THE ELITE EDGE
TRAINING ACADEMY



Student Handbook

The Elite Edge Training Academy

RTO 46327

TABLE OF CONTENTS

Personal & Academic Support 4
Student Wellbeing and support 5
Language/Literacy and Numeracy and Digital Literacy 6
Unique Student identifier 7
Flexible Learning and Assessment 7
Assessment Requirements 7
Responsible use of artificial intelligence 9
Code of Conduct 12
Fees and payment information 14
Change of Personal Details 15
Evaluation and Feedback 15
Making the Most of your Training 15
COURSE INFORMATION 16
Training Programs 16
Competency Based Training 16
Online delivery 17
Computer Specifications and Requirements 17
Evidence Requirements 17
Assessment 18
Awards 20
Course Delivery 21
Recognition of Prior Learning (RPL) 22
Credit Transfer 23
POLICIES AND PROCEDURES 24
Access and Equity 24
Complaints and Appeals Policy 24
Transition of Superseded Courses 25
Student Records 26
Privacy Policy 27
Workplace Health and Safety (WHS) 28
VERSION CONTROL 29

ACKNOWLEDGEMENT OF UNDERSTANDING

To ensure sound judgment and decision making, and to provide the opportunity for potential students to raise issues, concerns and questions prior to commencement of training, The Elite Edge Training Academy Pty Ltd makes the Student Handbook available to the learners by providing a copy or accessing through The Elite Edge Training Academy Pty Ltd website at: **www.eliteedgetraining.com.au**

The Elite Edge Training Academy Pty Ltd requires each student to read and understand the information contained in this Student Handbook prior to enrolment or commencement of training.

For any concerns, questions, or clarifications, please contact The Elite Edge Training Academy Pty Ltd at:

Address: 36 Melrose Road, Aberdeen TAS 7310

Email: cathy@eetraining.edu.au

Contact number: 0447 003 354

Studying at The Elite Edge Training Academy

The Elite Edge Training Academy Pty Ltd conducts training courses to suit student needs, course type, and learning styles. The following student guidelines will help foster a healthy learning environment for all students.

Personal & Academic Support

As a student at The Elite Edge Training Academy, you will enjoy the many benefits of studying at your own pace with flexible hours. Our student support team is available from Monday to Friday 8am - 5pm to assist you with any questions you may have.

Trainers are also able to provide guidance by phone and email. Help and support is only a phone call or email away:

Email: cathy@eetraining.edu.au **Contact number:** 0447 003 354

The Elite Edge Training Academy Pty Ltd conducts assessment of needs as part of the pre-enrolment process and throughout the duration of the course. In such cases, we will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed.

Learner support may include but is not limited to any disability or impairment that restricts access and equity as well as, computer literacy or English language, literacy and numeracy (LLND) information obtained from learners prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy, digital (LLND) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity;
- learning resource centres;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- any other services that the RTO considers necessary to support learners to achieve competency.

Where appropriate, The Elite Edge Training Academy Pty Ltd will seek external assistance to ensure additional support services are available. You will be informed in case additional costs may be incurred to arrange access to external additional support services.

Student Wellbeing and support

Elite Edge Training Academy Pty Ltd is committed to providing a safe, respectful and supportive online learning environment.

We understand that study, work and personal responsibilities can sometimes become difficult to manage. Students are encouraged to contact us early if their circumstances are affecting their participation, progress or ability to complete assessments.

Support available from Elite Edge Training Academy

Students may contact Cathy Dalton at

- Email: cathy@eetraining.edu.au
- Phone: 0447 003 354

Depending on the student's needs, support may include:

- Help with planning study and managing course progress.
- Additional trainer guidance.
- Reasonable adjustment.
- An extension or temporary deferral.
- Digital literacy or technical assistance.
- Referral to an appropriate external support service.

Elite Edge Training Academy Pty Ltd is not a medical, counselling or emergency service. Staff cannot diagnose a condition or provide professional mental health advice.

Personal information will be handled sensitively and shared only where authorised, required by law or reasonably necessary to protect someone from serious harm.

Emergency and crisis support
If you or another person is in immediate danger, call **000**.

External support services include:

Service	Support available	Contact
Lifeline	Crisis support available 24 hours a day	Call 13 11 14 or text 0477 13 11 14
Beyond Blue	Mental health support and counselling	Call 1300 22 4636
Access Mental Health Tasmania	Mental health advice, assessment and referral	Call 1800 332 388
1800RESPECT	Domestic, family and sexual violence support	Call 1800 737 732 or text 0458 737 732
General practitioner	Personal medical and mental health support	Contact your doctor or local medical service

Students may also contact a trusted family member, support person or health professional.
Contacting Elite Edge Training Academy Pty Ltd for support will not disadvantage a student or affect the fair assessment of their work.

Language/Literacy and Numeracy and Digital Literacy

Elite Edge Training Academy Pty Ltd reviews each applicant's language, literacy, numeracy and digital literacy skills before enrolment. This helps us determine whether the course is suitable and identify any support the applicant may need.

