STUDENT HANDBOOK

TRILITY
training@trility.com.au

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1 WELCOME

Welcome to TRILITY Training Services.

TRILITY Training Services is a Registered Training Organisation (RTO) that delivers quality water industry training across Australia via face to face, online and blended delivery models.

From your initial enquiry, through to enrolment and during your course delivery, we will always be there to support and assist you.

We thank you for choosing TRILITY Training Services and wish you every success with your future learning and professional development.

At TRILITY Training Services, we strive to be more than your typical training provider. We strive to be the industry's long-term training provider delivering the highest standards of water sector training.

Our courses are developed in accordance with the National Water Training package and delivered to the 2025 Standards for Registered Training Organisations (RTOs).

Our philosophy - of working in true partnership with our clients and students - ensures they can confidently elevate and exceed the standards of compliance on a sustainable, ongoing basis.

We fundamentally believe that our expertise enhances our clients and students' ability to deliver safe, reliable water to the communities in which they serve.

This latest edition of the TRILITY Training Services Handbook provides general information concerning our training programs, facilities and capabilities.

Future courses being introduced will be advertised on axcelerate.trility.com.au

The latest edition of this Training Handbook is available on Student information – TRILITY

It is recommended that you use this Handbook as an overall reference for our training programs. Brief descriptions of the modules offered are included in this Handbook and more detailed module descriptions are available upon request and can be forwarded by email.

2 STUDYING THROUGH TRILITY

Because of our expertise and experience in the water industry, TRILITY is a leading provider of water and wastewater treatment services in Australia, with over 30 years of experience in the industry.

Our registered training organisation offers a range of nationally recognised qualifications and training programs designed specifically for water industry operators. These programs cover a broad range of topics, including water treatment processes, wastewater treatment, water quality management and network operations.

Being trained by TRILITY's Training Services you can be confident that you will receive the most up-to-date and relevant training. You can have confidence that your TRILITY Trainers are highly skilled and experienced professionals who have worked in the water industry for many years and understand the challenges that water industry operators face daily.

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In addition, our training programs are tailored to meet the specific needs of water industry operators. They are designed to be flexible and can be delivered on-site, so operators do not need to take time off work to attend training. This also ensures that the training is relevant to the specific challenges faced by the water treatment plant where the operators work.

3 OUR OBLIGATION AS YOUR RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the 2025 Standards for Registered Training Organisations (RTOs) which are part of the VET Quality Framework. To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well. This includes our training partners, marketing brokers and sales people where applicable.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

If at any time you feel we have not met our obligations as an RTO, you have the right to make a complaint following our Complaints and Appeals Policy outlined further on in this Handbook.

4 OUR CONTACT DETAILS

TRILITY Training Services

Email:	training@trility.com.au
Administration (mob):	0473 060 238
CEO (mob):	0447 622 371
Timings:	8:30am to 5:00pm AEST Mon to Fri

5 COURSES PROVIDED BY TRILITY

TRILITY offers the following courses:

5.1 NWP20122 Certificate II in Water Industry Operations

Duration: 12 months (rolling intake)

This is a qualification for those engaged in entry level water industry operations under appropriate supervision. They would undertake mainly routine tasks covering roles in networks, irrigation, water sources and the treatment of water.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

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The qualification comprises a total of 11 units of competency including:

- 2 core units, plus
- 9 general electives must be chosen. Of these up to 3 of the general elective units may be selected, with appropriate contextualisation, from a qualification in this or any other endorsed Training Package, provided selected units contribute to the vocational outcome of the qualification.

The NWP20122 Certificate II in Water Industry Operations will provide students with the skills and knowledge as an entry level water industry operator under appropriate supervision.

Learner characteristics for the Certificate II in Water Industry Operations:

- Newly employed in the industry looking to gain further skills and knowledge while they work
- 80-90% identify as male
- Early to mid-career (18-35 age range)
- Currently working in the industry

Students will usually be new entrants or existing workers; however, credit and/or RPL can be provided for those with existing skills and knowledge allowing such students to complete the course in a shorter timeframe. On successful completion students will be issued with nationally recognised qualifications and/or statements of attainment.

TRILITY has a funding agreement in Queensland with the Department of Trade, Employment and Training (DTET) to offer state funded traineeships to both new worker and existing workers via the Career Start Traineeship Pathway.

