



WorkSavvy



# STUDENT **HANDBOOK**

Work Savvy  
RTO ID 91778





Work Savvy would like to pay our respect and acknowledge Aboriginal and Torres Strait Islander peoples as the traditional custodians of the land, rivers, and sea. We acknowledge and pay our respects to the elders; past, present, and emerging of all nations.

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# Welcome

## Your Learning Journey with Work Savvy

Welcome to Work Savvy, your pathway to education excellence. As a recognised leader in adult education, endorsed by federal and state authorities, our commitment to quality education shines through our students' achievements.

We offer accredited qualifications that empower you and Statements of Attainment that matter. By enrolling in your chosen course, you have unlocked a world of opportunities that will shape your future with qualifications that will elevate your career prospects and transform your life's journey.

Your success is our priority, whether you're pursuing accredited programs or exploring specialised courses. Join us and journey towards success!

## Achieve More and Fast Track Your Future Success!

At Work Savvy, we're here to guide you on your learning journey with our practical approach.

Ready to excel? Here's how it works:

- You'll be assessed based on real-world skills, matching industry standards.
- Gain hands-on skills and abilities that matter in today's workplace.
- Unleash a range of abilities:
  - Perform tasks like a professional.
  - Tackle unexpected challenges with assurance.
  - Shine in different work setups and adapt skills across varying contexts.
  - Showcase vital skills, including communication, teamwork, problem-solving and more.

Choose from the various disciplines we offer, including, Business, Care, Community, and Employment Services. Our dynamic learning environment ensures safety, diversity and equality.

Your trainers are world-class industry professionals, dedicated to your success. They are recognised for their experience and industry knowledge. They're up-to-date, skilled and always learning - ready to guide you.

Step confidently towards success with Work Savvy!

### Student Support

You can contact student support on Monday through Friday between 8.30am and 4.30pm.

Phone: 1300 913 161

Email: [studentsupport@stridelearning.com.au](mailto:studentsupport@stridelearning.com.au)

# Section 1 - Starting Your Learning Journey

## Student Selection and Enrolment

At Work Savvy, we're here to make sure you're set up for success. Our selection process is all about being fair and inclusive, finding the best fit for you.

### Fair Criteria

We match your skills to the right program based on workplace performance and competency to ensure you're in the right course.

### Easy Entry

To ensure you're prepared for success, we'll always let you know ahead of time if your course has specific requirements.

### No Discrimination









We value diversity and treat everyone equally, no matter your gender, ethnicity or background.

### Funding Options

Depending on the program, you might qualify for government support. If not, don't worry, we've got different payment options.

To apply for enrolment for your course, you must complete the enrolment application form and Language Literacy and Numeracy (LLN) assessment. We will then assess your enrolment application and LLN assessment for both course suitability and your eligibility for training with us. If your enrolment application has been successful, we will then contact you to inform you of the next steps for commencing your training.

## Once your enrolment application has been accepted, you're good to go if you:

-  Qualify for funding (if applicable).
-  Provide appropriate identification<sup>1</sup>.
-  Meet any prerequisites and have the skills necessary to successfully complete the course.
-  Agree to follow our policies, procedures and our Student Code of Conduct.
-  Ensure any additional fees and charges have been paid.
-  Attend your induction/orientation session.
-  Sign your training plan which is your study contract.
-  Get excited as your journey of learning, growth and success with Work Savvy is about to begin!

<sup>1</sup> For NSW White Card, ID requirements can be found on the NSW SafeWork website. [www.safework.nsw.gov.au/licences-and-registrations/licences/evidence-of-identity](http://www.safework.nsw.gov.au/licences-and-registrations/licences/evidence-of-identity). For RSA/RCG competency card, ID requirements are available on the Services NSW website [www.service.nsw.gov.au/transaction/apply-for-an-rsa-or-rcg-competency-card](http://www.service.nsw.gov.au/transaction/apply-for-an-rsa-or-rcg-competency-card). For HC, MR, or HR licence ID requirements, refer to Services NSW website [www.service.nsw.gov.au/transaction/apply-for-a-heavy-vehicle-licence-lr-mr-hr-and-hc](http://www.service.nsw.gov.au/transaction/apply-for-a-heavy-vehicle-licence-lr-mr-hr-and-hc). For forklift licence, refer to the NSW SafeWork website [www.safework.nsw.gov.au/licences-and-registrations/licences/evidence-of-identity](http://www.safework.nsw.gov.au/licences-and-registrations/licences/evidence-of-identity)

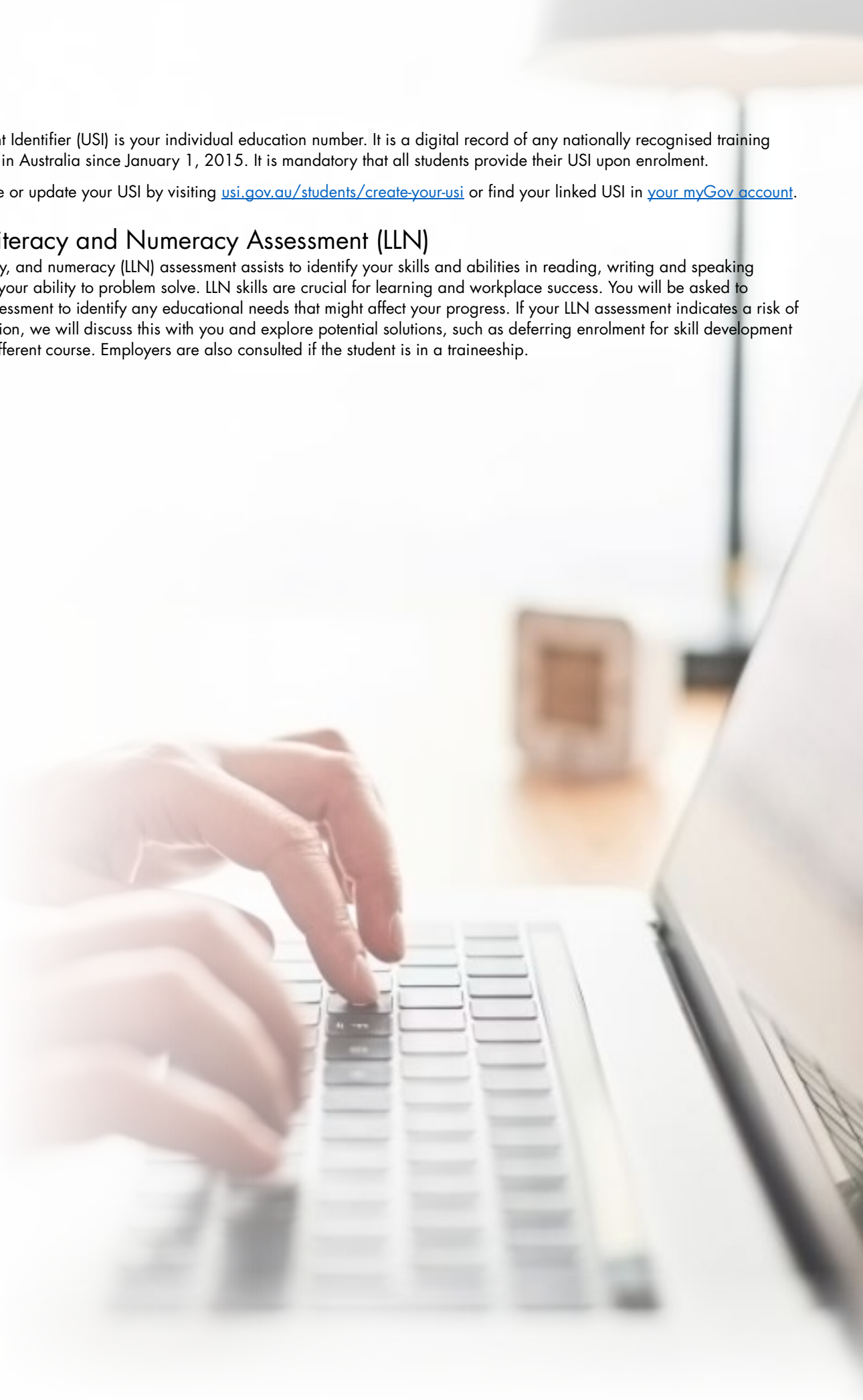
## Your USI

Your Unique Student Identifier (USI) is your individual education number. It is a digital record of any nationally recognised training you have achieved in Australia since January 1, 2015. It is mandatory that all students provide their USI upon enrolment.

