



STUDENT INFORMATION HANDBOOK

TRAINING BUILT FOR SUCCESS

Victoria's premier training provider since 2001

Welcome To ACE Training

Welcome to ACE Training, and congratulations on making a real commitment to improving your qualifications and skill set! Whether you are seeking employment or looking to gain the skills to advance your career, we are the trainer partner for you.

ACE was founded in 2001 to provide heavy machinery and construction training to customers in Gippsland, Victoria. Over the years, we have expanded our offering to include nationally recognised training (ASQA), Worksafe Victoria High-Risk Work licensing, and VicRoads accredited licensing, which is now available across our four campuses in Ballarat, Bendigo, Sale and Traralgon.

Today we service thousands of customers across & throughout regional Victoria in the oil & gas, mining, agriculture, power, water, paper, manufacturing, transport, and construction industries, for which ACE is recognised by corporations and government agencies as the go-to training provider in the region.

We pride ourselves on our course values:

EXPERTISE

Our Trainers are industry experts in their fields. We deliver best-in-class vocational education, preparing our students to excel in their careers.

RELEVANCE

We regularly engage with industry to keep our skills, knowledge and practises current. Our students need today's skills now. Beyond the textbook, we give them the practical knowledge required to achieve their goals.

ADVANCEMENT

Constant improvement is in our DNA. We push for daily progress in our students and ourselves.

This Student Handbook contains important information regarding the training, and roles and responsibilities of students, including their expected behaviour and conduct. Also included is information regarding a range of procedures and processes that a student may need to access or use during their training course. We hope that it helps to make your study experience manageable and enjoyable.

Please take your time to read and understand the information provided and ask any questions you may have.

We hope you enjoy your course and find it professionally and personally enriching. Good luck!

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Corporate Information

ACE Training Information	
RTO ID	21716
Phone	1800 456 094
Email	info@aceassessment.com.au
Website	www.aceassessment.com.au
Office Hours	Monday to Friday 7:30 am - 4:00 pm

Campus Locations	
Ballarat	6 Kennedy's Drive, Delecombe, VIC
Bendigo	17 Gildea Lane, Bendigo, VIC
Sale	16a Cobains Road, Sale VIC 3850
Traralgon	9 Rocla Road, Traralgon, VIC

Course Information

Accredited and Non-accredited training

ACE Training delivers both nationally accredited training and assessment as well as non-accredited training. ACE ensures that its marketing clearly identifies accredited training from non-accredited training in all forms of advertising - digital, hardcopy and social media. All accredited training will feature the National Training logo. Accredited training is nationally recognised around Australia and has been assessed by ASQA. These courses meet the Standards for VET Accredited Courses 2021 and the AQF. Any non-accredited training is conducted at the request of corporations for specific employee/contractor skill sets and are therefore not normally advertised.

High Risk Work Licences

ACE Training is authorised by WorkSafe Victoria to deliver high risk work licence training and assessment for certain licence classes. Only authorised high risk trainers and assessors can be affiliated with ACE Training to deliver the high risk work licence training. The ACE Training website lists all licence classes that it is currently delivering.

Application & Enrolment

ACE accepts applications from all students who meet the entry requirements published in the course information, available on the ACE website. Applications are accepted on a first-come, first-served basis. However, if a course is full, you will be offered a place in another class at a later date.

To apply to enrol in a course, you must complete an online application through the ACE website.

Before you decide to enrol in a course, you are encouraged to fully understand:

- the course purpose and structure
- the course entry requirements
- scheduled delivery/course dates
- associated personal commitment in terms of time and outside study requirements
- course costs
- the learning outcomes

If you are applying for a course with entry requirements, you will also need to provide the necessary evidence (as indicated under the Important Information link, found below the course dates), such as verified copies of statement of attainments, photo ID, prior to the course commencing.

If you are applying for credit transfers, you should indicate this on your enrolment and supply copies of your certificate, statement of attainment, or USI transcripts so that we can assess your application for credit transfers. See the section on credit transfers in this handbook.

Course Enrolment

All course applications will be done via an enrolment form through the ACE Training website or a paper enrolment form sent via email. Any noted support requirements will be identified through this process and reviewed by the Administration Team. The outcomes of these will be used to ensure you are enrolled in the most appropriate training to suit your needs and skill level.

Where an Administration team member has identified you as requiring support, such as language, literacy, numeracy, or disabilities, your details are passed on to the Head of Enrolment and Student Care.

The Head of Enrolment and Student Care will review the information provided, assess your learning needs and determine whether the training and assessment program will be adjusted. The Head of Enrolment and Student Care will also liaise with you to develop an Individual Student Support Plan to support your learning journey. The information collected as part of this process and the outcomes are entered into our Student Management System. A confidential report containing information regarding students who require additional support or adjustment to their training because of their learning needs is generated and provided to the trainer. The report advises students' learning support requirements and the strategy and support processes.

