



RTO: 40322

STUDENT HANDBOOK

The student handbook outlines Asbestos & You's policy and procedures for prospective and current students.

Confidentiality Statement

The information contained in this document is confidential. It is distributed by Asbestos & You Pty Ltd to explain the policy and procedures the student must understand and follow whilst enrolled with Asbestos & You Pty Ltd. The content of this document and any attachments shall not be disclosed to any other party/entity without the written permission of the recipient of this document and/or Asbestos & You Pty Ltd.

CONTENTS

1	Welcome	5
2	About Asbestos & You.....	5
3	About This Handbook	5
4	Contact information	6
4.1	Parking	6
5	Asbestos & You’s Rights & Responsibilities.....	7
5.1	Child Protection / Mandatory Reporting	7
5.2	Consumer Guarantee.....	8
5.3	Our Rights.....	8
5.4	Insurance.....	8
6	Student Responsibilities.....	9
6.1	Attendance and Punctuality	9
6.2	Unique Student Identifier (USI)	9
6.3	Pre-Learning.....	9
6.4	Student Record	9
6.5	Physical Suitability	10
6.6	Classroom Dress Code	10
6.7	Language, Literacy, Numeracy and Digital Pre-Course Activity	10
6.8	Participation and Conduct.....	10
6.9	Mobile Phones	10
6.10	Providing us with Feedback	11
7	Course Entry Requirements & Fees	12
7.1	VET Courses.....	12
7.2	Non-VET Courses	14
8	Payments and conditions	15
8.1	Fee Information	15
8.2	Payment of Fees	15
8.3	Statement of Attainments & Evidence Cards.....	15
9	Refund & Cancellation Policy	16
9.1	Refund and Cancellation.....	16
10	Reasonable Adjustment & Disability Support	17
10.1	What Is a Reasonable Adjustment?	17
10.2	How to Request an Adjustment	17
10.3	Confidentiality	17
10.4	Examples of Common Adjustments	18
10.5	External Support Services	18
10.6	Important Notes	18

11	Culturally Safe & Inclusive Learning Environment	18
11.1	Commitment to First Nations Learners	18
11.2	Diversity and Inclusion for All Students.....	19
11.3	Inclusive Practices in Learning and Assessment	19
11.4	External Support and Advocacy.....	19
12	Support services & Special Needs Assistance.....	20
13	Training & Assessment Information	25
13.1	Training - What to Expect on the Day	25
13.2	Assessment.....	25
13.3	Assessment Summary Sheet	25
13.4	Assessments Outcomes	26
14	Recognition of Prior Learning (RPL).....	26
15	Credit Transfer	27
16	Cheating & Plagiarism	27
16.1	Cheating	27
16.2	Plagiarism	27
16.3	Using Artificial Intelligence Responsibly.....	28
17	Complaints & Appeals.....	28
18	Access & Equity	28
19	Discrimination, Harassment, Bullying & Vilification	29
20	Health & Safety	29
20.1	Identifying and Reporting Hazards.....	29
20.2	Incidents and Accidents	30
20.3	Evacuation Plan	30
21	Student Resources	31
22	Privacy POLICY.....	31
23	Consent to Photograph & Video Collection.....	31
24	Resources Available on Our Website	32

1 WELCOME

Congratulations and thank you for choosing Asbestos & You for your educational journey.

2 ABOUT ASBESTOS & YOU

Asbestos & You is a Registered Training Organisation (Code: 40322) providing high quality, nationally recognised qualifications and individual units of competency.

We operate under a strict regulatory framework overseen by Australian Skills Quality Authority (ASQA). ASQA's purpose is to ensure quality education and training so that students, employers, government and community can have confidence in the integrity of qualifications issued by training providers.

3 ABOUT THIS HANDBOOK

The information in this handbook will assist you to prepare for your training with Asbestos & You. It is a great tool to familiarise yourself with our facilities, policies and procedures prior to starting your learning.