What is a Career Start Traineeship Pathway?

For apprenticeships and traineeships, an individual must be employed as an apprentice or trainee. This pathway is part of the Australian Apprenticeships system and requires all parties to sign an Apprenticeship and Traineeship Training Contract (the Contract) as defined by the Further Education and Training Act 2014 (the Act).

Further information regarding this course can be found at:

TRILITY Training

National Training Register

Traineeship Information - QLD

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5.2 NWP30222 Certificate III in Water Industry Operations

Duration: 12 months (rolling intake)

This is a qualification for those engaged in generalist water industry operations or specialisations in catchment and dams, civil construction, irrigation water supply, networks, and treatment: water and wastewater, wastewater treatment or water treatment.

The general qualification covers skills and knowledge to obtain a broad range of skills in the water industry. It allows staff to apply operational and procedural practices under the appropriate level of supervision. TRILITY Training Services currently offers the following Specialist Electives under the qualification.

Group D: Specialist Elective - Networks

This specialisation covers the skills and knowledge required to monitor, operate and maintain network operations.

Group E: Specialist Elective - Treatment: Water and Wastewater

This specialisation covers the skills and knowledge required to monitor, operate and maintain treatment operations for both water and wastewater.

Group F: Specialist Elective - Wastewater Treatment

This specialisation covers the skills and knowledge required to monitor, operate and maintain wastewater treatment operations.

Group G: Specialist Elective - Water Treatment

This specialisation covers the skills and knowledge required to monitor, operate and maintain drinking water treatment operations.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

A total of 11 units of competency comprising:

General Qualification

- 2 core units listed below, plus
- 9 elective units selected from anywhere within this qualification.

Specialisations

- 2 core units listed below, plus
- 9 units from one of the Groups: A, B, C, D, or F, or
- 7 units from Group E: (select 2 units from specialist elective Groups: F and G) the selection must include NWPGEN017, or

6 units from Group G, the selection must include NWPGEN017, and all remaining elective units can be selected from anywhere within this qualification.

- Up to 2 of the elective units may be selected, with appropriate contextualisation from a qualification in this or any other endorsed Training Package, provided selected units contribute to the vocational outcome of the qualification.

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The NWP30222 Certificate III in Water Industry Operations will provide students with the skills and knowledge as a semi-experienced Water Industry process operator or controller.

Learner characteristics for the Certificate III in Water Industry Operations:

- Individuals with 2-3 years' experience in the industry
- 80-90% identify as male
- Early to mid-career (18-35 age range)
- Currently working in the industry

Students will usually have some experience in the industry; however, credit and/or RPL can be provided for those with existing skills and knowledge allowing such students to complete the course in a shorter timeframe. On successful completion students will be issued with nationally recognised qualifications and/or statement of attainment.

TRILITY has funding in QLD to deliver NWP30222 via a Career Start General Training Pathway.

What is a Career Start General Training Pathway?

Qualifications and skill sets delivered through a Career Start General Training Pathway are available for direct enrolment and do not require the student to enter into a training (apprenticeship/traineeship) contract with an employer.

TRILITY also has funding agreements with both the QLD Department of Trade, Employment and Training and the Department of State Growth (Skills Tasmania) (TAS) to offer state funded traineeships to both new and existing workers. We can offer Fee for Service Traineeships in SA. Further information regarding this course can be found at:

TRILITY Training

National Training Register

Traineeship Information - QLD

Career Start

5.3 NWP40120 Certificate IV in Water Industry Operations

Duration: 12 months (rolling intake)

This is a qualification for those engaged in generalist water industry operations or specialisations in catchment and dams, hydrometric monitoring, irrigation water supply, networks, trade waste or treatment.

No licensing, legislative or certification requirements apply to this qualification at the time of publication.

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The qualification comprises a total of 10 units of competency including:

- 3 core units, plus
- 7 general electives must be chosen. Up to 2 of the elective units may be selected, with appropriate contextualisation from a qualification in this or any other endorsed Training Package, provided selected units contribute to the vocational outcome of the qualification.

The NWP40120 Certificate IV in Water Industry Operations will provide students with the skills and knowledge as a semi-experienced Water Industry process operator or controller.