Credit Transfers

You may be eligible for a credit transfer for units or subjects in your course if you have completed those same units or similar as part of another course or learning program.

ACE Training will recognise and accept AQF and VET qualifications and VET Statement of Attainments issued by any other training providers, as well as USI transcripts. They must meet current AQF Standards and provide a record of results listing all units completed. All documents will then be reviewed to ensure they meet AQF standards and guidelines, and you will be contacted accordingly with the outcome.

Note: If you intend to apply for any credit transfers, you must do this prior to the commencement of your course.

Recognition of Prior Learning (RPL)

Under the Australian Qualifications Framework (AQF), competencies may be attained in several ways, including formal or informal training and education, work experience or general life experience. To grant RPL, the assessor must be confident that you are currently competent against the endorsed industry or enterprise competency standards.

The evidence required for your application may include current certification, references from current and/or past employers, and/or testimonials from clients, work samples and demonstrations. You may be required to complete a knowledge and practical assessment to verify your skills and knowledge. If you wish to apply for Recognition of Prior Learning speak with our team. Fees do apply.

ACE Training does not offer RPL for short, low-cost courses (such as forklift, Elevating work platform, working at heights, and white card training). Please refer to our *Credit Transfer and Recognised Prior Learning Policy* or speak to a team member for more information.

USI - Unique Student Identifier

From the 1st of January 2015, if you are undertaking nationally recognised training delivered by a registered training organisation, it is mandatory to have a Unique Student Identifier (USI). A USI gives you access to your online USI account, which will contain all your nationally recognised training records from 01/01/2015 onwards.

When applying for a job, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life, all in the one place.

As the USI is a legislative requirement, all students must have a USI to obtain a Statement of Attainment or Certificate for their training.

You can create your own USI number through the USI website: www.usi.gov.au.

ACE Training can create one on your behalf with your written permission on our enrolment form or contact our administration staff for further information. Each student must note to have read and agreed to the USI privacy notice at <https://www.usi.gov.au/about-us/privacy/privacy-notice-students>

If you would like to apply for an USI exemption - please visit the USI exemption page here:

<https://www.usi.gov.au/students/create-your-usi/exemptions-usi>

If you are eligible for an exemption, evidence of the exemption must be provided to ACE Training before your enrolment can be finalised.

Student Information

Fair Treatment & Equal Opportunity

ACE Training has a *Fair Treatment and Equal Opportunity policy* that is available on our website.

ACE Training's policy revolves around fostering an inclusive, fair, and supportive environment for all involved parties, including prospective and current students, staff, and clients. The policy emphasises principles of access and equity, ensuring fair treatment, diversity appreciation, and the absence of harassment or discrimination in any form. It actively supports underrepresented groups and encourages equal opportunities for individuals regardless of gender, race, culture, religion, disability, or background. The policy outlines clear procedures for student selection, accommodations for disabilities or health conditions, language and literacy assessments, age requirements, and cultural considerations, while strictly prohibiting harassment, illegal behaviour, and maintaining confidentiality. Additionally, it provides guidelines for handling grievances, complaints, and appeals in a manner free from victimisation or discrimination, showcasing ACE Training's commitment to creating an inclusive and supportive learning environment for all participants.

Inclusive and Culturally Safe Learning Environment

At ACE Training, we are committed to providing a safe, inclusive, and respectful learning environment for all students. This includes support for:

- Aboriginal and Torres Strait Islander students
- Students from culturally and linguistically diverse backgrounds
- Neurodivergent students
- LGBTIQ+ individuals
- People from different life experiences or socio-economic backgrounds

We take steps to make sure that everyone feels respected, heard, and supported during their training. This includes:

- Training staff in cultural awareness and inclusive teaching
- Reviewing learning materials to ensure they are respectful and free from bias
- Offering flexible support options for students with different needs
- Promoting a respectful, discrimination-free learning environment

If you have specific needs or concerns, please speak with your Trainer or our Head of Enrolment and Student Care. We are here to help you succeed. Please refer to the *Inclusive Education and Cultural Safety Policy* available on our website for more details.

Course Induction

At the start of your course, you will be provided with a site induction. The induction will provide you with specific details about your course requirements and important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements, including emergency evacuation procedures and incident reporting, and other important matters relating to your rights and responsibilities as a student.

The induction is your time to clarify any questions you have about studying with us.

At your induction, you will receive any further learning materials, not already issued, so that you can start on your learning journey. General housekeeping arrangements are also discussed, as stated in the sections below.

