under AQF regulations to maintain and register of all qualifications and statements of attainment issues for a period of 30 years.

We must retain sufficient data to reissue a qualification or statement of attainment during this time and hold the information to identify the learner. This information includes the student's:

- USI.
- Full Name.
- Date of Birth.
- Address.

These records are kept in a secure student management system and access to the records is strictly controlled. Only authorised Saltire Training Group staff have access to the records.

When personal information is no longer required or the retention period has lapsed, the information is destroyed using secure methods.

ACCESS TO PERSONAL RECORDS

Students can request access or correction to their personal records by contacting admin@saltiretraining.com.au

Saltire Training Group will only accept written requests and students will need to demonstrate proof of identity before any information is disclosed.

RETENTION PERIODS

As an RTO Saltire Training Group must retain records for the following periods:

STUDENT ENROLMENT FORM - 2 years from the completion of the course.

RECORD OF STUDENT PAYMENT - 7 years

RECORD OF COMPLAINTS AND APPEALS ALONG WITH THE OUTCOME - 2 years (electronically and on the complaints and appeals register).

COMPLETED ASSESSMENTS - 6 months from the completion of the course.

STATEMENTS OF ATTAINMENT - 30 years.