We encourage you to read through the handbook and if at any time you have a question, please don't hesitate to ask your trainer, or contact us at info@asbestosandyou.com.au

4 CONTACT INFORMATION

Our office hours are Monday to Friday (excluding public holidays), 8am to 5pm. If you need to contact us outside these hours, leave a message and we will respond to your call as quickly as possible. Otherwise, send an email to info@asbestosandyou.com.au

Address: 34a Smith Street
Walkerville SA 5081

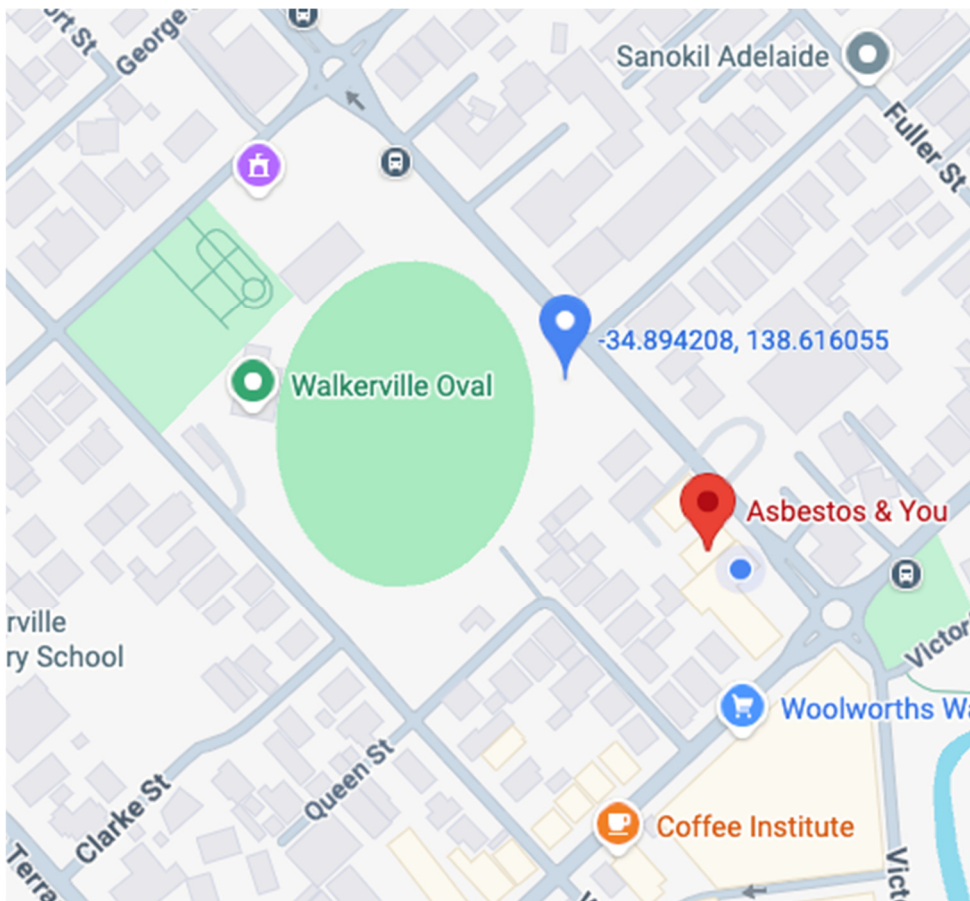
Phone: (08) 8241 5333

Email: info@asbestosandyou.com.au

Website: <http://asbestosandyou.com.au>

4.1 Parking

Parking is limited at our site however, there is public carpark at Walkerville Oval, a short distance from the training facility.



5 ASBESTOS & YOU'S RIGHTS & RESPONSIBILITIES

Asbestos & You is responsible for ensuring ongoing compliance with the Outcome Standards 2025, including where services may be delivered on Asbestos & You 's behalf. The Chief Executive Officer is responsible for ensuring that the operations, staff and students of Asbestos & You comply with these requirements

Asbestos & You will ensure that compliance applies across all of its operations within the RTO's scope of registration, as listed on the National Register.

We are committed to providing you with high-quality education, enabling you to practice and promote your services in your chosen field. Our responsibilities to you are to:

- **Deliver quality training:** We will provide you with a nationally recognised course that meets industry standards and prepares you for your future career.
- **Provide clear information:** Before you enrol and throughout your studies, we will provide you with accurate and comprehensive information about your course, fees, assessment requirements, and any changes that may occur.
- **Support your learning:** Our staff and trainers are committed to providing you with the support you need to succeed. This includes assistance with language, literacy, and numeracy, as well as providing a safe and supportive learning environment.
- **Assess your competency fairly:** Our assessments are designed to test your competence in line with industry requirements. All assessment decisions will be based on clear, pre-defined criteria and you will be informed of your progress.
- **Ensure our staff are qualified:** We will ensure that our trainers and assessors are qualified, experienced, and have current industry knowledge to deliver and assess your training.
- **Protect your privacy:** We are committed to protecting your personal information and training records in accordance with relevant privacy laws.
- **Issue official certification:** Upon successful completion of your course, we will issue you with a nationally recognised qualification or statement of attainment.
- **Handle feedback fairly:** If you have a complaint or an appeal, we will handle it in a fair, prompt, and confidential manner. Our appeals process is accessible to all students.
- **Promote a positive environment:** We are dedicated to maintaining a healthy, safe, and respectful environment that is free from discrimination, harassment, bullying or vilification.