Applicants complete:

- A language, literacy and numeracy assessment through LLN Robot or an approved alternative.
- The Course Ready digital readiness questionnaire to assess the skills required for online learning.

The results are considered against the requirements of the selected course. The 2025 Standards do not prescribe one assessment framework or level for every training product, so requirements may differ between qualifications.

Assessment results are reviewed by an authorised staff member and are not used as an automatic pass or fail. We also consider the applicant's experience, previous education, career goals and ability to participate in online training.

Where support is required, Elite Edge Training Academy Pty Ltd will discuss suitable options with the applicant. These may include:

- Additional trainer support.
- A personalised training and support plan.
- Assistance with digital systems.
- Additional time or supported practice.
- Reasonable adjustment.
- Alternative learning materials.
- Referral to an external support service.

Support arrangements will be agreed with the student, recorded and reviewed during the course. All students must still demonstrate the skills and knowledge required by the training product.

Digital literacy requirements

As the course is delivered online, students need to be able to:

- Access a computer with a reliable internet connection.
- Create, remember and protect passwords.
- Use email and online communication.
- Navigate Cloud Assess and Articulate Rise after receiving instructions.
- Download, complete and upload assessment documents.
- Use Microsoft Word and Excel, or suitable equivalent software.
- Record and upload audio or video evidence where required.
- Participate in online meetings or assessment activities.
- Follow basic privacy and cybersecurity practices.

Students who need help using the online learning system should contact Elite Edge Training Academy.

External language, literacy and numeracy support

The Reading Writing Hotline is a free national service that helps adults find support with reading, writing and basic mathematics.

Students can contact the hotline for information about:

- Local or online classes.
- Tutors and learning programs.
- Workbooks and online resources.
- English language, literacy, numeracy and digital literacy support.

Call 1300 655 506 or visit www.readingwritinghotline.edu.au.

For more additional support information, please refer to the Annex of our Additional Support Policy.

Unique Student identifier

A Unique Student Identifier, known as a USI, is an individual education number used to create an online record of nationally recognised training completed in Australia.

Unless an exemption applies, students must provide Elite Edge Training Academy with a valid USI before a qualification or statement of attainment can be issued. The Academy will verify the USI against the student's identification details.

With the student's permission, Elite Edge Training Academy may assist the student to create or locate their USI. Information collected solely for this purpose will be handled securely and destroyed when it is no longer required, unless it must be retained by law.

Students can create, locate or manage their USI at www.usi.gov.au.

Do not print the student's USI on a qualification, statement of attainment or record of results.

Flexible Learning and Assessment

The Elite Edge Training Academy Pty Ltd will develop a unique training plan for each student to assist with time management and fitting studying around your work and life commitments.

If you've already completed a qualification, it may be possible to apply for credit transfer and/or recognition of prior learning (RPL) as long as sufficient and current evidence is provided as required. To learn more about credit transfer and recognition of prior learning please refer to the RPL and Credit Transfer Policy located in the Policies and Procedures section of the handbook.

Assessment Requirements

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you may discuss it with your trainer well in advance of the due date. This way the trainer may be able to provide support or grant additional time. Please note there may be conditions to gaining an extension.

Students are advised to keep a copy of their assessments prior to submission. The Elite Edge Training Academy Pty Ltd can accept no responsibility for lost assessment tasks.

Please note: *Students will have to complete assessment tasks again if their work goes missing and therefore it is important to keep a copy of their original assessment tasks.*

Assessment malpractice
Assessment malpractice includes cheating, collusion and plagiarism.

The Elite Edge Training Academy Pty Ltd regards the integrity of assessment as critical to its professional responsibilities as an RTO and therefore strives to ensure the assessment processes are not compromised. The Elite Edge Training Academy Pty Ltd has policies and procedures in place for dealing with assessment malpractice.

What is cheating?
Cheating within the context of the study environment, means to dishonestly present an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating are:

- Submitting someone else's work as your own whether you have that person's consent or not.
- Submitting another author's work as your own, without proper acknowledgement of the author.
- To allow someone else to submit your own work as theirs.
- To use any part of someone else's work without the proper acknowledgement.

There are other forms of cheating not contained in this list. These are merely given as some examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your trainer prior to submitting your assessment work.

What is Collusion?
Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have the opportunity to copy your work.

What is Plagiarism?
Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however, is not limited to copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, websites, and computer programs.

How assessment integrity concerns are managed
A concern will be recorded and reviewed by an authorised person. The student will be advised in writing, given the relevant information and provided with a reasonable opportunity to respond before a decision is made.

The outcome and reasons will be provided in writing. Any action will be proportionate to the seriousness and circumstances of the matter and may include education about correct practice, resubmission, reassessment, a warning, additional supervision or a Not Yet Satisfactory or Not Yet Competent outcome where competency has not been demonstrated.

Suspension or cancellation of enrolment will only be considered for serious or repeated conduct after procedural fairness has been provided. Refunds will be considered under the fee administration and refund policy and Australian Consumer Law and will not be automatically refused.

What if I don't agree with the decision?
If you disagree with the decision or the penalty imposed you are entitled to lodge an appeal in accordance with the Appeals Policy and Process. For more information you may refer to the Complaints and Appeals section of the Student Handbook.