Learner characteristics for the Certificate IV in Water Industry Operations:

- Individuals with 3-5 years' experience in the industry
- 80-90% identify as male
- Mid-career may already hold a Certificate III level qualification in Water Industry Operations.
- Likely to be in a supervisory role (however, not a mandatory requirement)
- Currently working in the industry

Students will usually come with experience and credit and/or RPL can be provided for those with existing skills and knowledge allowing such students to complete the course in a shorter timeframe. On successful completion students will be issued with nationally recognised qualifications and/or statement of attainment.

Funding is also available to support the costs of training for eligible participants in QLD via the Career Boost General Training Pathway Program.

What is a Career Boost General Training Pathway?

Qualifications and skill sets delivered through a Career Boost General Training Pathway are available for direct enrolment and do not require the student to enter into a training (apprenticeship/traineeship) contract with an employer.

Further information regarding this course can be found at:

TRILITY Training

National Training Register

Career Boost

5.4 Entry Requirements

The Training Package states that there are no prerequisites or mandatory entry requirements for the qualifications listed above, allowing flexible entry points that reflect entrants' knowledge, skills and experience.

- Are over the age of 18 (unless completing via an approved school-based traineeship)

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- Complete a Language, Literacy, Numeracy and Digital Skills (LLND) assessment to demonstrate that they have the required level of LLND skills required by the course.
    - The LLND test will be conducted via LLN Robot.
    - Students must receive a satisfactory result before enrolling in the course.
    - The LLND test assists the RTO to assess whether or not students' LLND skills are at a level suited to the course requirements. It also assists our trainers to prepare individual learning plans for each successful applicant where skill weaknesses are identified. The RTO will work with successful applicants to ensure their skills are at the required level by the completion of their training.
    - Where a student has not met the minimum LLND level, or TRILITY is unable to provide sufficient and appropriate additional support that the individual requires, the students' enrolment application will be rejected and they will be referred to appropriate external services or courses and advised that they may reapply in the future if they have improved their language, literacy, numeracy and digital skills to the required level
- Must demonstrate an ability to clearly communicate in English
- As there is a mandatory on the job component of this course, students are required to be employed.

5.5 Other Course Requirements

Footwear & Clothing Requirements:

Students must wear safety clothing and equipment as required by a risk assessment of the workplace or assessment environment. This includes:

- Safety helmet (where required).
- Appropriate footwear.
- High-visibility vest or other similar clothing.
- Other protective clothing and equipment as appropriate.

TRILITY's assessor will confirm the availability of the required PPE when making arrangements to conduct the assessment.

Physical Requirements:

These jobs require regular physical manual effort. Students must:

- Have reasonable fitness to perform the requirements.
- Be comfortable to work within a variety of weather conditions.

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- Required to wear personal protective equipment as determined by your assessor and/or site of employment.

- Not be under the influence of alcohol or drugs and must not be taking any medication (prescribed or otherwise) that may impair judgment.

- Must not be in a fatigued state when participating in workplace assessment and/or face-to-face training and assessment.

- Be able to work with liquefied chlorine gas.

Conditions of Work:

- Work is carried out in a range of workplaces and situations, including outdoors and within confined spaces.

- Work and assessment can also be performed under conditions that may expose staff to dust, smoke, loud noise, uneven footing, and other associated site conditions.

Technology Requirements:

During the pre-training interview, students are also made aware of the following technology requirements, and confirm that they meet these:

- It is imperative that students have internet access and basic computer skills such as creating Word documents, email management and electronic documentation management. It is necessary that students are able to work with electronic media including the TRILITY Learning Management System.

6 SELECTION AND ENROLMENT

TRILITY accepts applications from all students who meet the entry requirements published in the course information.

Extra conditions and eligibility requirements apply if students wish to participate in a traineeship or other funded program in accordance with state and federal guidelines.

Before a traineeship can start, you will need to sign into a training contract. A training contract is a legal agreement between an employer and an apprentice or trainee that outlines:

- the number of hours of employment per week that the trainee will be employed. This includes on-the-job and off-the-job training time

- the length of the training contract (known as the nominal term or duration)

- the qualification the trainee is undertaking

- details about TRILITY who will provide training and assessment services

- the industrial arrangements under which the trainee will be employed

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- the obligations of employer and the trainee.