You can find, create or update your USI by visiting [usi.gov.au/students/create-your-usi](https://usi.gov.au/students/create-your-usi) or find your linked USI in [your myGov account](#).

## Language, Literacy and Numeracy Assessment (LLN)

A language, literacy, and numeracy (LLN) assessment assists to identify your skills and abilities in reading, writing and speaking English, as well as your ability to problem solve. LLN skills are crucial for learning and workplace success. You will be asked to complete a LLN assessment to identify any educational needs that might affect your progress. If your LLN assessment indicates a risk of course non-completion, we will discuss this with you and explore potential solutions, such as deferring enrolment for skill development or considering a different course. Employers are also consulted if the student is in a traineeship.



## Delivery Methods

We recognise the importance of tailored and flexible learning approaches that align with your learning styles, job roles and personal circumstances. At Work Savvy, we offer the following options for your study.

### Classroom

Trainer-led learning in a face-to-face or virtual classroom.



Students using online or virtual learning platforms will receive information via email on how to access the online platform once they have completed their enrolment.



### Flexible

Self-guided learning with online, softcopy, or hardcopy resources.

## On-the-Job Learning

At Work Savvy, we know that practical knowledge and comprehensive skill development occur best through on-the-job experience in a workplace setting. As a cornerstone of our educational philosophy, on-the-job learning enhances the educational journey by providing a practical and immersive experience. In the following sections, explore how our commitment to on-the-job learning, coupled with strategic work placements, empowers students to bridge the gap between theory and practice, fostering a comprehensive skill set for success in their chosen fields.

### Work Placement

Students can gain practical experience in a workplace setting to complement their classroom-based or self-guided learning. Work Savvy coordinates work placement with our industry partners for eligible students.

For workplace requirements, please see page 10.



### Employment-Based Traineeships.

An employment-based traineeship is a hands-on and immersive training option for employees in permanent full-time or part-time positions to earn a nationally recognised qualification. Trainees dedicate scheduled study time during their work hours to complete their coursework in either a classroom or a flexible delivery method. Our trainers collaborate closely with employers to support trainees in the workplace. Workplace assessments are required for some units of competency.



## Fees, Payments, and Refunds

Before enrolling, you will receive information about the course fees and refunds. Payment is to be made in Australian dollars by the specified due dates on the tax invoice, with a maximum upfront fee of \$1,500 (no GST). If the course fee exceeds \$1,500, a payment plan is available, with the balance paid before your course completion. Payment methods accepted include Credit Card, Direct Debit (by Ezidebit), and Direct Bank Transfer.

Late payment of course fees may result in penalties. If fees are not paid within 14 days of the final notice, consequences may include suspension from the course, inability to receive certification, and, for trainees and apprentices, a report of breaching a Training Contract; if payment is overdue by more than 30 days, Work Savvy may suspend training until payment is received.

Prior to your enrolment you will be advised of any additional fees attached to your training program. Additional fees include the costs associated with any mandatory checks you must have, any equipment you need to purchase, and/or any licensing fees.

For refund eligibility, please refer to our website for the Student Fees, Charges and Refund Policy. Refunds will be paid directly to either the student or the person or organisation/business that originally made the payment. It is very important that you clearly understand the terms and conditions in our Refund Policy and clarify any questions you may have prior to finalising your enrolment and commencing training.

We are committed to safeguarding student fees and, as part of this commitment, Work Savvy does not accept individual payments exceeding \$1,500 (GST not applicable) before the course starts.

New South Wales: [NSW Fair Trading](#)

Queensland: [Office of Fair Trading](#)

### Traineeships

If tuition fees are applicable to traineeship training, the employer may be billed for these fees on behalf of the student as outlined in the Training Proposal Agreement between Work Savvy and the employer.

## Credit Transfer

To receive a Credit Transfer for previous Vocational Education and Training studies, we first must verify your transcript. If your transcript is from another Registered Training Organisation (RTO), you need to give permission for us to access your USI record for verification or we can request verification from the other RTO.

If the result on your transcript was achieved by a Credit Transfer, you cannot use it as evidence towards a new Credit Transfer. To apply for Credit Transfer, you will need to complete and submit the Credit Transfer Application Form.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process to assess your skills, knowledge and experience gained through formal or informal learning to determine their eligibility for credit or qualification in a specific course. You will be asked to complete a formal application, pay the applicable fee(s) and provide evidence as part of your application. This evidence may include certificates, transcripts, references from current/past employers, testimonials from clients, portfolio of work and work samples that demonstrates your skills, knowledge and experience relevant to your targeted qualification or course. Your evidence must be authentic, valid, reliable, current and sufficient. Please contact Student Services for the fees relating to RPL.

## Course Duration

All enrolments have a maximum duration period. You need to complete your course within the specified duration period to avoid additional fees. Students who do not complete all units within the course duration timeframe as stated on the enrolment form will receive a Statement of Attainment listing the units completed. In certain circumstances, you may be able to apply for a course extension of six months by completing and submitting Request for Course Extension form for approval. Please see Fees & Charges on our website for the Extension/Suspension Fee payable. This fee may be waived for compelling circumstances beyond the students control with appropriate evidence.

## Authority to Publish

While you're studying with us, you are asked to sign an Authority to Publish. It is not mandatory to sign this permission and it will not affect your application to enrol if you choose not to sign. By signing the Authority to Publish, you are allowing Work Savvy to use your photo(s) and/or quote for promotional purposes. Your photo could be used in colour or black & white and may be altered for design reasons. You won't be consulted on how your photo and quote will be used, however it will be stored and disposed of securely. If you're under 18, your parent, carer, or guardian needs to sign the release. Your experience can benefit future students and we appreciate your support.



## Consumer Protection, Privacy and Data Protection

Work Savvy is dedicated to safeguarding your rights as a consumer by providing accurate information. We have a structured consumer protection strategy, ensuring transparency in our operations. Our commitment includes offering necessary training and support for student competency, maintaining quality in training and assessment, providing clear and accessible feedback. Our Consumer Protection Statement covers information provision, fee protection, course withdrawal and refunds, complaints and appeals, customer feedback, personal information protection and training discontinuation.

We collect your personal information for purposes such as employment or education, meeting legal obligations, administration, keeping employers informed about student progress, fulfilling our duty of care and meeting government reporting requirements. We abide by the Australian Privacy Principles, taking steps to safeguard your privacy as per state and federal laws. Students or staff can access and update their personal information under these principles and may correct them. We will retain records of AQF certification documentation and/or statements of attainment for a period of 30 years.