How do I avoid plagiarism or cheating?
Students are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.

Responsible use of artificial intelligence

Elite Edge Training Academy Pty Ltd recognises that artificial intelligence tools can support learning when they are used responsibly. Examples include ChatGPT, Microsoft Copilot, Grammarly and other generative or writing-assistance tools.

Artificial intelligence may support your learning, but it must not replace your own knowledge, reasoning, practical skills or demonstration of competency.

Assessment instructions will explain whether artificial intelligence may be used and any conditions that apply. If you are unsure, contact your trainer before using an artificial intelligence tool.

Permitted use of artificial intelligence
Unless an assessment instruction states otherwise, you may use artificial intelligence to:

- Research or explore a topic.
- Generate ideas or questions for further research.
- Help you understand an unfamiliar concept.
- Plan the structure of a response.
- Improve spelling, grammar or clarity.
- Develop practice questions.
- Receive feedback on a draft you have written.
- Locate possible sources that you independently check.

You must still complete the assessment in your own words and demonstrate your own understanding, decisions and skills.

Prohibited use of artificial intelligence

You must not use artificial intelligence to:

- Generate an assessment response and submit it as entirely your own work.
- Replace your own analysis, judgement or practical demonstration.
- Complete a quiz, test, observation, presentation or practical task where its use has not been permitted.
- Invent legislation, references, workplace records, evidence, people, properties or events.
- Create false or misleading evidence.
- Alter evidence to make it appear that a workplace or practical activity occurred.
- Copy AI-generated content without checking its accuracy.
- Conceal or fail to disclose artificial intelligence use when disclosure is required.
- Upload another person's work or assessment into an artificial intelligence system.
- Upload confidential, personal, sensitive or commercially protected information.

Artificial intelligence must not be used where the assessment instructions expressly prohibit it.
Checking artificial intelligence information

Artificial intelligence can produce information that is incorrect, incomplete, outdated, biased or fabricated. It may also provide references or legal information that does not exist.

You are responsible for:

- Checking AI-assisted information against reliable sources.
- Using current official sources for legislation and regulatory requirements.
- Confirming that information applies to Tasmania where required.
- Checking names, dates, calculations and references.
- Removing information that cannot be verified.
- Ensuring your final response addresses the assessment question.
- Accepting responsibility for the accuracy and quality of your work.

Artificial intelligence output is not considered an authoritative source. Where legislation or regulatory information is required, use the relevant official government, regulator or training.gov.au source.

Disclosure of artificial intelligence use
Any permitted use of artificial intelligence in an assessment must be disclosed in the student declaration.
Your disclosure must identify:

- The artificial intelligence tool used.
- How the tool was used.
- The assessment sections it supported.
- How you checked the information produced.

Using artificial intelligence for research, exploring ideas or improving the clarity of your writing is still considered use and must be disclosed.

A suitable disclosure may state:

I used ChatGPT to explore the topic and help organise my response. I checked the information against the learner guide and current official sources, then completed the assessment in my own words.

Privacy and confidentiality

Do not enter personal, confidential, sensitive or commercially protected information into a public artificial intelligence system.

This includes:

- Names and contact details of real clients, tenants, property owners or colleagues.
- Identification documents.
- Financial or trust account information.
- Health or disability information.
- Passwords and login details.
- Real property files or agency records.
- Another student's assessment work.
- Confidential agency policies or business information.

only the fictional information supplied in the assessment unless your trainer has approved the use of workplace evidence.

Confirming assessment authenticity

Assessors must be satisfied that the evidence submitted is your own original and genuine work.

To confirm authenticity, an assessor may:

- Ask you questions about your response.
- Ask you to explain your reasoning or decisions.
- Compare your work with your previous submissions.
- Request drafts, notes, references or version history.
- Ask you to complete an oral explanation.
- Ask you to repeat or demonstrate part of a task.
- Request additional assessment evidence.
- Verify your identity.

You must be able to explain and demonstrate the knowledge, skills and decisions presented in your assessment.

Inappropriate or undisclosed use

Inappropriate or undisclosed artificial intelligence use may be treated as assessment malpractice.

Before making a decision, Elite Edge Training Academy Pty Ltd will:

- Explain the concern to you.
- Give you an opportunity to respond.
- Review the available evidence.
- Make a fair and documented decision.
- Advise you of the outcome and any required action.
- Explain your right to appeal the decision.

Depending on the circumstances, you may be required to revise the work, complete additional questioning, undertake further training or resubmit the assessment.

Human assessment decisions
Artificial intelligence will not make the final decision about whether you are competent. Assessment decisions remain the responsibility of a qualified assessor.

ASQA also expects students to receive clear information about artificial intelligence use, including privacy considerations, before enrolment.

ASQA's responsible AI principles emphasise human oversight, privacy, security, equity and maintaining the integrity of vocational education and training. These principles support existing obligations under the 2025 Standards rather than creating separate regulatory requirements.

Code of Conduct

Elite Edge Training Academy Pty Ltd is committed to providing a safe, respectful and inclusive learning environment.