Prospective students in QLD must be aware that under Career Start, an individual may access up to two subsidised training places through one of the following options:

- a general pathway qualification at certificate III and an apprenticeship/traineeship pathway qualification, noting that if the apprenticeship/traineeship is done first, the individual is no longer eligible to access a general pathway qualification under Career Start; or

- two apprenticeships/traineeships at either certificate II or III, including school based apprenticeships/traineeships (SATs).

You are not eligible for Career Start funding if you are currently enrolled in another DTET-funded qualification, even if that enrolment is on hold or deferred (this does not include foundation skills qualifications).

Prospective students in QLD must be aware that under Career Boost, an individual may access:

- one subsidised training place in either a certificate IV, diploma, or advanced diploma qualification under the general training pathway; OR

- a higher level apprenticeship/traineeship at certificate IV or above; and

- up to two subsidised skill sets in priority industries or sectors as part of the program.

- If the individual has already accessed two apprenticeships/traineeships through a school based apprenticeship or traineeship (SAT) or Career Start within the last 10 years, they are not eligible to undertake an apprenticeship/traineeship under Career Boost.

- An individual cannot do two general pathway qualifications under Career Boost.

You are not eligible for Career Boost funding if you are currently enrolled in another DTET-funded qualification, even if that enrolment is on hold or deferred (this does not include foundation skills qualifications).

Applications are accepted on a first come, first served basis for classroom/face to face training, but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an Enrolment Application Form on our website or we can email one to you at your request. If you are applying for a course that has eligibility and/or entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, driver's license or other evidence. If you are applying for Credit you should indicate this on your enrolment and supply certified copies of your transcripts so we can assess your application for Credit. See the section on Credits in this Handbook below.

Once you have completed your enrolment form and gathered all the necessary evidence, send it to training@trility.com.au. You will be contacted within 7 days to let you know the status of your application/ enrolment and to confirm your details.

As part of the entry requirements you will be required to have an informal discussion either in person or by phone. Details of this will be provided at this stage.

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Upon approval of your application/enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

7 UNIQUE IDENTIFIERS

7.1 Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that creates a lifetime record for an individual of all the nationally recognised training that has been completed. Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrolls in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must either:

- Provide us with your USI, or
- Provide us with permission to access or create your USI on your behalf.

For information about exemptions for individuals please review this webpage:
https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply

If you are providing us with permission to access or create your USI we will need a valid form of identification. The ID that you provide for this purpose will be destroyed once we have used it for this purpose.

If you would like to create your own USI, please visit:
http://www.usi.gov.au/Students/Pages/default.aspx

We are unable to issue a qualification or a statement of attainment unless we have a valid USI or a notice of exemption from the registrar.

7.2 Learner Unique Identifier (LUI)

A Learner Unique Identifier (LUI) is a 10-digit number issued by QCAA to young Queenslanders when they are registered for a Queensland Certificate of Education (QCE) during Year 10 or in the 12 months before they turn 16 years old.

If you are still at school in QLD, or a QLD Year 12 school leaver, TRILITY needs this number when we enrol you. This is required in ADDITION to the USI mentioned above.

Young people from other states or overseas can be registered after completing Year 10 or turning 16 years of age. If you are now living in QLD but did your schooling in another State, TRILITY will apply for a LUI on your behalf.

8 CREDITS

A credit transfer is formal recognition of the previous competency you have achieved through another Registered Training Organisation (RTO) or authorised issuing body. TRILITY recognised and grants Credits transfers for verified units of competency that are current or equivalent to the current endorsed training package.

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There is no charge to apply for Credit.

To apply, fill in the Credit Application Form and submit it as part of your enrolment/application. You can apply for Credit Transfer as part of your enrolment so that Credits Transfers are known upfront and you are not required to do any work that you otherwise may not have needed to do.

The learner needs to provide a copy of their qualification, Statement of Attainment, or USI transcript. In some cases we may ask for additional information about the unit of competency you previously warded competency allowing us to determine equivalence. Your Credit Application may be returned to you if you don't provide the required information.

Once the qualification, statement of attainment or USI transcript is verified, the Assessor will assess the equiveillance of the unit of competency against the current training package rules. If they are deemed to be equivalent, the learners training will be updated and the Credit transfer will be applied to the learners record.