Dress Code

ACE Training is an adult learning environment that prepares you for business and industry, as well as for further career-related training. You are expected to dress in a neat, clean and safe manner. There is no desire on the part of ACE Training to make dress standards too rigid; however you should wear clothes appropriate to the vocation, and in particular:

- Be adequately clothed following occupational health and safety requirements. You must wear all personal protective equipment and/or clothing required in the qualification. You are responsible for wearing appropriate clothing that minimises risk to yourself and others.
- Wear appropriate footwear at all times. It is not permitted for anyone to enter buildings with bare feet.
- Not wear clothing that is likely to offend others due to lack of decency, modesty or cleanliness, slogans, cartoons, or any symbol or graphic worn to provoke, intimidate, condemn or ridicule others.
- Safety boots and high visibility vests are required for some courses. Refer to your booking confirmation for further details.

Food & Beverages

We advise all students attending ACE Training campuses to bring food and beverages for the day. While we are centrally located in the respective locations, travelling into town for lunch is not recommended. We have basic kitchen, heating and refrigeration facilities at all locations for students to use.

Food must be carried in secure containers/bags to minimise spills and leakage. You are responsible for the sensible storage and consumption of food in classrooms and the removal, and correct disposal of containers, from classrooms.

Training staff are responsible for monitoring and addressing any issues with the presence/consumption of food in classrooms.

Beverages must be carried securely to minimise spills and leakage. You are responsible for the sensible storage and consumption of beverages in classrooms and the removal, and correct disposal of drink containers, from classrooms.

Student Code of Conduct

All students are expected to abide by this Code of Conduct during their participation in their course with ACE Training. Students who do not abide by this Code of Conduct will be followed up through the disciplinary procedures and may be removed from the course.

1. Students' rights

All students have the right to:

- Be treated fairly, honestly and with respect and courtesy by all students and staff
- Learn in a supportive and safe environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health (including physical, mental and emotional health) and safety are minimised
- Have their personal details and records kept private and secure according to our *Privacy Policy and Records Management Policy*
- Access the information ACE Training holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution (in accordance with our *Complaints and Appeals Policy* available here: <https://aceassessment.com.au/resources/>)
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to participate in their training program effectively
- Provide feedback to ACE Training on the client services, training, assessment and support services they receive
- Be informed of any changes to agreed services, and how it affects them as soon as practicable

2. Students' responsibilities

All students, throughout their training and involvement with ACE Training, are expected to:

- Act responsibly, ethically, safely and with integrity
- Always act in accordance with the law
- Observe standards of equity and treat all people, regardless of gender, culture, disability, age or religion with fairness and respect and not do anything that could reasonably be expected to offend, embarrass or threaten others
- Not harass, victimise, vilify, discriminate against or disrupt others, including by not disrupting or hindering the exercise of the right of freedom of expression by any staff members or students
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff and as set out in this Student Handbook

- Report any perceived safety risks as they become known, to the relevant member of staff as identified by us
- Not bring into any premises, any articles or items that may threaten, or be reasonably perceived to threaten, the safety of self or others (including, but not limited to, weapons, explosive materials, fireworks, dangerous chemicals or biological agents or any other dangerous item)
- Not to consume, or be affected by, alcohol on any public part of the premises or consume or distribute alcohol on any public part of the premises.
- Not use, possess, store or distribute illegal drugs or drug paraphernalia (see below - Alcohol Drugs & Smoking)
- Not give another person or cause another person to be given or to consume food or drink which contains an intoxicating substance if the recipient is not aware the food or drink contains the intoxicating substance or that the food or drink contains more of an intoxicating substance than the recipient would reasonably expect it to contain (see below - Alcohol Drugs & Smoking)
- Not cause physical harm to any person or act to bully, stalk or haze any person (even if the person has indicated that they agree to the hazing)
- Not engage in sexual misconduct including sexual assault, sexual harassment, indecent assault or any other conduct or a sexual nature that is non-consensual or has the purpose or effect of threatening intimidating or coercing a person
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to ACE Training in a timely manner
- Approach their course with personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws
- Hand in all assessment tasks and other evidence of their work as reasonably required
- Make regular contact with their trainer/assessor
- Prepare appropriately for all assessment tasks
- Notify ACE Training if any difficulties arise as part of their involvement in the program
- Cooperate with ACE Training to investigate and resolve issues and difficulties that arise as part of their involvement in the program
- Make payments for their training within agreed timeframes, where relevant
- Maintain ACE Training reputation and good standing

ACE Training accepts no responsibility for the damage or loss of any tools, instruments, personal protective equipment or any other property belonging to students. You must, at all times, accept responsibility for safeguarding your property.

3. Legislation

This Student Code of Conduct is informed by the following legislation, with which all students must comply.