Students are expected to:

- Treat staff, trainers, assessors and other students respectfully.
- Communicate professionally.
- Follow reasonable instructions.
- Complete assessments honestly.
- Respect privacy and confidentiality.
- Use online systems appropriately.
- Avoid behaviour that disrupts another person's learning.
- Comply with relevant laws and Elite Edge Training Academy Pty Ltd policies.

Unacceptable behaviour
Unacceptable behaviour may include:

- Bullying, harassment, discrimination or victimisation.
- Racist, sexist, threatening or abusive language.
- Physical violence or threats of violence.
- Deliberate damage to property or online systems.
- Academic misconduct, including cheating, plagiarism or undisclosed AI use.
- Providing false information or assessment evidence.
- Sharing passwords or allowing another person to access a student account.
- Misusing confidential or personal information.
- Repeatedly disrupting training, assessment or communication.
- Any unlawful conduct connected with the course.

Responding to possible misconduct

Elite Edge Training Academy Pty Ltd will respond to concerns fairly and according to the seriousness of the behaviour.

The process may include:

1. Recording and reviewing the concern.
2. Advising the student of the concern in writing.
3. Providing relevant information or evidence where appropriate.
4. Giving the student a reasonable opportunity to respond.
5. Considering the student's response and individual circumstances.
6. Deciding on a fair and proportionate outcome.
7. Providing the decision and reasons in writing.
8. Advising the student of their appeal rights.

The student may have a support person present during a meeting about alleged misconduct.

No final decision will be made until the student has been given a reasonable opportunity to respond, except where urgent temporary action is required to protect safety, privacy, evidence or the integrity of training and assessment.

Possible outcomes

Depending on the seriousness and circumstances, an outcome may include:

- No further action.
- Informal guidance or counselling.
- A written warning.
- Additional training or support.
- Resubmission or reassessment.
- Conditions placed on continued participation.
- Temporary suspension of access.
- A final written warning.
- Cancellation of enrolment.

Cancellation of enrolment will only be considered where the conduct is serious, repeated or cannot be managed through a less restrictive response.

Any decision about fees or refunds following cancellation will be made under the **Fees, cancellations, withdrawals and refunds policy**. Fees will not be automatically forfeited as a disciplinary penalty.

Immediate safety concerns

Where behaviour creates an immediate risk to safety, privacy, systems or other people, Elite Edge Training Academy Pty Ltd may temporarily restrict the student's access while the matter is investigated.
A temporary restriction is not a final finding of misconduct. The student will be informed of the restriction, the reason for it and the next steps as soon as reasonably possible.

Appeals

A student may appeal a misconduct decision under the **Complaints and Appeals Policy**.

The appeal will be considered fairly by a person who was not directly responsible for the original decision wherever practicable.

Making a complaint or appeal will not disadvantage the student. The student will receive the appeal outcome and reasons in writing.

Physical Assault/Abuse

Physical abuse, threats and violence are not tolerated. Any concern will be addressed promptly under the student code of conduct, with immediate safety action taken where necessary. The student will be given procedural fairness before a disciplinary decision is made, except where temporary suspension is required to protect health or safety.

Fees and payment information

Before enrolment or before any payment is required, Elite Edge Training Academy will provide each student with written information confirming:

- The course and units of competency.
- The total course fee.
- Payment terms and any available payment plan.
- Any material, technology or administration charges.
- Any extension, reassessment or replacement certificate fees.
- Withdrawal and cancellation costs.
- Refund arrangements.
- Any licensing or registration fees payable separately to a regulator.
-

Course fees may vary between Tasmania and Queensland because course structures, required units and licensing requirements differ. The fee confirmed in the student's enrolment agreement will apply unless the student requests a change of course or jurisdiction.

Students should read the Fee administration and refund policy before enrolling. The policy explains payment arrangements, refunds, cancellations, withdrawals, special consideration, Australian Consumer Law rights and what happens if the Academy cannot provide the agreed training.

Prepaid fee protection

Elite Edge Training Academy does not accept more than $1,500 in prepaid fees from or on behalf of an individual student for the same course unless an approved prepaid fee protection arrangement is in place.

Where the total course fee exceeds $1,500, payments will be collected through an instalment plan so the amount held in advance does not exceed the permitted threshold.

If Elite Edge Training Academy cannot deliver the agreed training, the student will be offered:

- A refund for training services paid for but not provided; or
- Placement in a suitable alternative course, where available and accepted by the student.

Students will not be charged an administration fee where training cannot be delivered by the Academy.

This wording is suitable only if Elite Edge does not currently hold a bank guarantee, tuition assurance membership or another ASQA-approved arrangement. The $1,500 limit applies to the total prepaid amount held for the course, not each individual instalment.

Change of Personal Details

Students are required to ensure their personal details recorded with The Elite Edge Training Academy Pty Ltd are always up to date. Students must advise The Elite Edge Training Academy Pty Ltd of any changes in personal details immediately in writing. If the student has an applicable loan and/or financial arrangement, it is the student's direct responsibility to notify the financial service provider (e.g. Debit Success) of any change in personal details that may adversely affect payment arrangements.