Students seeking to have their course funded via the Career Start or Career Boost programs will also need to agree to TRILITY conducting a search via the Apprenticeships Info Self Service tool (AISS). This helps confirm whether you have any relevant prior qualifications and whether you are currently enrolled in any other DTET-funded qualification, even if on hold or deferred. TRILITY will also ask you directly about your training history, as an AISS search alone may not capture every previous enrolment.

In some cases, Credits may lead to a reduction in the course fees as there is less work involved in offering your course. This will be advised to you in writing.

9 RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised.

TRILITY's process has been structured to to recognise formal, informal training through work experience, and lived experiences. You need to apply for RPL at the time of enrolment

If you think RPL is a suitable option for you, the first step is to contact your trainer/assessor or our office and have a conversation about whether or not RPL might be suitable for you. Suitability is often determined on how much experience you have in a certain area, your work history and previous training. If RPL is determined as a possibility for you, you will be provided with an RPL kit that will guide you in working through each unit to determine relevant skills and experience and to identify whether you would be able to provide the required evidence.

A trainer/assessor will be available to assist you throughout this process.

To apply for RPL, you will need to complete the relevant RPL kit and return it with an RPL Application Form. You will be required to submit documentation to support your experience, your trainer will be able to help you with what will be required. The Assessment guidelines for RPL's TRILITY follows is under the Principles of Assessment and Rules of Evidence. Your application will then be assessed for suitability, and you will then be contacted by an assessor to progress the RPL process.

From here, usually the RPL process involves gathering evidence to demonstrate skills, knowledge and experience, responding to questions, completing tasks and depending on the area, observation of your work skills in your workplace.

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Fees are applicable for Recognition of Prior Learning and you will be advised of these fees upon contacting us.

For more information about submitting an application for RPL, contact the administrator.

10 COURSE LOCATIONS

Our courses are run out of our facilities located below. The courses are also run at your employers premises as well.

State	Address	Courses offered
SA	107 Hayward Ave, Torrensville SA 5031	NWP20122, NWP30222, NWP40120, NWPTRT007
VIC	270 Wolseley Place, Thomastown, VIC 3074	NWP20122, NWP30222, NWP40120, NWPTRT007
QLD	27 Commerce Circuit, Yatala, QLD 4207	NWP20122, NWP30222, NWP40120, NWPTRT007
NSW	Unit 4, 36 Accolade Ave, Morisset, NSW 2264	NWP20122, NWP30222, NWP40120, NWPTRT007
WA	9 Chifley Brace, Jandakot WA 6164	MSMWHS216, NWPTRT007

11 COURSE INDUCTION

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

If you are a government funded student, you will also complete and receive your training plan. This will enable us to also prepare your Training Record which will be provided within 14 days of signing the Training Plan.

If accessing funding via either of the General Pathway funded programs, you will be required to complete an eligibility checklist.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask any questions you might have about studying with us. During this induction, we also make sure that we have all the required forms and paperwork filled in.

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At your induction you will receive your first set of learning materials so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

12 STUDENT CODE OF CONDUCT

12.1 Student Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment, discrimination and victimisation.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Access the information TRILITY holds about them.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- 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 effectively participate in their training program.
- Provide feedback to TRILITY 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.

12.2 Student Responsibilities

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

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimise, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.

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- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.
- Provide relevant and accurate information to TRILITY in a timely manner.
- Approach their course with due 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, assignments and other evidence of their work with a completed and signed cover sheet.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions.
- Notify TRILITY if any difficulties arise as part of their involvement in the program.
- Notify TRILITY if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

13 COURSE EXPECTATIONS AND REQUIREMENTS

The training and assessment offered by TRILITY focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency-based training and assessment. Each of the components of your course is a "unit of competency". You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Many of our courses are delivered in clusters. This means groups of similar units have been packaged together and to avoid repetition. You will receive training and assessment for all units in a cluster at the same time.

Our course outlines include the details of how we deliver the training to you as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Generally our courses may involve classes, workplace component, homework and online learning.

Assessment methods vary from course to course but usually include written questions, projects, written assignments, and practical observations.

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Our courses are aimed at supporting a student's transition into the workforce, advancement into higher-level job roles, or progression to further study such as at university. Support provided by TRILITY may include career advice, facilitating connections with potential employers or advising of and supporting study pathway options.