Refer to our Privacy Policy on our website or contact our office for further information.

## Your Personal Property

If you bring personal property to our training facilities, please note that you do so at your own risk, and we cannot be held responsible for any loss, damage, or other issues related to your belongings.

## Change of Your Details

Please contact us if any of your personal details change, such as your phone number, email address, address, etc. This is a requirement so we can remain in contact with you during your course.

You will need to provide evidence of a name change. Don't forget to update your USI profile as well. Your legal name will be displayed on your testamur, certificate and other official documents.



## Workplace Requirements

In certain courses, part of your learning and assessment takes place in the workplace. For these courses, it may be necessary for you to complete a National Criminal Records Check (NCRC) and a Working with Children Check (WWCC). Additionally, you may be required to maintain specific immunisation records. Information about these requirements is found on the respective course information pages on our website and in the work placement information pack you received prior to enrolment. To guide you in understanding your responsibilities in work placement, you will receive a Work Placement Code of Conduct outlining the expected standards of behaviour when in the workplace.

It's important to note that individuals with a history of violent or sexual crimes, fraud or theft may be restricted from accessing certain facilities, preventing them from completing their qualification.

At Work Savvy, we take our responsibility seriously for ensuring the safety of the public and students during work placement. If there's any indication that your skills or behaviour could pose a risk to yourself or others in the workplace, you may temporarily be restricted from participating in work placement. If you breach the Work Placement Code of Conduct you may be prevented from continuing your work placement. This will impact the completion of your course if successful work placement is a requirement.

Your Work Placement Coordinator will discuss with you and your workplace supervisor the specific duties aligned with the course requirements and your skills and knowledge. It is crucial to adhere to these assigned tasks. Therefore, you must be physically and mentally capable of undertaking these tasks in a workplace. If you have any concerns about your physical and/or mental abilities in a work environment, it is crucial to discuss these with us before enrolling. This proactive communication is important, as it may impact your enrolment based on your individual needs and circumstances.

Work Savvy holds Voluntary Workers Compensation and Public Liability insurances that provides you with cover in the workplace.



## Section 2 - Progressing in Your Learning Journey

### Attendance and Active Participation

#### Face-To-Face Attendance

Your attendance and active participation in all activities helps you to prepare for your assessments. Should you be absent from your class, it is your responsibility to contact either your Trainer/Assessor or our Student Support team to advise on the day of being absent, or earlier where circumstances allow. If you are ill, you may be asked to produce a medical certificate. **It is your responsibility to catch up on any missed work.**

You must maintain active participation and progression throughout the period of your enrolment. Active participation involves you demonstrating a commitment to the learning tasks and activities. This could be engaging in class discussions, asking questions, active listening, working on group activities, completing assessments, undertaking online learning tasks, researching topics for group discussions, completing projects, preparing portfolios, using technology to enhance your learning, participating in online discussions, virtual classroom activities and/or workplace learning activities. This also includes completing directed, self-directed activities and any homework outside the class.

#### **We are committed to your success in this course, so please follow these steps.**

- Attend a minimum of 85% classes to learn from your trainer and fellow classmates.
- Actively participate in your learning by asking your trainer questions and seeking clarification on topics, where needed.
- Always undertake self-study where required. This will be assigned by your trainer and may require you to access the internet.

#### Virtual classroom participation

In our virtual learning environment, active participation in the online platform is an integral component of academic success. Where a student is enrolled in a virtual class, attending classes consistently is crucial for staying engaged with course content, discussions and collaborative activities. You will be expected to log in on time and actively participate in online discussions, group projects, and interactive activities to enhance your understanding of your course material. Regular attendance not only ensures that you remain up to date with course material but it also facilitates a sense of community and connection with your trainer/assessor and peers. Active participation involves more than just being present; it entails thoughtful engagement, asking questions, contributing to discussions and completing assessments with diligence. You will be encouraged to communicate openly with your trainer/assessor regarding any challenges you may face in attending or participating in virtual classes, as we are committed to fostering a supportive learning environment that accommodates individual needs. By prioritising attendance and active participation, you will maximise your learning experience and derive the full benefits of our virtual classrooms.

It is your responsibility to provide the appropriate technology equipment and a viable Internet connection so you can successfully complete your studies.



## Online participation

Studying online offers a myriad of benefits that cater to the diverse needs of modern students. One of the foremost advantages is flexibility. Online study allows for a customisation of learning schedules, providing the freedom to balance academic pursuits with work, family or other commitments. This flexibility not only accommodates individual lifestyles but also fosters a self-paced learning environment, enabling students to absorb and apply information at their own speed.

However, achieving success in online studies involves more than meeting assignment due dates; it requires a proactive and continuous engagement with the online learning platform. You will be expected to progress through your studies by logging in regularly, completing assigned readings, participating in discussions and roleplays, and submitting assessments by the specified due dates. To foster a successful learning experience, it is crucial for you to stay connected with the online platform consistently. In instances where clarification or assistance is needed, you are encouraged to reach out to our Student Support services. Maintaining open lines of communication is vital for addressing questions and seeking guidance. By actively engaging with the online platform and staying in touch with both course content, your trainer/assessor and support services, you can achieve a smooth and successful progression through your studies.

## Study Smarter

*Tips for success in your online and virtual courses*

### 1. Set SMART study goals

**Specific:** Define when, where how and what you will study weekly.

**Measurable:** Determine your dedicated study time each week and monthly unit completion goals.

**Achievable:** Ensure your goals are realistic and regularly compare your plans with your actual progress.

**Relevant:** Confirm that your goals align with your coursework completion strategy - study smarter, not harder.

**Time-bound:** Set time limits for each task and track your progress to meet coursework deadlines.

### 2. Create a study schedule

You may not always find time to study, but you can make time! Create a study schedule that allows you enough time to read the materials, answer the knowledge assessment and complete the performance evidence (even the role plays). Plan your study sessions and stick to a schedule. Consistency is key to success.

### 3. Find your ideal study spot

Do you work best at the kitchen table, in a coffee shop, or at the library? Find your study spot and set up the tools around you to help you focus.

Some more tips for a focused environment:

- Drink a cold beverage through a straw.
- Try the Pomodoro method: Set a study timer for 25 minutes, put away distractions, get the work you can done, then take a five-minute movement break and repeat the cycle.
- Find your study playlist such as nature sounds, heavy metal, low-fidelity music (Lo-Fi), or white noise.

### 4. Take notes during the class

Copy the knowledge assessment questions into your notebook or a Word document. While reading through the materials (either with your trainer or on your own), use the knowledge questions as a guide for notetaking.

Not only does this save time completing the assessment, but it also motivates you to stay focused throughout the unit!

### 5. Check twice, submit once

The knowledge questions aren't the only thing that need to be submitted! Make sure you complete the Performance Evidence before you submit your unit for grading. Check with your trainer to make sure you have an accurate list of what needs to be submitted.

The Performance Evidence may require you to perform and record role plays to demonstrate and practice specific scenarios in the industry. You can record role plays with your classmates, trainer and even our Student Support team!

It is your responsibility to provide the appropriate technology equipment and a viable Internet connection so you can successfully complete your studies.