Commonwealth

- Age Discrimination Act 2004
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988
- Copyright Act 1968
- Disability Standards for Education 2005

- Sex Discrimination Act 1984
- Australian Human Rights Commission Act 1986
- Standards for Registered Training Organisations (RTOs) 2025
- National Standard for Licensing Persons performing High Risk Work

Victoria

- Education and Training Reform Act 2006
- Equal Opportunity Act 2010
- Information Privacy Act 2000
- Occupational Health and Safety Act 2004
- Occupational Health and Safety Regulations 2017
- The Worker Screening Act 2020
- Racial and Religious Tolerance Act 2001
- Charter of Human Rights and Responsibilities Act 2006
- Child Safe Standards

Alcohol, Drugs & Smoking

ACE Training is committed to providing a safe training environment and looking after the wellbeing, health and safety of all students and staff. Therefore, we have a NO ALCOHOL and NO DRUGS policy. This means using or possessing alcohol and/or drugs at any of our sites is forbidden, and any breach will result in disciplinary action.

The possession, use and sale of illegal drugs or controlled substances (including stimulants, depressants, narcotics, hallucinogens, or marijuana) on ACE Training premises is against the law and will be reported to the police. If you are taking prescription medication, it is your responsibility to ensure that it does not affect your safety or the safety of others.

ACE Training reserves the right to enforce a student to undertake a breath or blood test before we agree for the student to undertake any training and or assessment.

Students thought to be under the influence of alcohol or drugs will be removed from the training program immediately without exception. The Regional Manager or delegate will conduct an interview of any student removed from a training program if suspected under the influence of alcohol and/or drugs. Further investigation will determine if the student is fit to return to training.

ACE Training reserves the right to enforce a formal medical, breath or blood test on the student, before we agree for the student to return to training. Students found in possession of, or under the influence of, drugs and/or alcohol may be withdrawn from the course and lose the right to a refund of any fees paid.

If you are taking any prescription medication, we ask you to disclose this information to your Trainer Assessor. Some medications may affect behaviour and cause drowsiness or other symptoms that may present as if you are under the influence of drugs or alcohol.

All ACE Training premises are “Non-smoking” areas, including offices, training rooms or outdoor areas used for training, assessment, equipment storage or external car parks.

The Administration Team and your Trainer will advise you on suitable smoking locations during your induction. See the ACE Training *No Smoking Policy* for more details.

Mobile Phones

The use of mobile phones in classrooms, during practical activities and assessments is strictly prohibited. At the commencement of training, mobile phones must be on silent and kept secure.

If there is a genuine reason for the mobile phone to remain in service during the period of the assessment, you may discuss this with your assessor, and alternative arrangements may be made.

This policy is to ensure:

- Students can undertake classroom activities and assessments without distraction and/or interruption
- Students performance within the theory and practical assessments are sufficient, valid, reliable and fair
- Students participating in the class are not subjected to or distracted by, others' personal calls.

Training Expectations & Requirements

The training and assessment offered by ACE Training focuses on providing you with the knowledge and skills required for standard industry performance. This is known as competency-based training and assessment. Each of the components of your course is a “unit of competency”. You may be studying one or a few units of competency that make up your course. Each unit of competency links to specific skills and knowledge required in the workplace.

Some of our courses are delivered in clusters. This means groups of similar units are packaged together to avoid repetition. You will receive training and assessment for all units in a cluster simultaneously. Our course outlines include the details of how we deliver the training to you and the assessment methods that will be used to assess whether you have reached the required standard of performance.

Assessment methods vary from course to course but generally include written questions and practical observations.

Attendance & Homework Requirements

It is expected that you attend each class so as not to fall behind. Please notify our office staff at least 30 minutes prior to class if you are unable to attend. This may be via email if the premises are unattended.

You are required to be punctual in your attendance to class out of courtesy and respect to the trainer/assessor and fellow students. Trainer/assessors reserve the right to restrict you from entering the class if you are late.

Please contact the Administration Team via Phone: 1800 456 094 to advise of your absence.

Absences due to illness require a medical certificate to be provided.

There may also be an expectation that you complete a certain amount of pre-course learning prior to course commencement or self paced learning during your course. Your trainer will guide you on what to do during this time and how much is expected.

Assessments

At ACE Training, we utilise a combination of paper-based and digital assessments to deliver flexible and efficient learning experiences.

You may be required to complete assessments on devices provided by ACE Training or, if preferred, on your own compatible devices. If you choose to bring your own device, please note that Wi-Fi access will be provided during

class to facilitate the completion of digital assessments. You are responsible for looking after your own device. Please see the [Student Device Usage](#) section for more details.

At the beginning of each course, your assessor will go through the structure with you and provide all details about the assessment requirements and format.

You will:

- Be provided with detailed assessment instructions for each task/requirement, which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted.

Your assessor will go through all of the arrangements with you, and you can ask them any questions you may have.

Submitting your assessments:

You must complete all assessment tasks as required for each competency/cluster/unit. Unless otherwise advised, all assessment tasks will be submitted directly to the trainer/assessor.

Your assessor will provide you with feedback as you progress through the training and assessment and confirm the outcome of the final assessment result.

Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Yet Satisfactory (NYS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit. If one or more of your tasks are assessed as Not Yet Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC).