14 ATTENDANCE AND HOMEWORK REQUIREMENTS

If you are enrolled in a class-based course, it is an expectation that you attend every class so as to not fall behind. Please notify your trainer at least 30 minutes prior to class if you are unable to attend for some reason.

There will also be an expectation that you complete a certain amount of homework each week in order to finish learning and assessment tasks required for completion of your course. Your trainer will guide you on what to do during this time and how much is expected. This is also outlined on the Course Outline.

15 ASSESSMENT ARRANGEMENTS

At the beginning of each unit or cluster, your assessor will go through the arrangements for assessment with you and you will be given all the details about the assessment requirements.

At this time 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 have.

15.1 Submitting your assessments

You must submit written assessment tasks with a completed and signed Assessment Task Cover Sheet. The cover sheet asks you to make a declaration that the work is your own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor, upload into Student Learning Management System aXcelerate or sent by registered mail to your nearest TRILITY training centre.

You must keep a copy of all tasks that you submit as we are not able to return copies because we must keep them as evidence in your file. Additionally, we will not be held responsible for any items that go missing in the post. If this occurs, you will be asked to re-submit the work.

Written work will be marked within 30 days of receipt. Your assessor will provide you with written feedback and confirm the outcome of the task on the Task Cover Sheet.

15.2 Assessment outcomes

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C)

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for a unit. If one or more of your tasks are assessed as Not Satisfactory, you will be given an overall outcome for the unit of Not Yet Competent (NYC). You can have 2 further attempts to complete the task and achieve a Satisfactory outcome. You will be given a timeframe for your resubmission and advised what you must include in your re-submission.

If, after the third attempt, you are still assessed as Not Satisfactory for a task, you will need to complete additional training and assessment to support you in achieving a Competent outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information.

15.3 Reasonable adjustment in assessment

Some students may need modifications to assessments due to disability, illness or special considerations – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training and assessment resources and methods more accessible e.g. providing learner workbooks in an audio format or on different coloured paper.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Please speak to your assessor if you think that you may need an adjustment made. Note these adjustments are made at the discretion of your assessor based on your identified needs.

15.4 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.

16 STUDENT PLAGIARISM, CHEATING AND COLLUSION

TRILITY has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all resource materials used in the preparing the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work, copied answers from AI or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to complete the assessment again.

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17 RESPONSIBLE AND ETHICAL USE OF ARTIFICIAL INTELLIGENCE (AI)

TRILITY recognises that artificial intelligence (AI) tools (such as chatbots, writing assistants and search/summary tools) are now a normal part of study and work. This section sets out what is, and isn't, an acceptable way to use AI while you are studying with us, in line with the 2025 Standards for Registered Training Organisations (RTOs).

Acceptable use — you may use AI to:

- Check your spelling, grammar and expression
- Brainstorm ideas or plan how to approach a task
- Research background information or explain a concept you don't understand
- Organise your own notes or evidence

Not acceptable — you must not:

- Submit AI-generated content as your own work, unedited and without disclosure
- Use AI to complete an assessment task, in whole or in part, on your behalf
- Rely on AI in a way that means you can't explain or demonstrate the knowledge and skills being assessed

If you do use AI as part of preparing an assessment (for example, to check grammar or help plan a response), you must disclose this on your Assessment Task Cover Sheet and still be able to explain, in your own words, the work you have submitted. Your assessor may ask you follow-up questions to confirm the work reflects your own understanding.

Undisclosed or inappropriate use of AI will be treated the same as plagiarism, cheating or collusion under the section above, and may result in disciplinary action, including being asked to redo the assessment.

18 IF YOU ARE EVER UNSURE WHETHER A PARTICULAR USE OF AI IS APPROPRIATE FOR A TASK, ASK YOUR TRAINER/ASSESSOR BEFORE YOU SUBMIT YOUR WORK.STUDENT SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy, numeracy and digital skills. Based on the information you provide in your enrolment and/or the results of your language, literacy, numeracy and digital skills test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

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Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Resources to assist with study skills.
- Study groups where you can work with your fellow students.
- Referral to relevant external services.
- Specialist support services for students with a disability.
- Personal counselling

Contact us at training@trility.com.au for a confidential discussion regarding your support needs.