## Trainees

Active engagement with your study materials is fundamental to a successful learning experience. As a trainee it is important you utilise your dedicated study time effectively, ensuring that your progress through the course content consistently. Regular interaction with your study materials, including readings, videos and formative learning exercises enhances comprehension and facilitates a deeper understanding of the subject matter. It is imperative you adhere to the due dates outlined in your Training Plan for assessments, as timely submission is crucial for successful progression. It is your responsibility to ensure you have access to the appropriate technologies and equipment for your course and a viable Internet connection so you can successfully complete your studies.

If you are having difficulties with, or questions about your learning and assessment materials, you are urged to proactively reach out to your trainer/assessor or to Student Support. Open communication is key to addressing challenges promptly and ensuring a supportive learning environment. By taking ownership of your learning journey and maintaining timely communication, you can maximise the benefits of this educational experience and achieve your career goals.

We are required to advise Training Services NSW via the RTO Notification of Issues form of any matter that may affect the successful completion of a traineeship. This includes issues such as:

- Trainee is not released to attend formal training or assessment
- Trainee is not making every effort to achieve competencies

Training Services NSW will liaise with the employer and/or trainee and attempt to resolve the identified issue(s).

For trainees in other states, we are required to report regularly to the appropriate government agency in each state. Please contact Student Support if you have any questions regarding your training.



## Assessment

You must submit all assessable work within the timeframes given by your trainer. If you are not successful on your first assessment attempt, you will be given feedback and two additional attempts to gain competency in the unit. Where competency in a unit is not achieved after two re-attempts, you may need to re-enrol in the unit if you wish to continue your studies. A separate fee will be charged. Your trainer/assessor will provide you with information on assessment dates, times, assessment requirements and conditions on the first day of training in a new unit. Further information about your assessment timetable is found in your course schedule.

If you miss an assessment event, you must contact your trainer or Student Support as soon as possible to discuss the reason for the missed assessment. In certain circumstances, you may be required to provide evidence, such as a medical certificate.

Qualified trainers and assessors are responsible for assessing your competence. Your trainer will provide you with the outcome of your assessment and supportive feedback. You have the right to appeal academic decisions within seven (7) days of the decision, however your first step is to speak to your trainer or assessor and request a review.

All students have the right to learn and take assessments in an environment that are free from bullying, harassment and disruption of others. If you behave in a disorderly, offensive, or aggressive way towards another person, you may not be able to sit the assessment.

Your assessments will include a variety of different assessment strategies, for example your assessment may include:

- ☐ written tasks
- ☐ questioning, projects
- ☐ practical demonstration
- ☐ work placement
- ☐ roleplays
- ☐ case studies
- ☐ observation
- ☐ portfolio
- ☐ interviews
- ☐ quizzes and/or
- ☐ closed book assessment.





## Medical conditions

If you have a chronic medical condition, such as epilepsy or diabetes, it's important to tell our staff at enrolment and/or your trainer(s) so they can support you if needed.

Some prescription and over-the-counter medications can affect your judgment, making it unsafe to use equipment, machinery or handle chemicals. It is your responsibility to talk to your trainer about this. Your trainer has a duty of care to you and all other students in your class and they may need to know about your condition to ensure safety arrangements are in place. You have a right to privacy, and while your trainer may need to inform Student Support, it is illegal for them to tell others without your permission.

## Work Health and Safety

We are committed to providing a safe and healthy working and learning environment for everyone. We follow the WHS law and our rules to keep your learning environment safe. If you're having training at your workplace, the people in charge at your workplace are the main ones responsible for safety.

Before you enrol, you are informed of any specific course requirement such as protective clothing and equipment (PPE) or a uniform. If the specified protective clothing and/or uniform is not worn (for example, steel capped boots) you will not be able to attend the class where this is required.

It is your duty to take reasonable care of yourself and the health and safety of others, as required by the Work Health and Safety Act 2011 and the Work Health and Safety Regulation 2017. All incidents or injuries must be reported immediately after the event. If you need an ambulance, this cost will be your responsibility.

During training, turn off your phones and electronic gadgets, unless you spoke to your trainer about it prior to class. Remember, it's up to you to take care of your own health and safety. Follow rules and instructions given. Smoking is not allowed inside buildings or near doors, as according to the law. If you see something unsafe, tell your trainer or your supervisor right away.

To report a WHS issue, such as illness, injury, incident or safety hazard, advise your trainer or contact Student Support.

## Reporting Accidents and Critical Incidents

We have rules in place to handle accidents and critical incidents.

If you have an **accident** or get hurt while in training or at work placement, make sure to tell your trainer or your supervisor right away. It's important to report all injuries, big or small, to make sure you're protected. You will need to fill out an Accident Report form from our website and as well as advise Student Support as soon as practical to do so.

If the **critical incident** occurs at one of our training venues, the first action is to inform your trainer and/ or contact emergency services: fire, ambulance or police. Student Support must be contacted as soon as practical when an incident involves serious injury, threat to life, property or death. You will need to fill out a Critical Incident form from our website.

## Changes To Your Study Program

Changing circumstances may require a change to your study program. Work Savvy reserves the right to cancel a course or to change a training schedule if circumstances change. Should this occur, we will notify you and offer alternative arrangements where possible. In the event of a course cancellation initiated by Work Savvy, you may be reimbursed the student fee in accordance with our Refund Policy. It is important to note that we do not accept responsibility for any losses, expenses or inconveniences arising from these changes.

Other changes may result from:

### Withdrawal from study

We are here to support your journey toward your career goals, and we'd be disappointed to see you leave. However, we recognise that situations can change, so if you're thinking about withdrawing from your studies, please talk to your trainer or reach out to Student Support.

If you decide to withdraw, simply fill out the Request to Withdraw form to notify us in writing. You may be eligible for a refund based on our Refunds Policy. Remember, not submitting your withdrawal application will keep your enrolment active, which may incur additional fees.

### Course transfer

Transferring from one course to another will result in your initial course being cancelled and a new enrolment in the transferred course. We are required to notify any third parties involved (ANP, employer for trainees, and government departments) about your transfer.

Should the transfer be likely to incur additional course fees and charges, you will be advised before being transferred. There is no administration/application fee for a course transfer; however, you must contact Student Support and inform them of your decision to transfer.

### Suspension of studies

Once you've enrolled and started a course, suspending your studies is generally not permitted except for compassionate grounds or compelling circumstances backed up by evidence. We'll do our best to support your training continuation where possible.

#### Trainees

In specific cases, trainees with their employer's consent, may seek a suspension of their training plan. The applicable form must be submitted to the appropriate State Training Authority for approval. Your trainer, Student Support or the Apprenticeship Network Provider (ANP) can guide you through the process and provide the necessary form.

#### All other students

To apply for a suspension of studies, submit a written request to Student Support and negotiations will follow. Suspension of your studies cannot exceed 6 months from the date you lodge your request. Please see Fees & Charges on our website for the Extension/Suspension payable. This fee may be waived for compelling circumstances beyond the students control with appropriate evidence.

### Extension to training plan

As you are progressing through your allocated time and find you are not progressing as suggested by your training plan, please speak to Student Support who can discuss your extension options.

#### Trainees

In specific cases, trainees with their employer's consent, may seek an extension or temporary suspension of their training plan. The applicable form must be submitted to the appropriate State Training Authority for approval. Your trainer, Student Support, or the Apprenticeship Network Provider (ANP) can guide you through the process and provide the necessary form.

#### All other students

Students who are not trainees, may apply for an extension to their training program, however there is a maximum period for which a training plan can be extended. If you find you need to extend your training plan, you must complete Request for Course Extension form, providing appropriate documentation and/or evidence. Submitting this form does not guarantee you an extension to your training plan as there are other mitigating factors that must be considered if an extension is granted. Please see Fees & Charges on our website for the Extension/Suspension Fee payable. This fee may be waived for compelling circumstances beyond the students control with appropriate evidence.