All certification documentation will be sent to the email address and/or posted to the mailing address provided by the student.

Evaluation and Feedback

Elite Edge Training Academy Pty Ltd values student feedback and uses it to improve training, assessment, learning resources and student support. Students may be invited to provide feedback during and at the end of their course through:

- Learner questionnaires.
- Course feedback forms.
- Online surveys.
- Discussions with trainers or student support.
- Complaints and appeals.

Participation in surveys is voluntary but strongly encouraged. Feedback will be handled sensitively and confidentially. Where feedback is collected anonymously, Elite Edge Training Academy Pty Ltd will not attempt to identify the student unless required by law or necessary to address a serious safety concern.

Students may provide feedback at any time by contacting cathy@eetraining.edu.au. Providing feedback, making a complaint or lodging an appeal will not disadvantage the student.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, The Elite Edge Training Academy Pty Ltd encourages you to do the following:

1. Attend all training sessions and complete all required reading and learning activities;
2. Prepare well in advance of each training session;
3. Be a willing participant;
4. Work with fellow learners;
5. Respect other people's opinions;
6. Ensure you have a clear understanding of the assessment requirements;
7. Take responsibility for the quality of evidence that you submit to the Assessor;

8. Keep track of your progress;
9. Complete and submit all assessment on time, tasks using clear and concise language;
10. Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

COURSE INFORMATION

All training programs provided by The Elite Edge Training Academy Pty Ltd are registered under nationally endorsed training packages. These training programs are competency based which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Training Programs

The specific skills and knowledge required for activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in training packages. These can be viewed at www.training.gov.au.

Each qualification has a list of employability skills and foundation skills which describe the non-technical skills and competencies that are important for effective and successful participation in the workforce. For each qualification there are specific employability skills listed under the following headings:

1. Communication
2. Teamwork
3. Problem solving
4. Initiative and enterprise
5. Planning and organising
6. Self-management
7. Learning
8. Technology

These employability skills will be part of the assessment requirements of a nationally accredited course.

Competency Based Training

All programs delivered by The Elite Edge Training Academy Pty Ltd are assessed under the principles of Competency Based Training. The aim of Competency Based Training is to assess the student's ability to complete the activities in each unit.

The Elite Edge Training Academy Pty Ltd will assess the student's ability (or competence) to carry out the activities in each unit of competency.

Competencies are normally expressed in terms of a unit of competency. For example, if you were working in a retail store, a unit of competency might include "use point of sale equipment." Competencies include the skills and tasks that are required in the workplace. When a student is being assessed on these activities, the student will be required to perform the activity to the level required in the workplace.

All assessment results are recorded in The Elite Edge Training Academy's Student Management System. Students have access to their assessment outcomes via the student portal or by request.

Certification documents are issued from the results recorded in The Elite Edge Training Academy's Student Management System.

Online delivery

Courses are delivered online through Cloud Assess and Articulate Rise. Students complete learning and assessment activities online at their own pace within the course timeframe, with trainer guidance and student support available by telephone, email and online meeting where required.

Computer Specifications and Requirements

The software requirements to ensure the course materials are accessible are as follows:

- Latest versions of Word and Adobe Reader are required
- Some applications (videos) will require the latest version of current browsers, PDF software, Microsoft 365 or equivalent, webcam, microphone, stable internet and the ability to record or upload assessment evidence.
- We recommend Google Chrome as an Internet Browser most compatible with the student portal.

A reliable internet connection of at least 5 Mbps download and 1.5 Mbps upload is recommended. Temporary system outages may occur and will be addressed as soon as practicable.

There are important requirements to be able to participate in our courses and these are as follows:

- Internet connection (minimum 5 Mbps download and 1.5 Mbps upload speeds)
- Google Chrome web browser (free to download)
- Latest versions of Adobe Acrobat Reader, current browsers, PDF software, Microsoft 365 or equivalent, webcam, microphone, stable internet and the ability to record or upload assessment evidence.
- Microsoft Word, PowerPoint, Excel 97 or later (or equivalent software)
- Webcam
- Headset with a microphone (preferably noise-cancelling)
- A comfortable workspace with proper seating for your PC or Mac
- Designated area for taking breaks

Evidence Requirements

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Assessment tools that we will provide to you set out the exact requirements for evidence for each unit/module. Examples of evidence could include one or more of the following:

1. Specific assessment tasks set by your assessor
2. Observation reports
3. Certificates and awards

4. Examples of work completed or special projects
5. Current licenses
6. Position descriptions and performance reviews
7. Question responses
8. Tests

Your evidence must also demonstrate the following:

1. That you can do the job or task to the required standard
2. Understand why the job should be done in a particular way
3. Handle unexpected issues or problems
4. Work with others 'in a team'
5. Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
6. Know the workplace rules and procedures

Assessment

Assessment is defined as the process of collecting evidence and making judgments on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgment as to whether competency has been achieved.

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. To be marked as **'Competent' (C)**, you must receive a **'Satisfactory' (S)** mark in *every* assessment task. You will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. You have to demonstrate that you can do the task safely and with confidence to the required industry standard as outlined in the Unit of Competency.