If you receive a Not Yet Satisfactory (NYS) outcome, you will be offered the opportunity to sit a reassessment to achieve a Satisfactory (S) outcome. Subject to availability, reassessment fees apply.

WorkSafe High Risk Reassessments

If you require a reassessment in one or more components of a WorkSafe High Risk Licence course, this must be completed within **60 days** of your initial assessment, failure to complete your reassessment within this period will result in your Notice of Assessment (NOA) being void and you will be required to re sit all WorkSafe High Risk Licence components. Subject to availability, reassessment fees apply.

Practical Training Off Site Arrangements (if applicable)

The safety of our staff and participants in the course is our priority. Where training is undertaken within an employer worksite, the responsibility for safe work systems is with the employer. Our Trainer/Assessor reserves the right, without recourse, to cease training at any point where there are unsafe work practices and/or risks to the safety of themselves and their participants.

Reasonable Adjustment

ACE Training is committed to inclusive education and meeting its obligations under the Disability Discrimination Act 1992 and the Disability Standards for Education 2005. We ensure that students with disability or ongoing health conditions are provided with fair and reasonable opportunities to access, participate in, and achieve training outcomes.

A **reasonable adjustment** is a change made to the learning environment, delivery method, or assessment process to help ensure fair and valid participation — without compromising the competency requirements of the unit or qualification.

Examples of reasonable adjustments include:

- Providing assessment questions verbally instead of in writing
- Allowing additional time to complete assessments
- Supplying resources in accessible formats (e.g. large print, coloured paper, audio)
- Adjusting physical access to facilities or equipment
- Support from a reader, scribe or interpreter (where allowed)

How to request support

You can request support or an adjustment at any stage of your course. Opportunities to disclose a disability or support needs are provided during:

- The Enrolment process
- During the development of an Individual Student Support Plan

However, you can also speak to your trainer/assessor or contact our administration team at any time if your circumstances change.

Important to note:

- Disclosure is voluntary, but early disclosure allows us to organise support as soon as possible
- All requests are treated confidentially
- Adjustments must be reasonable and must not compromise the safety or competency requirements of the course
- Some **High Risk Work licence** and **Heavy Vehicle Licensing** courses have limited capacity for adjustments due to regulatory and licensing conditions — please speak to your trainer for clarification

Further support may involve consultation with support people such as carers, advocates, or medical professionals to determine appropriate adjustments.

If a reasonable adjustment is made, a support plan will be documented and kept on file, including any follow-up discussions or review points.

Appealing assessment decisions

If you do not agree with any assessment decision, you can lodge an assessment appeal. Please refer to the Complaints and Appeals section in this handbook for information about how to lodge an appeal.

Student Device Usage

Use of Devices During Assessments

ACE Training will provide you with access to company-owned tablets or devices for use during assessments. These devices are strictly for assessment purposes and must be used responsibly.

Device Use Guidelines

- Devices are to be used only for completing assessments as directed by the trainer or assessor.
- Unauthorised apps, websites, or software installations are not permitted.
- Devices must remain within the designated assessment area at all times.

Bringing Your Own Device (BYOD)

You are permitted to use your own devices for assessments under the following conditions:

- The device must be in good working order and capable of running the required assessment platform.
- Internet access, if required, must be connected to the ACE Training approved network.
- You must not use their device for any unauthorised activities during assessments.
- Any technical issues with a personal device are your own responsibility. ACE Training is not responsible for troubleshooting personal devices.

Care and Security

- You are expected to handle devices with care and report any issues immediately.
- Any damage, loss, or malfunction of an ACE Training provided device must be reported to the trainer immediately.

Liability for Damage or Loss

- If an ACE Training provided device is damaged or lost due to negligence, you may be required to pay a recovery fee.
- ACE Training is not responsible for any damage, loss, or theft of personal devices.

Non-Compliance

- Failure to follow these guidelines may result in disciplinary action, including the loss of access to digital assessments.

Educational & Support Services

Educational Support

We are committed to ensuring that you get all the support you need to succeed in your studies. You may not have studied for a while, and you might need help with your study skills. You may also need assistance with reading, writing, and maths skills. The enrolment forms you complete will help us identify any support you need. Depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy, and numeracy skills. Based on the information you provide in your enrolment and/or your language, literacy and numeracy test results, we will contact you to discuss your support needs.

We provide students with a broad range of educational and support services, including qualified trainers and assessors, learning resources, training facilities and equipment, and student support services. Support is offered to students throughout the entire training and assessment process commencing from the time of enrolment through to completion. Your support needs can also be discussed during the course induction.