### Transitioning from a superseded course transfer

At times qualifications become superseded and we are required to update accredited qualifications to align with industry needs, rendering older qualifications obsolete. If you're enrolled in a superseded qualification, we may need to transfer you to the updated version.

While the updated qualification may have a longer duration, this transfer is free of charge. If the change doesn't align with your current circumstances, please discuss your options with your trainer or Student Support.

## Academic integrity

Academic integrity fosters a culture of honesty, responsibility and respect for intellectual property. It is the commitment to ethical behaviour in all you do within your course.

Breaches to academic integrity include:

**Plagiarism**, the presenting other people's ideas, writings, or work as your own.

Sharing your learning resources and assessments with others or via a **file-sharing website**.

Inappropriate use of Generative Artificial Intelligence tools. See our Generative AI guide.

Any other **dishonest behaviour** related to training or assessments, including **cheating, bribery, impersonation, and collusion**.

It is important you demonstrate independent thinking, proper citation and your original work. You should refrain from using AI tools in ways that compromise the authenticity of your assessments, assignments, etc, ensuring your work reflects your own understanding and effort.

Breaches of academic integrity are dealt with under the Code of Conduct policy.

## Copyright infringement

All Work Savvy training and assessment materials are protected under the Copyright Act 1968.

## Units with Special Training and/or Assessment Conditions

Please be mindful of the different assessment requirements for each unit you are enrolled in. Certain units may involve unique delivery and assessment conditions, such as offsite locations, assessment conducted by a third-party provider, or the necessity of hiring specific equipment like a commercial kitchen. Should you be unable to attend the scheduled assessment date or if you are found to be not yet competent during the assessment, it's important to note that additional fees may apply and/or there could be a waiting period for a reattempt. This affects units such as First Aid, forklift licence, truck licence, RSA/RCG, hospitality and hygiene units. These circumstances can seriously impact your progression and course completion. Prior to enrolment, you will receive information on units with special conditions and/or additional costs.



## Section 3 – Student Support

Your trainer(s) and our staff are here to help you succeed in your learning journey. If you're finding the course material challenging, you are struggling with time management, or you are facing any other academic issues, please reach out to us.

Our support to you might involve checking your progress, helping with learning or technical problems, reviewing your training plan and discussing your training activities. If you're away from your studies, a member of our Student Support team will call you to find out why. Take this opportunity to share any challenges or concerns affecting your attendance. We're here to support you in reaching your career goals by completing this course.

For trainees studying in the workplace, your trainer or supervisor will regularly check on your progress. They might do phone interviews and/or plan face-to-face visits.

### Reasonable Adjustment

Reasonable adjustments are changes made to ensure that all students, regardless of any challenges or differences, have an equal opportunity to participate and succeed in their education. These adjustments are tailored to meet individual needs and can include modifications to teaching methods, assessment formats or the learning environment. The goal is to create an inclusive educational experience where every student can fully engage in their studies and demonstrate their capabilities.

If you have specific needs or challenges that may require adjustments, it's important to communicate with your trainer or Student Support so that appropriate measures can be put in place to support your learning journey.

Reasonable adjustment is not about giving unfair advantages. Reasonable adjustments are designed to promote fairness and equal access for everyone.

### External and urgent support

If you are in immediate danger or someone else is, call 000 or go to the nearest hospital emergency department.

If you are concerned about your mental health, please talk to a trusted adult, such as a doctor, psychologist, or counsellor. They can help you understand what you are going through and develop a plan to get better.

If you are feeling unsafe and need immediate help for a mental health issue, call the Mental Health Line on 1800 011 511. The Mental Health Line is a 24/7, state-wide telephone service that can connect you with a mental health professional. Anyone can call the Mental Health Line to get help and support.

The Suicide Call Back Service (1300 659 467) is a 24/7 crisis support service for people at risk of suicide, for their carers and those bereaved by suicide.

Lifeline also offers a 24-hour telephone counselling service on 13 11 14 providing crisis support.

Students needing extra support with language, literacy and numeracy (LLN) can contact:

- [Australian Council of Adult Literacy \(ACAL\)](#)
- [NSW Adult Literacy and Numeracy Council](#)
- [Reading Writing Hotline](#) - 1300 655 506

Students requiring urgent non-academic help when we are closed, may consider accessing the following services:

- **[Lifeline –13 11 14](#)**  
AVAILABLE 24/7  
Lifeline provides all Australians with Crisis Support and suicide prevention services.
- **[The Salvation Army –13 72 58](#)**  
The Salvation Army offers social services for addiction, aged care, disasters and emergencies, housing, and more.
- **[Alcohol and Drug Information Service \(ADIS\) NSW – 1800 250 015](#)**  
AVAILABLE 24/7  
The Alcohol and Drug Information Service (ADIS) offers a toll-free and confidential counselling helpline dedicated to assisting NSW residents dealing with issues related to alcohol and/or drug misuse.
- **[Victims of Crime Support Line Victims Support Service –1800 633 063](#)**  
MONDAY – FRIDAY, 9AM – 5PM  
The Victims Support Scheme offers counselling, financial aid, and a recognition payment to individuals who have experienced an act of violence or modern slavery.
- **[Services Australia – 13 24 68](#)**  
MONDAY – FRIDAY, 8AM – 5PM  
Services Australia is a government agency that administers programs such as Centrelink, Medicare, Child Support, and other government services.
- **[Domestic Violence Hotline – 1800 656 463](#)**  
AVAILABLE 24/7  
Domestic Violence Hotline is a helpline for women and people who identify as female in New South Wales. It offers crisis counselling and referrals.
- **[MensLine Australia – 1300 789 978](#)**  
AVAILABLE 24/7  
MensLine Australia is a free telephone and online counselling service for men in Australia.
- **[1800RESPECT – 1800 737 732](#)**  
AVAILABLE 24/7  
1800RESPECT is a national counselling line for anyone in Australia who has experienced or is at risk of family, domestic violence, or sexual assault.
- **[Daisy – MOBILE APP](#)**  
Daisy is a free app developed by 1800RESPECT that includes safety features to help protect the privacy of people using it and provides information on support services in your local area. Daisy can be downloaded for free from iTunes or Google Play.
- **[QLife – 1800 184 527](#)**  
7 DAYS A WEEK, 3PM – MIDNIGHT  
QLife is a free and anonymous service that provides LGBTIQ+ people and their loved ones with peer support and referral services.
- **[Ageing and Disability Abuse Helpline – 1800 628 221](#)**  
MONDAY – FRIDAY, 9AM – 4PM  
Ageing and Disability Abuse Helpline promotes the rights of older people and adults with disability to live free from abuse in their family, home and community.
- **[The National Disability Abuse and Neglect Hotline – 1800 880 052](#)**  
The National Disability Abuse and Neglect Hotline, is a free, independent and confidential service for reporting abuse and neglect of people with disability.
- **[Multicultural NSW – \(02\) 8255 6767](#)**  
MONDAY – FRIDAY, 9AM – 4PM  
Multicultural NSW implements policy and legislation to support diversity and promotes community harmony and social cohesion in New South Wales.
- **[ReachOut – ONLINE COMMUNITY](#)**  
AVAILABLE 24/7  
ReachOut provides safe and stigma-free support services and community for culturally and linguistically diverse parents, teachers, and people under the age of 25.