A Not Yet Satisfactory result means that further evidence or improvement is required. The assessor will provide feedback explaining what needs to be addressed. Students are normally provided with up to two attempts for each assessment task. A further attempt may be approved at the assessor's discretion after additional training or support.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievements of defined outcomes, rather than relating their performance to that of other learners or trainees.

Assessment methods used may include:

- Demonstration.
- Observation.
- Work samples.
- Workbook activities.
- Oral presentations.
- Role plays or simulation.
- Projects

Principles of Assessment

There are four key principles that are a part of the assessment process:

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Results

Results of assessment are provided to students as soon as practicable. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable Adjustment

Students with disabilities or learning difficulties are encouraged to discuss with The Elite Edge Training Academy Pty Ltd any 'reasonable adjustment' to learning and assessment processes which they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and, where reasonably practicable, such adjustments will be made. There may however be circumstances where it will not be reasonable or reasonably practicable for The Elite Edge Training Academy Pty Ltd to accommodate or where other adjustment may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Please see our Additional Support Policy for more Reasonable Adjustment details.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment, you must communicate with your assessor and apply for an extension. Standard extensions fees are as follows: $50 for each additional month requested beyond the student's original course end date. No refund will be approved for any extension period not utilised.

Additional Submission and Support

Further submission attempts may be provided only at the discretion of The Elite Edge Training Academy. Students may request submission attempts—approval will be at the discretion of the training management. This discretion will rely on the quality of previous submissions and the consideration of the study making progress through extra effort of the student to address the feedback required.

If the available attempts do not demonstrate competency, the student should contact their trainer to discuss further training, support and available reassessment options. Any additional fee will be disclosed and agreed before further services are provided.

Awards

Once a student has successfully completed all assessment requirements for their applicable course, the student will be issued with certification documentation.

For students who have not met all requirements for the course or students who withdraw from a course and have paid relevant fees have the right to receive Statement of Attainment from The Elite Edge Training Academy Pty Ltd for the units of competency they have been deemed competent in.

Students should note that if they are paying for their course via the payment plan option, they will be unable to receive their qualification or statement of attainment until course fees are paid in their entirety.

AQF certification documentation will be issued electronically to the student's current email address within 30 calendar days after the student has completed or withdrawn from the training product, provided all assessment requirements have been met and agreed fees have been paid. Printed or replacement copies may be requested where available.

Important Information regarding awards at The Elite Edge Training Academy

- Awards will only be issued to students whose financial status with the college is up to date
- It is the responsibility of the student to understand their obligations with regard to fees due for units studied
- For a student to be eligible to receive an award, the student must successfully complete all the units listed
- Training package courses have been submitted to the regulatory authorities, and all units specified in that course are the subjects a student must complete to be eligible to receive that award.

Certification documents can be re-issued to a student, upon written request. Replacement certification documentation will incur a fee of **$50 per request**.

Please see our Certificate Issuance Policy for more details.

Course Delivery

The Elite Edge Training Academy Pty Ltd ensures the following resources are in place:

- Trainer/assessors and assessors with appropriate qualifications, and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

Training and assessment methods used by The Elite Edge Training Academy Pty Ltd meet specific quality requirements and are chosen to best suit the unit of competency, while giving consideration to the learning style of the student.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace based training
- case studies.

Recognition of Prior Learning (RPL)

All students have the opportunity to apply for recognition of prior learning. This means that you can submit evidence for a Unit(s) of Competency, and have it assessed by a qualified assessor without completing the training.

The Elite Edge Training Academy Pty Ltd believes that no learner should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course.

The Elite Edge Training Academy Pty Ltd aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification offered by The Elite Edge Training Academy Pty Ltd may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact your trainer or any The Elite Edge Training Academy Pty Ltd staff who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal/informal training;
- work experience; and/or
- life experience.

Recognition therefore determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note, the onus is on the student to present evidence and demonstrate pre-existing competence to justify a claim for recognition and present their case to the satisfaction of the assessor.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- Full requirements of the unit(s) of competency;
- Any regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgment.

The recognition process may include the necessity to demonstrate the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the student's workplace or at The Elite Edge Training Academy's training facilities.

We are committed to ensuring that all judgments made by trainers against the same competency standards are consistent. Your trainer will examine the evidence that you present and then make a judgment on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your trainer will advise you of the outcome of your application for RPL and advise where gap training and/or assessment is required.

Credit Transfer

The Elite Edge Training Academy Pty Ltd recognises AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). Students who have previously completed units of competency included in their chosen course may apply for credit transfer, enabling them to avoid repeating those units. This process aligns with our commitment to fairness, transparency, and efficient recognition of prior learning.

Students wishing to seek credit transfer must provide certified copies of AQF certification documents, such as qualifications, statements of attainment, or VET transcripts. Students Services verify the authenticity, validity, and currency of these documents, ensuring they meet the requirements of the relevant training package. Certified documentation can be authenticated using the USI Transcript Service or by contacting the issuing RTO.