Asbestos & You has policies and procedures in place for ensuring compliance with the standards. These policies and procedures can be found on our website

www.asbestosandyou.com.au.

5.1 Child Protection / Mandatory Reporting

The South Australian Children 's Protection Act 1993 places an obligation on all South Australians to ensure that all children are safe from harm in all aspects of their lives. Asbestos & You are committed to: promoting the wellbeing of children, identifying risks to

children, implementing procedures to work with statutory authorities to respond and support abused or neglected children and prevent further harm to children.

All trainers and staff have current Working with Children checks.

5.2 Consumer Guarantee

Asbestos & You guarantees that the services provided will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training). (What is 'reasonable'? Depending on the nature of the training and other relevant factors such as the student's ability to complete the training and assessment.)

Asbestos & You will **NOT** guarantee the following:

- an assessment outcome such as '100% pass rates guaranteed' or 'enrol and you will achieve a certificate or diploma
- the completion of a qualification or unit in unrealistically short time frames
- enrolment in courses that will lead to outcomes outside the RTO's control, such as guaranteeing a job or an immigration outcome once the training is completed

5.3 Our Rights

As a Nationally Registered Training Provider, we have the right to the following:

- We have the right to:
 - Ask for, expect and receive compliance with all legislation including Health and Safety and Equal Opportunity policies and procedures from the students
 - Ask for access to your information for purposes associated with assessing and recording results and attendance, ensuring confidentiality is maintained.
 - Ask you to leave a course if you do not adhere to Asbestos & You's policy and procedures
 - Inform the appropriate authorities if and when an issue should arise.

5.4 Insurance

Asbestos & You maintains public liability insurance for its registration, ensuring adequate coverage appropriate to its size and scope.

Our CEO is responsible for ensuring that Asbestos & You has sufficient insurance to cover the risks associated with its operations, including training and assessment activities.

Additionally, Asbestos & You may hold other relevant insurance policies, such as professional indemnity insurance, workers' compensation (as required), and building and contents insurance (where applicable), to further safeguard its business and stakeholders.

6 STUDENT RESPONSIBILITIES

6.1 Attendance and Punctuality

It is your responsibility to make yourself available for all training sessions you are enrolled in. A reminder email will be sent to you, via email, 2 days prior to training. A further SMS reminder will be sent to you the day before training commences.

Should you be unable to attend the scheduled training or are running late please contact us to explain your circumstances. If your absence is unexplained, contact to confirm your well-being and discuss opportunities for rebooking will be made. In some instances, as per the refund policy, this may result in the forfeiture of your course fee.

6.2 Unique Student Identifier (USI)

All students must have and supply a Unique Student Identifier (USI) number to enrol into any Nationally Recognised Qualification within Australia.

All students who do not currently have a Unique Student Identifier (USI) in place and require Asbestos & You to apply for it on their behalf, will be issued a USI Privacy Notice. The student must sign this form before Asbestos & You can apply for the student's USI.

For specific details, refer to the USI website <https://www.usi.gov.au/students>

The following process is in place to ensure the security of your USI:

- Only authorised personnel will access your personal information, for both hard copy and electronic records.
- All student records, including evidence collected for verifying your identity, are stored in "locked" filing cabinets within the office.
- Strong passwords on all network-connected computers are in place and only accessible by authorised personnel.
- Back-up copies of the database are scheduled to occur daily.

6.3 Pre-Learning

To ensure a seamless start to training sessions, please ensure all pre-requisites listed under the course guide are completed and submitted before training day. Failure to do so may result in delays in the training schedule. Pre-requisite information can be found in Section 7 Course Entry Requirements & Fees below or on our website.