## Supporting Australia's First Nations People

We are committed to providing Aboriginal and Torres Strait Islander students with the education and training they need to succeed in their careers and lives. Our Student Support team are here to assist and support you in your learning journey. Helpful contacts for First Nations People:

- **[Office For Aboriginal And Torres Strait Islander Health \(OATSIH\)](#)**  
Comprehensive list of Aboriginal health services in each state and territory.
- **[WellMob](#)**  
Online resources to help support the social, emotional and cultural wellbeing of our Aboriginal and Torres Strait Islander community.

- **Counselling Online**

Free online counselling service where you can communicate with a professional counsellor about your own alcohol and drug use, or if you are concerned about a family member, relative or friend.

- **Australian Indigenous HealthInfoNet**

Information about Indigenous health, including detailed overviews of specific health topics.

Source: *Beyond Blue*. [www.beyondblue.org.au/who-does-it-affect/aboriginal-and-torres-strait-islander-people/helpful-contacts-and-websites](http://www.beyondblue.org.au/who-does-it-affect/aboriginal-and-torres-strait-islander-people/helpful-contacts-and-websites)

## Government Funded Training Support

Students (or their employers) may be able to access financial support from the government to help pay for Work Savvy courses. The government offers a range of funding programs for training and education. The current funding is the Smart and Skilled Program (NSW only) and Certificate 3 Guarantee (Qld only). We can help you find out more about government funding available to you and eligibility requirements before you enrol. Contact Student Support for more information.

### Smart and Skilled (NSW)

The NSW Smart and Skilled funding program is a government initiative designed to support individuals in gaining valuable skills and qualifications to enhance their employment prospects. The program provides subsidised training courses for eligible students, including apprentices and trainees, allowing them to acquire industry-relevant skills. By subsidising a range of vocational education and training courses, the program empowers individuals to pursue meaningful careers while addressing the skill demands of NSW's evolving workforce.

- Aboriginal and Torres Strait Islander students are eligible to be exempt from paying the Smart and Skilled student fee if they live and/or work in NSW or live at identified postcodes which border NSW.
- Students who meet the eligibility requirements for Smart and Skilled and who receive a disability support pension, and students with a diagnosed disability by a health professional are exempt from paying the Smart and Skilled student fee.
- Students who meet the eligibility requirements for Smart and Skilled and are the current dependent child, spouse or partner of a recipient of a Disability Support Pension are not required to pay the Smart and Skilled student fee.

You will need to demonstrate that you met the eligibility conditions for a fee exemption or fee concession at the time of your enrolment. A fee exemption or fee concession cannot be considered after you have finished your training or withdrawn from your study.

### Certificate 3 Guarantee (QLD)

The Certificate 3 Guarantee gives eligible individuals the opportunity to complete a full certificate III level qualification that leads to a job outcome or career advancement. The Queensland Government subsidises the cost of training for eligible students in vocational areas that align with important economic and industry skill needs, as well as students progressing in their chosen career or transitioning to university to continue their studies.

As a Skills Assure Supplier, Work Savvy provides subsidised training to students who meet all eligibility criteria and pay the co-contribution fee as set by the Queensland Government. For information on how fees are calculated and when fees are charged and collected is available on our website. Refer to the Student Fees, Charges and Refunds policy and procedure and the Fees and Charges Fact Sheet for important information.

Currently our subsidised training focuses on certificate III qualifications in business and individual support. Once you have completed the qualification, you will no longer be eligible for a government subsidised training place at that level.

In most circumstances if you hold a certificate III or higher, you are not eligible for this program. Please see the Certificate 3 Guarantee website for eligibility, special conditions and fact sheets.

- [desbt.qld.gov.au/training/training-careers/incentives/certificate3](http://desbt.qld.gov.au/training/training-careers/incentives/certificate3)
- [desbt.qld.gov.au/training/training-careers/incentives/certificate3/faq](http://desbt.qld.gov.au/training/training-careers/incentives/certificate3/faq)

### Concessional Rates

The Queensland Government pays a higher level of subsidy for qualifications undertaken by concessional students. The following students are entitled to concessions:

- students (or their partner or guardian) who hold a Health Care or Pensioner Concession Card
- Aboriginal and Torres Strait Islander students
- school students enrolled in a VET in Schools program
- students with a disability
- students who are adult prisoners.

Please refer to the Certificate 3 Guarantee websites for eligibility and special conditions.

- [desbt.qld.gov.au/training/training-careers/incentives/certificate3](http://desbt.qld.gov.au/training/training-careers/incentives/certificate3)
- [desbt.qld.gov.au/training/training-careers/incentives/certificate3/faq](http://desbt.qld.gov.au/training/training-careers/incentives/certificate3/faq)



## Section 4 – Your rights and responsibilities

### Student Code of Conduct

As a student, it is your responsibility to treat fellow students, trainers and staff with respect and fairness, ensuring your conduct does not compromise the reasonable freedom of any person to study or work in a safe environment. This expectation applies across various settings, including classrooms, the workplace, and online or virtual classrooms. Work Savvy is committed to providing a secure and respectful learning environment and we expect all individuals—staff, trainers, and students—to adhere to Australian and state laws as well as the regulations set by statutory bodies in addition to following our established policies, procedures and guidelines.

#### As a student, you have the responsibility to:

- attend class on time
- adhere to your training plan, this is your individualised learning pathway to success
- advise your trainer/assessor or Student Support if you need to miss a class
- keep training venues and equipment clean and tidy
- show great care of all training equipment, tools, and resources. treat them like your own
- not disrupt, disrespect, use abusive language, gestures or threats towards trainers, other students, members of our staff or any other persons representing our organisation
- act appropriately and sensibly at all times to ensure our own safety and the safety of others
- follow safety rules, including wearing PPE and dressing appropriately
- understand what you need to do to pass your course, including checking assessment requirements, due dates and the number of assessment tasks you need to complete to be competent in a unit
- ensure your holidays and other commitments don't conflict with your training and assessment dates.
- advise student support within seven (7) days if your contact information changes
- advise us of any learning needs you have, including any difficulties that are affecting your learning or if you need extra help
- meet expectations for submitting assignments, attendance, and communications
- adhere to Work Savvy policies and procedures.

#### As a student, you have the right to:

- be treated fairly and with respect
- learn in a safe and supportive environment
- have your personal information kept confidential
- receive feedback on your progress in a timely and professional manner
- ask for credit transfer or recognition of prior learning or experience
- have your assessment results and other decisions reviewed
- make complaints or suggestions without fear of being penalised
- be informed about your course timetable, assessment requirements, safety rules and support services.

#### As a student, you must not:

- damage, steal, modify, misuse or waste Work Savvy' property
- behave in a way that might offend, embarrass, threaten, or harm other students, your trainer/assessor, our staff or other persons, including by sending inappropriate SMS messages, cyberbullying or sharing inappropriate digital content such as pornography
- copy someone else's work or cheat on your assessment. This includes copying from another student, copying from books, websites or other reference sources (without appropriate referencing), using Artificial Intelligence to generate assessment answers, contracting a commercial cheating service, or having another person complete an assessment for you.
- infringe copyright, including by copying Work Savvy' course materials or other copyrighted materials
- use Work Savvy technology equipment inappropriately, such as, for illegal acts or installing other software unless instructed by your trainer/assessor
- use offensive, abusive, or threatening language or actions
- harass students, staff, or other people in person, over the phone, online or through social media
- use cameras or recording devices, including mobile phones, without the consent of the person being photographed or recorded
- be under the influence of alcohol or illegal drugs in the learning environment
- join an online or virtual class while driving a vehicle or operating machinery.