For students interested in pursuing credit transfer, Student Services will provide a detailed Credit Transfer Application Form, outlining the process and documentation. To initiate the application, students should contact Student Services to access the form and relevant guidance. Upon submission, Student Services will review the application and notify the student of the outcome in writing. Students dissatisfied with the decision may appeal through the established Appeals Procedure.

Please see our RPL and Credit Transfer Policy and Procedure for more details.

POLICIES AND PROCEDURES

Access and Equity

The Elite Edge Training Academy Pty Ltd is committed to providing opportunities to all people for advancement, regardless of their background. We support government policy initiatives and provide access to our training for all those seeking to undertake it.

We ensure that our student selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. In addition, we liaise with agencies and government departments for assistance in matters of language, literacy and numeracy difficulties.

Our commitment to inclusion

Elite Edge Training Academy welcomes students from different backgrounds, cultures, locations and life experiences.

We are committed to providing a respectful and inclusive learning environment where students have a fair opportunity to participate and succeed. We will consider each student's individual needs and provide reasonable support or adjustment where possible, provided the requirements of the training product and the integrity of assessment are maintained.

Students are encouraged to contact their trainer or the Chief Executive Officer if they require support or experience discrimination, harassment or unfair treatment. Raising a concern or requesting support will not disadvantage the student.

Complaints and Appeals Policy

Complaints

Students may raise a concern informally with their trainer or student support. A formal complaint may be lodged using the Complaint Form available from Elite Edge Training Academy. Complaints may relate to the RTO, its staff, another student or a third party providing services on its behalf.

Elite Edge Training Academy Pty Ltd will acknowledge a formal complaint within two business days and aim to resolve it within 30 calendar days. The complaint will be handled fairly, confidentially and impartially. The complainant and any person responding to the complaint will have an opportunity to provide relevant information.

The written outcome will explain the decision, reasons and any action to be taken. If more time is required, the complainant will be advised in writing of the reason for the delay, the expected completion date and progress. Making a complaint will not disadvantage a student.

Appeals

A student may appeal an assessment decision, complaint outcome or other decision made by Elite Edge Training Academy. Appeals should normally be lodged in writing within 20 business days of receiving the decision, using the Appeal Form available from the RTO.

Elite Edge Training Academy Pty Ltd will acknowledge a formal appeal within two business days and aim to resolve it within 30 calendar days. An assessment appeal will be reviewed by a suitably qualified person who was not responsible for the original decision wherever practicable.

The appellant will receive a written outcome and reasons. If more time is required, the appellant will be advised in writing of the reason for the delay, the expected completion date and progress. Lodging an appeal will not disadvantage the student.

Independent review

If the person remains dissatisfied after the internal process, they may request an independent review by an appropriate external person or body. Elite Edge Training Academy Pty Ltd will explain available options and any cost before the review proceeds. External review will be available at no or low cost where required by the 2025 Standards.

Contact Cathy Dalton at cathy@eetraining.edu.au or 0447 003 354 to request a form or assistance. Further details are provided in the Complaints and appeals policy and procedure.

Transition of Superseded Courses

The nationally recognised training courses delivered by The Elite Edge Training Academy Pty Ltd may be superseded by a new training package qualification. If required, The Elite Edge Training Academy Pty Ltd will apply to add the replacement training package qualification to its scope as soon as practicable but no later than 12 months from the date of publication of the replacement qualification on the national register.

The Elite Edge Training Academy Pty Ltd will manage the transition of students to the updated course as soon as is practicable, but no later than 12 months from the date of publication of the replacement qualification on the national register. There may or may not be a fee payable to transition to the updated course.

Changes affecting your training

Elite Edge Training Academy will inform students as soon as practicable about any significant change that may affect their training or assessment.

This may include changes to:

- Course content or units of competency.
- Training or assessment arrangements.
- Course duration or delivery methods.
- Fees, payment arrangements or additional charges.
- Trainers or assessors.
- Student support services.
- Licensing or regulatory requirements.
- The Academy's ability to continue delivering the course.
-

Affected students will normally be notified by email and through the learning management system. Where appropriate, the Academy will explain the reason for the change, when it will take effect, how the student may be affected and what options or support are available.

Students must keep their email address and contact details current so they receive important course information.

This wording addresses Standard 2.1, which requires students to be informed as soon as practicable about changes that may affect them. ASQA

Student Records

All student records are subject to The Elite Edge Training Academy's Privacy Policy. However, students may reasonably access their files by notifying The Elite Edge Training Academy. The management will endeavour to give students prompt access to their own files where reasonable notice is given.

The Elite Edge Training Academy Pty Ltd will provide students with timely access to their participation and progress throughout the training course.

Procedure

- Students can view results, trainer feedback and completed units through the student portal. For other progress or record requests, contact cathy@eetraining.edu.au and provide enough information for identity verification.
- Alternatively, students can send a written request to 36 Melrose Road, Aberdeen, TAS, 7310.
- Students will receive notification that the request has been received and may be contacted by The Elite Edge Training Academy Pty Ltd to obtain further information.
- The Elite Edge Training Academy Pty Ltd will issue a letter of confirmation outlining student results for the course within 7 working days of receiving the request. Students will receive this information by email.