6.4 Student Record

Upon enrolment, a student record file will be created. It is your responsibility to notify us if any of your personal details change, including address, telephone or emergency contact details. Having up-to-date details are essential for effective communication between you and Asbestos & You. We will provide you with electronic copies of your statement of attainments upon completion of your studies, and will use the email address that we have in our database to do this. We will also use your home address to send you your evidence card.

6.5 Physical Suitability

Students must be physically capable of basic manual handling tasks and lifting.

6.6 Classroom Dress Code

Students are expected to wear casual, comfortable clothing appropriate for the construction industry, including closed-in shoes.

6.7 Language, Literacy, Numeracy and Digital Pre-Course Activity

Students are required to undertake Language, Literacy, Numeracy and Digital (LLND) testing prior to the commencement of training. The results will be used to determine if additional support, modifications to training delivery and /or assessment is required on the day. Students from culturally and linguistically diverse backgrounds will be supported.

6.8 Participation and Conduct

All classes are designed to be interactive and to encourage learners to get the maximum benefit from training. We encourage you to participate in class discussions, ask questions and seek clarification on any areas of learning that you are unsure about.

We have created our Student Code of Conduct to provide you with clear guidance on the behaviour expectations of students. If you are not meeting these standards, your trainer will address this and may ask you to leave the session.

You should be aware that feedback on conduct and participation is recorded and shared with relevant third parties, such as your employer.

Examples of unacceptable behaviour include:

- Attending site whilst suspected to be under the influence of alcohol or drugs
- Displaying aggressive behaviour
- Demonstrating a lack of consideration or respect for others
- Engaging in verbal abuse, obscene language, discrimination, harassment, bullying & vilification.
- Behaviour that could endanger personal safety or that of others

Abusive or inappropriate behaviour may result in you being withdrawn from the course and forfeiture fees.

6.9 Mobile Phones

To avoid unnecessary interruptions during training, all mobile devices must be set to silent or powered off. If you are expecting an urgent communication, please notify your trainer prior to the start of class. In the event of an emergency call, we ask that you exit the classroom quietly to minimize disruption. Please ensure you return to the session promptly once the call has concluded.

6.10 Providing us with Feedback

Asbestos & You has a commitment to continuous improvement. Your feedback is very important to us. Surveys are an essential part of gathering student feedback, helping Asbestos & You to improve the quality of education and support services. Feedback allows us to identify strengths, address areas for improvement, and ensure that courses meet student needs and industry standards. Students can share their experiences, suggest improvements, and contribute to a better learning environment by participating in surveys.

Honest and constructive feedback helps trainers refine their delivery methods, enhance learning materials, and improve student satisfaction. Engaging in surveys is a valuable way for students to have their voices heard and play an active role in shaping their education and that of future students.

We appreciate your time and effort in completing surveys, as it allows us to continue improving our services and delivering a high-quality training experience.

7 COURSE ENTRY REQUIREMENTS & FEES

7.1 VET Courses

COURSE:	CPCCE3014 - Non-Friable Asbestos Removal (Class B)
PREREQUISITES:	A good understanding of English language (minimum year 9 level literacy/numeracy and communication)
	Statements of Attainment OR USI transcript for: <ul style="list-style-type: none"> ○ CPCWHS1001 – Prepare to work safely in the construction industry (White Card) or ○ CPCWHS1001A – Work safely in the construction industry (White Card)
	Photo ID (driver's license/passport or similar) on the day
	USI number
PRE-LEARNING	Online Language Literacy Numeracy & Digital Quiz (LLND), reading & Multiple Choice Quizzes
FULL PRICE (NO GST):	\$500
CITB DISCOUNTED PRICE (SA ONLY)	\$295 (CITB card must current prior to training day)
DURATION MODE:	1 day course Face-to-Face
Further information can be found on our website here	

COURSE:	CPCCE3015 - Friable Asbestos Removal (Class A)
PREREQUISITES:	A good understanding of English language (minimum year 9 level literacy/numeracy and communication)
	Statements of Attainment OR USI transcript for: <ul style="list-style-type: none"> ○ CPCWHS1001 – Prepare to work safely in the construction industry (White Card) ○ CPCWHS1001A – Work safely in the construction industry (White Card) ○ CPCCE3014 – Non-Friable Asbestos Removal (Class B)
	Photo ID (driver's license/passport or similar) on the day
	USI number
PRE-LEARNING	Online Language Literacy Numeracy & Digital Quiz (LLND), reading & Multiple Choice Quizzes
FULL PRICE (NO GST):	\$850
CITB DISCOUNTED PRICE (SA ONLY)	\$555
DURATION MODE:	1 day course Face-to-Face
Further information can be found on our website here	