19 EXTERNAL SUPPORT SERVICES

TRILITY is committed to the wellbeing of employees and students both during and outside of work hours and aims to do everything possible to ensure employees remain challenged and satisfied in the work environment.

As part of this commitment, TRILITY offers an 'employee assistance program' (also for students), utilising the services of AccessEAP at no cost. Features of this service include:

- Independent and confidential
- Emergency service available 24 hrs/day, 7 days/week
- Three free counselling sessions per year.
- On or off the work site and via Skype/Zoom/Teams
- Referral to outside agencies as appropriate

For students requiring additional support with their studies, work or life, TRILITY provides the following referrals to community organisations who may be able to assist you. Please note that some of these services may attract a fee which is payable by you.

19.1 Reading and Writing Hotline

Telephone: 1300 655 506 Website: https://readingwritinghotline.edu.au/

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

19.2 Learning Resources for Digital Skills

Telephone: 13 QGOV (13 74 68)

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Website: https://www.qld.gov.au/community/digital-learning-and-support/learning-resources

This QLD Government website offers free online tools that cover a variety of topics that will help improve your digital skills. They offer short online courses and webpages with helpful tips.

19.3 Centrelink

Telephone: 131021 Website: www.centrelink.gov.au

If you are completing a full time course you may be eligible for benefits through Centrelink.

19.4 Australian Apprenticeship Centres (AAC)

Telephone: 1800 639 629 Website: http://australianapprenticeships.gov.au

Australian Apprenticeship Centres handle all matters related to traineeships and apprenticeships. If you are a trainee or apprentice, some language, literacy and numeracy courses attract government subsidies. Talk to your AAC about this now.

19.5 The Victorian Equal Opportunity & Human Rights Commission

Telephone: (03) 9281 7100

Website: http://www.equalopportunitycommission.vic.gov.au/home.asp

The Commission can resolve individual complaints about discrimination, sexual harassment and racial and religious vilification by offering a conciliation process that is confidential, impartial, free, and simple.

19.6 Legal Aid Victoria

Telephone: 1800 677 402 Website: http://www.legalaid.vic.gov.au

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

19.7 Disability Rights Victoria

Telephone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

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19.8 Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

19.9 Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

19.10 Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

18.10 Department of Trade, Employment and Training

Website: https://desbt.qld.gov.au/training

The Department of Trade, Employment and Training (DTET) is committed to ensuring Queenslanders have the education and skills they need to contribute to the economic and social development of Queensland. DTET provides funding to RTO's such as TRILITY to assist student's access affordable training. You will notice some of our documents refer to Trility as the SRTO. This is in line with our contract in QLD for Traineeship and Apprenticeship pathways where we are approved as a Supervised Registered Training Organisation (SRTO).

18.11 Skills Tasmania

Website: https://skills.tas.gov.au/learners

Vocational education and training (VET) is important to Tasmania's economy by supporting the growth of a skilled workforce. It enables students to gain qualifications for all types of jobs, and the specific skills employers want. Skills Tasmania provides funding to RTO's such as TRILITY to assist student's access affordable training.

18.12 Skills SA

Website: https://mytraining.skills.sa.gov.au/support/support-during-training/success-and-wellbeing-services

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Success and Wellbeing Services are offered free by Skills SA and are confidential. This support is aimed at helping you get back on track and bring your goals within reach, whatever life throws your way. Their Success and Wellbeing Services are delivered by an experienced and dedicated Success and Wellbeing Coach.

20 YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey each year that they are required to complete. As an RTO we need to summarise findings to ASQA. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

If receiving a subsidised training place in QLD, students may be asked to complete a DTET survey. This helps ensure students have an effective and supportive training experience and will also improve outcomes for other Queensland students.

21 ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that TRILITY holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form outlining which records you wish to access. There is no charge to access your records.

Access to records may be provided by:

- making copies of the records held in a file
- providing a time for you to review your file
- providing access to the online portal where some records about the course can be viewed.

21.1 Amendment to records

If a student considers the information that TRILITY 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.

22 NOTIFYING YOU IF THINGS CHANGE

As an RTO under the VET Quality Framework, we must notify you promptly if there are any changes to our RTO, the course, or the arrangements for training and assessment.