Services that we can offer to you include:

- One-on-one support from our trainers/assessors
- Referral to relevant external services

Assistance outside of ACE Training is also available:

- Reading Writing Hotline - 1300 6 555 06
- English language programs
- Courses are available through community groups, TAFEs, private tutors and other educational institutes

Access to Trainers

As all training and assessment is conducted face to face, you will have daily access to your trainers during class or practical sessions. If you are unable to attend but wish to speak with your trainer directly, you can contact our office on 1800 456 094 and a message will be passed on for your trainer to return your call. We are committed to making sure you can reach your trainer when you need support or guidance with your learning.

Student Support Response Times

ACE Training is committed to providing timely support for all student queries. Whether your question relates to your training progress, assessment tasks, learning resources, or administrative matters, we aim to respond promptly and professionally. Our response times are as follows:

- **Face-to-face queries** will be addressed immediately during onsite training sessions whenever possible.
- **Phone or voicemail messages** will be responded to within **1 business day**.
- **Email queries** will be acknowledged or responded to within **2 business days**.
- If your trainer is not immediately available, our support team will ensure your message is passed on and followed up promptly.

These standards help ensure you receive consistent, reliable support throughout your training journey.

Student Wellbeing Support

At ACE Training, your wellbeing is important to us.

We understand that challenges can arise during your course - whether they relate to health, stress, finances, personal issues, or cultural needs. Our team is here to support you throughout your training journey.

If you're experiencing difficulties, you can:

- Speak with your trainer or any staff member you trust
- Ask for a private conversation with our Head of Enrolment and Student Care
- Access support through an Individual Student Support Plan
- Be referred to external services if needed (e.g., mental health, housing, disability, financial support)

Wellbeing concerns may include:

- Feeling overwhelmed or anxious
- Struggling with course demands
- Cultural or personal stress
- Needing flexibility or additional support

We also consider the wellbeing risks specific to your course, such as physical strain, assessment stress, or digital fatigue. If we identify these risks, we'll offer appropriate support options upfront.

All support conversations are handled with care and confidentiality. We're committed to creating a culturally safe, inclusive, and respectful learning environment for every student.

If you need support, please don't wait—reach out early so we can help.

External support services:

In addition to support provided by ACE Training staff, the following external services are available for free or low-cost support:

Services	What They Offer	Contact
Head to Health	Government service to connect you with mental health support in your area. The website includes helpful tools and quizzes.	Call 1800 595 212 or medicarementalhealth.gov.au
Beyond Blue	Free telephone and online counselling service is open 24/7 for everyone in Australia.	1300 22 4636 beyondblue.org.au
Lifeline	24/7 crisis and emotional support	13 11 14 lifeline.org.au
Safesteps	Family violence response and crisis accommodation	1800 015 188 safesteps.org.au
DirectLine	Alcohol and drug counselling and information	1800 888 236 directline.org.au
The Salvation Army	Emergency housing and homelessness support	Contact your local office www.salvationarmy.org.au
VincentCare	Support for people at risk of or experiencing homelessness	1800 825 955 vincentcare.org.au
St Vincent de Paul Society	Welfare assistance, food, bills, clothing	1800 305 330 www.vinnies.org.au
Centrelink	Financial support and crisis payments	servicesaustralia.gov.au

Feedback & Surveys

Your feedback is important to us and helps ensure our services continue to meet your needs. ACE Training uses feedback from students, employers, and other stakeholders to drive our continuous improvement processes, so we are always striving to deliver the highest quality training and assessment.

Feedback is regularly sought, analysed, and acted upon where necessary. The information we collect forms part of our review of training materials, as well as our validation and moderation processes. We gather both qualitative and quantitative data to gain a clear understanding of student and employer expectations and experiences.

As part of our regulatory obligations, ACE Training is required by ASQA (Australian Skills Quality Authority) to issue Quality Indicator Surveys to students and employers at course completion.

You may also receive:

- A survey from NCVER (National Centre for Vocational Education Research)

We greatly appreciate your support in completing these surveys, as your feedback directly contributes to improving our services. You are also welcome to provide feedback at any time by email or phone.

Rights to Information

Access

Under the Privacy Act, students have the right to access personal, participation and progress information. These records are available upon written request to ACE Training who will arrange a time and date for this access. ACE Training must verify the student's identity through in-person presentation of appropriate identification or use of an online verification service.

There may be a waiting period of up to seven (7) days before access is granted. At no time will documentation be allowed to be removed from our premises.

Amendments

If a student considers the information that ACE Training holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record.

Notifying you if things change

As a registered training organisation (RTO), ACE Training is required under the **VET Quality Framework** to promptly inform you of any significant changes that may affect your training or enrolment.

This includes:

- Changes to our RTO ownership or registration status
- The introduction or amendment of third-party arrangements related to your course
- Situations where we are no longer able to deliver your course or operate as an RTO

If such changes occur, we will develop a strategy to minimise any impact on you and communicate the changes as soon as practicable.

Depending on the type of change, we may contact you by letter, email, or SMS.

To ensure you receive important updates, please keep your home address, email address, and mobile number up to date by notifying our Administration Team of any changes.