COURSE:	CPCDE4008 – SUPERVISE ASBESTOS REMOVAL
PREREQUISITES:	A good understanding of English language (minimum year 9 level literacy/numeracy and communication)
	Statements of Attainment OR USI transcript for: <ul style="list-style-type: none"> ○ CPCDE3014 – Non-Friable Asbestos Removal (Class B) &/or ○ CPCDE3015 – Friable Asbestos Removal (Class A)
	Photo ID (driver's license/passport or similar) on the day
	USI number
PRE-LEARNING	Online Language Literacy Numeracy & Digital Quiz (LLND), reading & Multiple Choice Quizzes
FULL PRICE (NO GST):	\$640
CITB DISCOUNTED PRICE (SA ONLY)	\$495 (CITB card must current prior to training day)
DURATION MODE:	1 day course Face-to-Face
Further information can be found on our website here	

COURSE:	CPCDE5001 – CONDUCT AIR MONITORING AND CLEARANCE INSPECTIONS FOR ASBESTOS REMOVAL WORK (ASBESTOS ASSESSOR)
PREREQUISITES:	A good understanding of English language (minimum year 11 level literacy/numeracy and communication)
	Photo ID (driver's license/passport or similar) on the day
	USI number
PRE-LEARNING	Online Language Literacy Numeracy & Digital Quiz (LLND), reading & Multiple Choice Quizzes
FULL PRICE (NO GST):	\$1,800
CITB DISCOUNTED PRICE (SA ONLY)	\$1,390 (CITB card must current prior to training day)
DURATION MODE:	2 day course Face-to-Face
Further information can be found on our website here	

COURSE:	10830NAT – COURSE IN CRYSTALLINE SILICA EXPOSURE PREVENTION
PREREQUISITES:	A good understanding of English language (minimum year 9 level literacy/numeracy and communication)
	Photo ID (driver's license/passport or similar) on the day
	USI number
PRE-LEARNING	Online Language Literacy Numeracy & Digital (LLND) Quiz
FULL PRICE (NO GST):	\$430
CITB DISCOUNTED PRICE (SA ONLY)	\$325 (CITB card must current prior to training day)
DURATION MODE:	Half day course Face-to-Face
Further information can be found on our website here	

COURSE:	11084NAT – COURSE IN ASBESTOS AWARENESS
PREREQUISITES:	A good understanding of English language (minimum year 9 level literacy/numeracy and communication) Photo ID (driver's license/passport or similar) on the day USI number
PRE-LEARNING	Online Language Literacy Numeracy & Digital Quiz (LLND)
FULL PRICE (NO GST):	\$220
CITB DISCOUNTED PRICE (SA ONLY)	\$155 (CITB card must current prior to training day)
DURATION MODE:	Half day course Face-to-Face
Further information can be found on our website here	

7.2 Non-VET Courses

COURSE:	WORKING WITH NON-FRIABLE ASBESTOS UNDER 10SQM
PREREQUISITES:	A good understanding of English language (minimum year 9 level literacy/numeracy and communication) Statement of Attainments OR USI transcript for: <ul style="list-style-type: none"> ○ 11084NAT – Course in Asbestos Awareness or ○ 10675NAT – Course in Asbestos Awareness Photo ID (driver's license/passport or similar) on the day
FULL PRICE (NO GST):	\$250 (plus GST)
CITB DISCOUNTED PRICE (SA ONLY)	\$140 (plus GST) (CITB card must current prior to training day)
DURATION MODE:	Half day course Face-to-Face
Further information can be found on our website here	

8 PAYMENTS AND CONDITIONS

8.1 Fee Information

For specific course fees, refer to the course page on the Asbestos & You 's website at <https://asbestosandyou.com.au/courses/>

Prepaid fees include all fees paid in advance from individual and prospective students. These requirements do not apply to employers engaging Asbestos & You to provide training/assessment to their staff. Fees include all fees that the student is required to pay to complete the course, this includes:

- Enrolment/Administration Fees
- Any other fee component that is a mandatory fee to complete the course

Asbestos & You will not collect more than \$1,500 of any course fee prior to the commencement of a course. Where a course fee is greater than \$1,500, a deposit will be charged on enrolment with the outstanding balance being invoiced for payment prior to the issuance of the Statement of Attainment.