## Rights Reserved

### Work Savvy reserves the right to:

- prevent you from attending classes or accessing online learning materials
- withhold any academic documents for completed units or qualifications
- cancel your enrolment
- conduct training and/or assessment at a different location or delivery pattern than advertised if circumstances change
- change the date, time for a whole or any part of a course
- cancel your enrolment if:
  - you fail a unit more than twice
  - you are unable to demonstrate academic competency through assessments, work placement or practical work tasks.

### Work Savvy reserves the right to withdraw or cancel your enrolment where:

- you have failed to pay your fees. You must meet your financial obligations to maintain your enrolment
- you have become uncontactable during your studies with us. It is your responsibility to ensure your contact details remain current during the duration of your course. Contact Student Support to update your contact details
- you have not progressed with your studies as indicated in your Training Plan
- you have violated the Code of Conduct. This includes serious breaches such as harassment, bullying, discrimination, abusive, threatening or aggressive behaviour, and being a danger to yourself or others
- you have undertaken academic misconduct, such as cheating, plagiarism or other forms of academic dishonesty
- you have failed to consistently meet academic performance requirements for your course of study
- you have failed to comply with our policies and procedures, and you become a danger to yourself or others.

Work Savvy is not responsible for any loss, expense, or inconvenience these changes may cause.

## Bullying, Harassment and Discrimination

At Work Savvy, we follow Australian laws to make sure our learning and working environment is a safe and respectful space for everyone. Bullying, harassment and discrimination are not ok here. Refer to the glossary for definitions of these terms.

If you ever feel bullied, harassed or discriminated against, or are subjected to unwelcomed behaviour, it's important to let the person know that their behaviour is not ok. If talking to them is difficult or doesn't stop the behaviour, reach out to your trainer or Student Support at your earliest possible opportunity.

You have the right to make a formal complaint using our Grievances, Complaints and Appeals Policy if you are being mistreated. We do not tolerate any kind of harassment or bad behaviour.

## Your Feedback

At Work Savvy, we're dedicated to giving you the best training experience possible. Your thoughts matter to us, so we want to hear what you have to say. You can share your feedback with us by phone, email or short surveys you will be asked to complete as you progress through your course. You may be asked to give feedback through testimonials, Google Reviews and external surveys, such as the ASQA Learner Questionnaire, and surveys from Training Services NSW.

### NSW Student Outcomes Survey and the NCVET National Student Outcome Survey.

We take your feedback seriously and commit to taking action. Our team may reach out to you to get more details regarding your feedback. Your input is essential, so we understand your needs, support you in reaching your goals and to make improvements for the future.

## Making a Complaint

We are committed to delivering outstanding education and training, and we value your feedback. Feel free to share your feedback with us anytime – whether it's a complaint, a compliment, or a suggestion to assist us in enhancing our service.

If you ever have a concern or complaint, we want to know about it. You can let us know by:

- Filling in our online form
- Completing our Complaints Form and sending it via email
- Telephoning Student Support to register your verbal feedback or complaint.

We handle all complaints and appeals systematically, ensuring fairness, honesty and professionalism. After you lodge a complaint, we ask that you act in good faith and work towards a resolution. If you need help understanding the process, our Student Support team will be happy to assist you.

## Appeals Process

You can appeal decisions made by us, including requesting a review of your assessment results or requesting special consideration. You will need to complete the Appeal Decision Outcome form and email it to Student Support within seven (7) days of receiving your results. If your appeal relates to an assessment result, one of our qualified assessors will internally review your assessment within ten (10) working days of receiving your written appeal. Information on requesting an appeal is found in our Grievance, Complaints and Appeals Policy and Procedure.

If you're still not satisfied with how we have addressed your appeal, you can contact the National VET Regulator, ASQA, at 1300 701 801. If you're enrolled in a NSW Smart and Skilled funded qualification, you can reach out to the Department's Customer Support Centre on 1300 772 104. If you are a Queensland student, you can contact the Queensland Training Ombudsman on 1800 773 048 or complete the online form at [trainingombudsman.qld.gov.au/contact/](https://trainingombudsman.qld.gov.au/contact/).

## Privacy of information

We gather personal information for employment, education or administrative purposes, legal requirements, updating employers on academic progress, fulfilling duty of care, and meeting government reporting rules.

We follow the [Australian Privacy Principles](#) and take steps to protect privacy under state and federal laws. These principles include not sharing personal details with unauthorised people and keeping your details confidential and secure. You can access and correct your personal information by lodging your request in writing with Student Support. All requests for access to your records must be made in writing, including requests from your employer or your employment service provider.

We are required to provide student and training activity data to Commonwealth and state government authorities under the VET Quality Framework. Government authorities may use this information for planning, administration, policy development, program evaluation, resource allocation, data reporting, and research. They may also share it with consultants, advisers, other government agencies, professional bodies, or organisations for lawful purposes.

## Access to records

Work Savvy will keep AQF certification documents and/or Statement of Attainment records for 30 years.

Throughout your training, you can check your results with your trainer/assessor. Your results will also be recorded in your USI record. We report to the USI Registry every three months.

Once you finish your studies or have withdrawn from your course, you will receive a transcript. This document will outline your enrolled course, the units of competency you've taken and the results you achieved.

## Section 5 – Graduation and Beyond



### Graduation

To successfully graduate from your course, you will need to achieve overall competency in your course through the following unit of competency outcomes:

- **Competent:** awarded when you have demonstrated the ability to perform skills and tasks that meet the training package requirements and industry sector standards.
- **Credit Transfer:** transfer of credit for unit(s) obtained from another RTO.
- **Recognition of Prior Learning (RPL):** granted where you have successfully completed, through the skills recognition pathway, an RPL assessment for a unit of competency.

If you receive a grade of **Not Yet Competent (NYC)**, it means you will need to undertake further training and/or assessment to meet training package requirements. You may incur additional fees to re-attempt the NYC unit(s).

### Issue of Awards

If you have successfully completed all requirements of your course, and all fees have been paid, you will receive a transcript within 28 calendar days of being assessed as competent in the training program you enrolled in.

If you have not completed all units in a qualification, you will receive a Statement of Attainment for the units of competency where you have been deemed as competent.

If you require a certification to be re-issued due to loss or damage, please contact Student Support. There will be a fee to re-issue a certificate or a Statement of Attainment.

### Learning Pathways

We trust the training you have received has provided you with a strong foundation for your professional goals and aspirations. As alumni, you are always welcome to return and further your studies through our continuing education programs and courses. Many graduates find that coming back after a few years in the workforce provides valuable new perspectives and helps them gain skills to advance their careers. Our wide range of professional development courses are designed to meet the evolving needs of today's professionals. Whether you want to expand your skills, switch career paths, or advance to new roles and leadership positions, we have options to help you achieve your goals. Our experienced instructors and industry-focused training delivers practical knowledge you can apply immediately in your current or future jobs. We invite you to come back and let us help you reach new heights in your career.