Fees, Charges & Refunds

ACE Training sets and collects fees and charges for its services and facilities in accordance with relevant regulatory, and business requirements.

The *Fees, Charges and Refunds Policy*, available on our website, applies to fees, charges, refunds, and fee protection applicable to the provision of training.

The policy and related procedures apply to those:

- Customers booking courses,
- Individuals enrolling and participating in courses.

All refund applications must be submitted via a refund form. The accounts team will then assess the refund application.

All refund information is available to clients prior to enrolment through:

- Student Information Handbook,
- ACE Training's website,
- Policies & Procedures.

The Course Outline includes information about course fees and payment terms.

For fee-for-service enrolments, a set course fee applies as outlined in on our website or in your booking confirmation.

Course fees are subject to change given the individual circumstances of the student and the timing of the training program. For detailed information regarding fees and/or a quotation, please refer to the ACE website at: <https://aceassessment.com.au/resources/> or contact us on Phone: 1800 456 094 .

All tuition fees for accredited training are GST free.

Privacy & Data Collection

General Policy

We are committed to protecting the privacy and personal information of all of our students. In collecting your personal information, ACE Training will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

We will not disclose your personal information to another person or organisation unless:

- We have made you aware that information of that kind is usually passed to that person or organisation
- You have given written consent
- We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person
- The disclosure is required or authorised by or under law or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

You can view our full Privacy Policy on our website [HERE](#)

Third Party Regulators

ACE Training is required to provide relevant information including but not limited to full name, date of birth, address and learning outcomes to the following regulators:

- WorkSafe Victoria - for all high risk work licence applications
- WorkSafe Victoria - for all Construction Induction applications
- Energy Safe Victoria - for all Spotters applications
- VicRoads / Department of Transport - for all Heavy Vehicle Truck Licensing applications

Please refer to our Privacy Policy and Records Management Policy available on our website [here](#).

Complaints and Appeals

ACE Training *Complaints and Appeals Policy and Procedure* is to outline the approach to managing dissatisfaction, formal complaints, and appeals of students, clients, staff, and other community members. It provides a transparent approach for all complaints and appeals to be acknowledged, addressed, and recorded fairly, efficiently, and confidentially.

The Complaints and Appeals Policy and related procedures ensure compliance with Standard 2.7 and 2.8 of the RTO Outcome Standards 2025.

A full copy of our Complaints and Appeals Policy and access to the Complaints and Appeals Form is available on our website <https://aceassessment.com.au/resources/>

Issuing of Certification Documents

On completion of your course and payment of all relevant fees, we will issue you a statement of attainment for the unit(s) you have been deemed competent in.

Statement of Attainment:

- Statements of Attainment (SOA) will be issued to students within 30 calendar days that have been assessed as meeting the requirements of the training product as specified in the relevant unit of competency.
- A Statement of Attainment will generally be issued when a student withdraws or partially completes a qualification and has successfully been assessed in one or more units of competency, or if they enrol and undertake in a single Unit of Competency.

ACE Training reserves the right to withhold the issuance of a Statements of Attainment until all fees related to the course or qualification have been paid, except where the RTO is not permitted to do so by law.

ACE Training must have a valid student USI on file prior to the commencement of training. A Statement of Attainment is not able to be issued without a currently valid USI or a valid exemption from the USI Registrar. Please refer to the [USI](#) section for more details.

Re-Issuing Statements of Attainment

Records of unit achievements are kept on record for at least thirty years. You can request copies of any of these statements or certificates for an additional charge.

ACE Training will only issue AQF certification documentation to a student whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course and has paid for the course in full.

- If you want to request a duplicate certificate please email info@aceassessment.com.au or call our team on 1800 456 094.
- The cost for re-issuing a competency card is \$45.00. There is no charge to re-issue a statement of attainment.
- All reissuing requests are to be issued within 10 working days from receipt of payment.

Workplace Health & Safety

The Workplace Health & Safety Act 2011 applies to all staff, students and visitors to ACE Training.

ACE Training is very serious about our commitment and responsibility for workplace health & safety and asks that students assist in ensuring the safety of its sites by:

- immediately reporting any identified risks/hazards to an ACE Training staff member,
- following ACE Training policies and procedures,
- cooperating and following all instructions provided by ACE Training staff,
- cooperating with management and Trainer Assessors, and adhere to instructions on safe work practices,
- taking care to ensure their health and safety and the health and safety of others.

The wearing of Personal Protective Equipment and clothing (PPE) is mandatory in many of the courses delivered by ACE Training. Students are welcome to bring their own PPE to courses, but the trainer/assessor will check these for suitability.

ACE Training will provide all task-specific PPE required for specific courses, however students must supply their own safety boots.

Accident and Emergency Situations

You are advised that ACE Training staff are not permitted to transport injured/unwell students to the hospital. Therefore an ambulance will be called in case of an emergency.