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This would include if there were any changes of ownership, and any new third party arrangements or changes to third party arrangements that relate to your enrolment, or if we were unable to provide the services you agreed to in your Student Agreement because we are no longer able to deliver the course you have enrolled in, or no longer operating as an RTO.

If this occurs, TRILITY will devise a strategy to minimise impact on you and notify you of the changes and how you will be affected as soon as practicable.

Depending on the type of change, we may send a letter to your home address; send you an email, or an SMS message. Please make sure we always have your most current home address, email address and mobile number on file so we can notify you of any changes if applicable.

You can let us know of any changes to your details by using the Change of Details Form.

23 LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

23.1 Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, TRILITY must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. TRILITY has policies and procedures in place to ensure your safety and on commencement of your course you will provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with TRILITY emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

23.2 Harassment, victimisation or bullying

TRILITY is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. TRILITY will not tolerate any behaviour that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

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Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying online, is called 'cyberbullying' and is when someone uses the internet to victimise another person. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per TRILITY Complaints and Appeals procedure and detailed in this Handbook.

23.3 Equal opportunity

The principles and practices adopted by TRILITY aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with TRILITY.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

TRILITY provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

23.4 National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

23.5 Student Identifiers Act 2014

Under this Act, we are required to ensure that all students have a USI. We are unable to issue a qualification of a statement of attainment for any student if we don't have a USI on file.

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains

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all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

For students and training organisations, the main benefits of the USI are:

- Students will be able to get a complete record of their Australian-wide VET achievements from a single, secure and accurate online source.
- There will be immediate access to VET records. This means they can be quickly given to employers, other training organisations etc. as proof of VET achievements.
- It will be easier for training organisations to assess students' pre-requisites, credit transfers and Recognition of Prior Learning (RPL).

For more information about the USI please refer to http://www.usi.gov.au/About/Pages/default.aspx

24 PRIVACY POLICY

In collecting your personal information TRILITY 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.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- 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.

A full copy of our Privacy Policy is available at www.trility.axcelerate.com.au/

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25 FEES, CHARGES AND REFUNDS

A full copy of our Fees and Refunds Policy is available at Student information – TRILITY.

The policy must be read prior to enrolment as it contains important information on funded programs including:

- how fees are calculated; and when fees are charged and collected.
- details regarding exemptions categories for reduction of fees and/or full-fee exemption (e.g. credit transfers).
- refund information relevant to the subsidised program.

25.1 Additional Fees and Charges (if required)

TRILITY has the following of additional charges Details are found in the written agreement that you signed at the commencement of your course.

Re-assessment All course fees include up to two (2) attempts at assessment per task. If after the third attempt, additional training and assessment will be required. This will incur the following cost per unit required to be re-assessed.	$350
Re-issuing of testamur and statements of results All course fees include the cost for issuing of one copy of the AQF testamur and Record of Results and/or a Statement of Attainment. This fee applies to each additional copy of a certification document if required.	$90
Recognition of Prior Learning Fees (Fee for Service ONLY) Application Fee – Charge per unit of competency assessed through RPL	 $250 $1,850
Student Manuals/Learning Materials - Digital manuals are included free of cost; however, printed copies are available at an additional cost with an 8-week lead time required.	$990

26 COMPLAINTS AND APPEALS

A full copy of our Complaints and Appeals Policy is available here at Student information – TRILITY

27 ISSUING OF CERTIFICATION DOCUMENTS

On completion of your course and payment of all relevant fees, we will issue you with a qualification (testamur/certificate) and record of results within thirty (30) days. The record of results will show the units of competency achieved in the course and corresponding results.

Where a student withdraws or partially completes a course, a Statement of Attainment will be issued within thirty (30) days of withdrawal as long as all relevant fees have been paid. A record of results will only be provided with a statement of attainment where requested.

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TRILITY reserves the right to with-hold the issuance of qualifications and Statements of Attainment until all fees related to the course or qualification have been paid, except where TRILITY is not permitted to do so by law

TRILITY must have a valid USI on file for the student for a qualification or Statement to be issued.

27.1 Re-Issuing Statements and Qualifications

Records of qualifications and unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to our Fees and Charges section for the current fee.

28 STUDENT FORMS

A list of all student forms can be found on our website or call our office.

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