## Appendix A – Policies and Other Documents

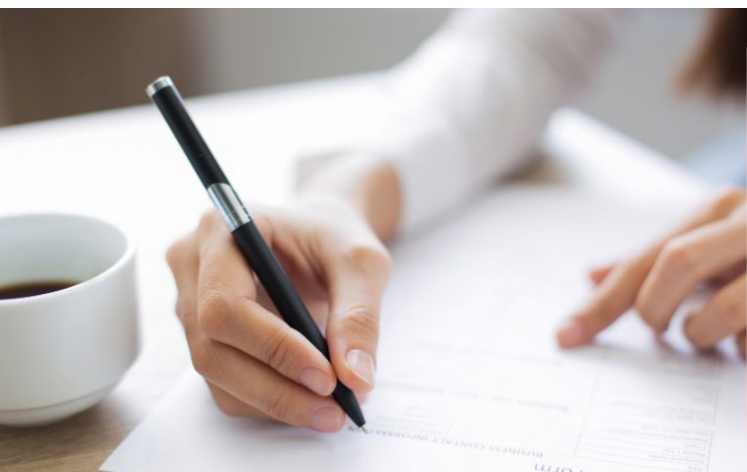
### Policies and Procedures

Attendance  
Complaints and Appeals  
Consumer Protection  
Enrolment  
Privacy  
Refund  
Student Discipline  
Student Fees, Charges and Refunds  
Withdrawals and Deferment



### Forms

Accident and Misadventure  
Appeal Decision Outcome  
Compliments, Suggestions and Complaints  
Credit Transfer Application  
Critical Incident  
Request for Course Extension  
Request to Transfer Course  
Request to Withdraw



### Other Documents

Fees and Charges Fact Sheet  
Fees Relating to RPL Info Sheet  
Generative AI Guide  
Information on USI Fact Sheet  
Student Code of Conduct  
Study Tips and Tricks  
Workplace Code of Conduct



## Appendix B – Glossary of Terms

<b>Bullying</b>	Bullying is a repeated, intentional, and aggressive behaviour aimed at causing harm, distress, or discomfort to another person, often involving a power imbalance between the aggressor and the victim. This behaviour can occur in various contexts, such as places of study, workplaces, or online environments.
<b>Classroom based training</b>	A traditional educational approach where learning activities, lectures, and discussions take place in a physical classroom setting, typically led by an instructor or trainer
<b>Discrimination</b>	Discrimination is the unjust or prejudicial treatment of individuals or groups based on certain characteristics such as race, gender, age, religion or other factors leading to unequal opportunities or unfavourable actions against the targeted individual(s).
<b>Distance education</b>	Delivery of educational content and instruction to students who are geographically separated from their instructor or educational organisation. Typically, resources are be delivered by mail or email and communications is via phone or email.
<b>Mixed mode learning / blended learning</b>	Combines traditional face-to-face instruction with online or digital learning components. This approach integrates in-person classroom interactions with technology, offering a flexible and diverse learning experience that can include both synchronous and asynchronous activities.
<b>On-the-job training</b>	A method of acquiring skills and knowledge while actively performing tasks in a real work environment, allowing students to learn through practical experience and direct application of the job's requirements
<b>Plagiarism</b>	The act of presenting someone else's ideas, words, or work as your own without proper acknowledgment or permission. This includes copying and pasting from sources without citation, paraphrasing without giving credit, and submitting someone else's work as your own. Plagiarism is considered a serious academic offense and can result in consequences such as academic penalties or even expulsion, as it undermines the principles of originality, honesty, and intellectual integrity in academic and professional settings.
<b>Racial or sexual harassment</b>	Racial harassment involves unwelcome conduct or discriminatory behaviour directed at an individual based on their race, ethnicity, or nationality, creating a hostile or intimidating environment. Sexual harassment refers to unwanted and inappropriate conduct of a sexual nature, including advances, comments, or actions that create an uncomfortable or offensive atmosphere in the workplace or other settings.
<b>Self-paced online learning</b>	The student independently progresses through educational content at their own speed, without the need for real-time interaction or fixed schedules, offering flexibility and autonomy in the learning process.
<b>Victimisation</b>	Victimisation is the act of singling out an individual for mistreatment, harassment, or harm based on their perceived vulnerability or previous experiences, creating a situation where the person becomes a target of ongoing negative actions or behaviours.
<b>Virtual classrooms</b>	Online education conducted through web-based platforms, allowing students to participate in interactive lectures, discussions, and activities remotely, often in real-time, with the guidance of an instructor.
<b>Workplace learning</b>	This is a broad term encompassing the ongoing acquisition of knowledge, skills, and competencies by employees within their professional environment, often through a combination of formal training, informal interactions and experiential learning opportunities on the job.

## Appendix C – Student Guide – Generative AI Usage

Generative Artificial Intelligence (AI) uses online systems to create content like text, images, or code. Today, AI tools are widely used in different fields for creative solutions. They use advanced algorithms and machine learning models to generate content based on patterns and data they've learned.

However, as a student, it's crucial to use generative AI responsibly and ethically. This guide gives you important information and guidelines for using AI tools effectively.

The use of generative AI tools, like ChatGPT and DALL-E, can be beneficial in your academic journey, as they can:

Explain complex concepts in simpler terms.

Improve critical, creative, and reflective thinking through generating prompts.

Aid in preparing for assessments by generating practice questions.

Enhance your writing by refining language and style.

### Important Considerations

Using AI tools can be helpful, but it's important to remember academic integrity and honesty. Turning in work created by AI tools as if it's your own can lead to:

#### Plagiarism

Using the work of another as if it were your own original work.

#### Solicitation

Engaging or paying others (including websites) to produce work for an assessment.

#### Cheating

Copying work from other sources and submitting it as your own.

It's important to use AI tools in a good and fair way. Make sure assessable work you hand in shows what you know and what you can do. If you use AI to help with your work, make sure to give credit to the AI tool for its part.

Remember, violations of academic integrity can have serious consequences. AI content detectors will be used to detect AI content if there is suspected use of AI in an assessment. If AI is detected in any submitted assessment work without proper acknowledgement and citation (see below), it will be dealt with as an academic misconduct.

### Use Guidelines

Always keep in mind that generative AI tools are meant to make learning more interesting for you. It's up to you to follow the rules and guidelines.

#### Academic Integrity

Avoid using generative AI to produce work that could be considered plagiarism, cheating or solicitation in breach of academic policies.

#### Acknowledgement and Citation

If you use content generated by AI into your assessable work, clearly credit it to the tool used and provide reference. This helps maintain transparency and gives credit to the technology that contributed to the content creation.

#### Check Policies

It is your responsibility to familiarise yourself with our statement on academic integrity found in your Student Handbook and to maintain the standards of honesty and fairness in your work.

#### Verify Accuracy

While generative AI tools are powerful, they do not always produce accurate or reliable information. You must verify the accuracy of the generated content.

#### Ethical Considerations

Be aware of ethical issues of using generative AI. Avoid generating content that could be harmful, offensive, breach copyright or violate ethical standards. Consider the potential impact of the content you create on others.

#### Privacy and Security

Remember to be careful about your privacy and security when using AI tools. Don't share private information that could cause problems for you personally or others.

Using AI tools creatively can be fun and helpful for learning new things. If you follow these rules, you can use AI in a good way that helps to make your learning journey positive and more rewarding. If you're concerned about the use of AI in your studies, please reach out to Student Support for answers.

### Further Reading

Flinders University, *Using AI tools for study*. <https://library.flinders.edu.au/students/ai>

How to cite ChatGPT: <https://apastyle.apa.org/blog/how-to-cite-chatgpt>



# WorkSavvy

Student Handbook 2024

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[worksavvy.edu.au](https://worksavvy.edu.au)