Emergency Service	Phone number
POLICE	000
AMBULANCE	
FIRE	

First Aid kits are available at many locations throughout ACE Training campuses. A member of staff trained in First Aid should be sought to carry out any treatment necessary. Students should not handle injuries which involve blood without wearing gloves, and all blood spills must be doused with bleach.

Student Disciplinary Policy & Procedure

This policy and procedure describes how ACE Training manages student discipline and applies to all students and clients.

Academic and General Misconduct

ACE Training Training will be vigilant in managing student misconduct. For the purposes of this policy, a breach of conduct is defined as either academic or general misconduct. It may refer to a single breach or multiple breaches.

Academic Misconduct includes, but is not limited to:

- Cheating
- Plagiarism
- Any other conduct by which a student seeks to gain for themselves, or any other person, any academic advantage or advancement to which they, or that other person, is not entitled.

General Misconduct includes, but is not limited to

- unlawful conduct
- a breach of the [Student Code of Conduct](#)
- persistent disruptive behaviour
- behaviour which is lewd or obscene, taking photographs or filming other participants or staff without their permission (including posting on Facebook and other social media without permission)
- use of mobile telephones and other electronic devices during classroom or workshop activities, excluding set times for accessing digital assessments or e-learning.
- behaviour that constitutes discrimination, vilification, victimisation or harassment
- attending ACE Training premises under the influence of alcohol and/or non-prescription drugs
- consuming alcohol or non-prescription drugs at ACE Training premises
- smoking on ACE Training premises outside designated smoking areas
- verbal abuse
- physical assault on a member of ACE Training staff, fellow students or members of the public
- sexual misconduct including sexual assault, sexual harassment, indecent assault or any other conduct of a sexual nature that is non-consensual or has the purpose or effect of threatening, intimidating or coercing a person
- any behaviour that causes a person on or in the immediate vicinity of ACE Training premises to feel unsafe, intimidated, threatened or in fear of being attacked
- abuse and misuse of tools and equipment
- wilful, reckless or malicious damage or destruction of facilities, equipment, materials or property on ACE Training premises, regardless whether it is ACE Training property or private property,
- theft of property on ACE Training premises, regardless whether it is ACE Training property or private property,
- carrying, using or being in possession of a prescribed or regulated weapon or dangerous article (including, but not limited to, explosive materials, fireworks, dangerous chemicals or biological agents or any other dangerous thing)
- engaging in behaviour, or failing to follow instructions, which results in themselves or other persons being put at risk of harm,
- failing to follow the reasonable direction or instruction of ACE Training staff or other person in supervision,
- failing to follow road traffic laws when on, or leaving ACE Training premises,

- encouraging, persuading or inciting another person to engage in unlawful, improper or inappropriate conduct,
- failing to comply with ACE Training policies and procedures

Any student who witnesses breaches of conduct are encouraged to report these to an ACE Training representative. Complaints should be in writing and contain sufficient details of the conduct to enable the concern to be dealt with, including all available supporting information.

Student Discipline

ACE Training will treat all breaches of conduct seriously. ACE Training will conduct a fair and equitable investigation, in accordance with the requirements of procedural fairness, which will give the student the right to be heard. The standard of proof required to establish a breach is the balance of probabilities. The Regional Manager and/or Senior Managers will determine whether the allegation has been substantiated, the level of seriousness and apply an appropriate action or penalty. Students may be invited to make a submission on the matter, verbally or in writing.

Penalties that could be applied for behavioural misconduct under the discipline procedure include:

- Removal from class
- Suspension from all classes for a specified period
- Cancellation of enrolment in serious cases

Failure, by a student, to comply with a misconduct penalty may be considered as further misconduct.

The Regional Manager and/or Senior Managers agree to keep the student involved in the allegation reasonably informed of the process and outcomes as they are enacted.

Appeal

You have the right to appeal an academic or general misconduct decision. Refer to ACE Training Student Complaints and Appeals policy and procedure.

Course Cancellation

If you are unable to attend your booked course, you must give five business days' notice prior to the course commencement date. Cancellations less than 5 business days' before the course commencement date or thereafter will not be refunded.

ACE Training may cancel a course with insufficient participant numbers. We will contact you prior to the course commencement date to advise of cancellation and you will have a choice of rebooking or a full refund will be offered, as per our Fees & Refunds Policy and Fees & Refunds Procedure available on our website.

ACE Training reserves the right to suspend or withdraw a student from a training program, on the grounds of:

- Misbehaviour
- A serious breach of policies and procedures
- Medical concerns
- If you are enrolled in a full qualification, unsatisfactory attendance or course progress. Please refer to our *Student Attendance Policy*.

A refund of any paid fees, if applicable, will be made following ACE Training Fees and Refund Policy and Procedures. These can be found on our website <https://aceassessment.com.au/resources/>