Record Keeping Policy for Assignments and Student Information

Elite Edge Training Academy Pty Ltd maintains accurate, secure and accessible records of student enrolment, participation, progress, assessment outcomes and AQF certification documentation.

Electronic records are stored securely, protected against unauthorised access and backed up regularly. Access is limited to authorised personnel. Records are managed in accordance with applicable privacy, data protection and regulatory requirements.

Elite Edge Training Academy Pty Ltd retains:

- Records of AQF qualifications and statements of attainment issued to students for **30 years**.
- Assessment evidence submitted by a student, including completed and partially completed assessments and evidence submitted for recognition of prior learning, for at least two years after the student completes or withdraws from the training product.
- Other student and administrative records for the period required by applicable legislation, regulatory requirements, funding arrangements and Elite Edge Training Academy Pty Ltd policies.

Assessment evidence may include written responses, projects, workplace documents, recordings, observation records, assessor notes and other evidence used to make an assessment decision.

Students retain ownership of their original work. By submitting assessment evidence, students give Elite Edge Training Academy Pty Ltd permission to store, reproduce, review and use the evidence for assessment, validation, moderation, audit, regulatory compliance and record-keeping purposes.

Student work will not be used for unrelated commercial or promotional purposes without the student's permission.

Students and former students may request access to their AQF certification documentation or apply for a replacement copy in accordance with Elite Edge Training Academy Pty Ltd procedures. Identity verification may be required before records are released.

These retention periods support regulatory compliance, certification reissue and the integrity of assessment decisions.

Privacy Policy

The Elite Edge Training Academy Pty Ltd will follow the Australian Privacy Principles in the management of all student and staff information, however allowing access to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing The Elite Edge Training Academy Pty Ltd operations as an RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that we collect, hold, use and disclose;
- outline our personal information handling systems and practices;
- enhance the transparency of our management of personal information;
- explain our authority to collect personal information, why it may be held by us, how it is used and how it is protected;
- notify whether we are likely to disclose personal information and, if so, to whom;
- provide information on how personal information can be accessed, correct it if necessary and complain if you believe it has been wrongly collected or inappropriately handled.

Please see our Privacy Policy for more details.

Workplace Health and Safety (WHS)

The Elite Edge Training Academy Pty Ltd is committed to providing a safe and healthy learning and work environment. The safety of our students and staff is of primary importance in all activities and operations of our organisation. We are committed to implementing, maintaining and continuously improving work health and safety in all of our facilities and operations.

The Elite Edge Training Academy Pty Ltd encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

The Elite Edge Training Academy Pty Ltd recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO has responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

1. provide and maintain safe equipment and systems of work.
2. provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
3. maintain the workplace in a safe and healthy condition.
4. provide adequate facilities to protect the welfare of all employees.
5. provide information, training and supervision for all staff, helping them to integrate WHS into their work areas and roles.
6. provide information, where relevant, to students, allowing them to learn in a safe manner.
7. check WHS system compliance via ongoing auditing.
8. integrate continuous improvement into WHS performance.

VERSION CONTROL

Version Control Table			
Date	**Summary of Modifications**	**Modified by**	**Version**
14/10/2023	Document creation	360RTO Solutions	v. 1.0
18/11/2024	Post-audit rectifications	360RTO Solutions	v. 1.1
1/6/25	Handbook reviewed and updated in preparation for the commencement of the 2025 Standards for Registered Training Organisations. Updated student information, support, assessment, complaints, appeals, certification, record keeping and RTO compliance requirements.	Cathy Dalton	v. 1.3
1/10/26	Comprehensive consistency review completed. Updated fees and refunds, prepaid fee protection, assessment attempts, academic integrity, artificial intelligence use, complaints and appeals, online delivery, student wellbeing, record retention and RTO contact details. Aligned the handbook with approved policies, current ASQA guidance and the 2025 Standards for Registered Training Organisations.	Cathy Dalton	V1.4

RTO INFORMATION	
Document information	**Details**
Document title	Student handbook
Document owner	Chief Executive Officer
Responsible officer	Cathy Dalton
RTO legal name	The Elite Edge Training Academy Pty Ltd Pty Ltd
Trading name	Elite Edge Real Estate Training
RTO code	46327
ABN	46 672 020 021
Address	36 Melrose Road, Aberdeen TAS 7310
Email	cathy@eetraining.edu.au

Phone	0447 003 354
Website	www.eliteedgetraining.com.au
Current version	1.4
Approval date	1 October 2026
Effective date	1 October 2026
Next scheduled review	1 October 2027
Review frequency	Annually, or earlier following legislative, regulatory, training product or organisational changes
Approved by	Cathy Dalton, Chief Executive Officer

This handbook is reviewed at least annually and whenever relevant legislation, regulatory requirements, training products, delivery arrangements, fees, policies or organisational details change. The current approved version is published through the Elite Edge Training Academy Pty Ltd website and learning management system. Printed or downloaded copies may become outdated, so students should check that they are referring to the current version.