Asbestos & You ensures that all fees are clear and transparent on the website.

8.2 Payment of Fees

Asbestos & You accepts direct deposit, EFTPOS, and credit cards (Mastercard and Visa).

8.3 Statement of Attainments & Evidence Cards

The cost of the Statement of Attainment and Evidence Card are included in the course fee and is only issued to students who have:

- paid all course fees in full
- been assessed as competent in the required units.

Asbestos & You is responsible for issuance of AQF certification documentation within 30 calendar days of a student being assessed as meeting the requirements of their training program, providing all agreed fees the student owes Asbestos & You have been paid, and the USI has been verified.

Students are responsible for safely storing their Statement of Attainment and Evidence Card. If a student requires either to be reissued, the student will need to submit a Student Record Access Request form as per the Student Access to Records Policy and Procedure on our website. A reissue fee of \$50 (ex GST) each will be charged.

9 REFUND & CANCELLATION POLICY

9.1 Refund and Cancellation

All requests for a refund of fees are to be emailed to info@asbestosandyou.com.au and include course details and reason for refund/cancellation. Refunds will be processed within **14 business days** of receiving the request and required information. Refunds will be issued using the original payment method unless otherwise agreed.

	Circumstance
Full Refund	Asbestos & You reserves the right to cancel or postpone any courses before their scheduled commencement dates.
	In the unlikely event that a course is cancelled or postponed, you will be offered a refund of all unused course fees you have paid. The refund will be paid to you within four (4) weeks of the day on which the course ceased to be provided.
	Alternatively, you may be offered enrolment in an alternative course by Asbestos & You at no extra cost.
No Refund	You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, you will be asked to put this in writing/email.
	If the student cancels, more than 5 days prior to course commencement, from the course, they are entitled to a full refund (less a \$50 administration fee) of course fees paid or offer a free transfer.
	If the student cancels, 2 to 5 days prior to course commencement, from the course, they are entitled to a full refund (less a \$50 administration fee) of course fees paid or offer a free transfer.
No Refund	If the student cancels, less than 48 hours prior to course commencement, from the course without a valid reason, no refund will be given. A transfer may be offered at Asbestos & You's discretion.
	If a student withdraws from, cancels or fails to attend a course after the start of the course, Asbestos & You will not refund any of the fees paid.
CITB Funded Training	
Refunds	Not applicable as a training organisation can only claim an individual's CITB funding once they have successfully completed a course.

10 REASONABLE ADJUSTMENT & DISABILITY SUPPORT

Asbestos & You is committed to providing a supportive and inclusive learning environment for all students. If you have a disability, health condition, or learning difficulty, we will work with you to provide reasonable adjustments that allow you to participate equally in your course without compromising assessment standards.

10.1 What Is a Reasonable Adjustment?

A *reasonable adjustment* is a change made to the learning or assessment environment to support equal participation, such as:

- Extra time for assessments
- Modified assessment methods (e.g. verbal responses instead of written)
- Enlarged or simplified learning materials
- Additional trainer or support time

Adjustments are made in a way that ensures the integrity of the unit or qualification is maintained, meaning you still meet all the competency outcomes.

10.2 How to Request an Adjustment

If you believe you may require adjustments:

1. Disclose your needs in confidence via email to: info@asbestosandyou.com.au
2. Provide relevant supporting documentation, such as:
 - a. Medical or psychological reports
 - b. Educational assessments
 - c. Statements from health professionals or carers
3. Meet (phone or Zoom) with the Asbestos & You team to develop a personalised Learning Support Plan.

Requests should be made as early as possible (ideally before you begin assessments) to ensure adequate support is in place.

10.3 Confidentiality

All information about your disability or support needs is kept strictly confidential.

It will only be shared with trainers or staff involved in implementing the adjustment plan, and only with your consent.

10.4 Examples of Common Adjustments

CHALLENGE	EXAMPLE ADJUSTMENT
Vision impairment	Use of audio resources or enlarged documents
Dyslexia or literacy difficulty	Verbal assessment or simplified text
Anxiety or mental health	Flexible deadlines or one-on-one coaching
Physical disability	Modified fitness tasks or use of equipment alternatives

10.5 External Support Services

You may also access external disability support services, including:

- Disability Gateway: 1800 643 787 – www.disabilitygateway.gov.au
- NDIS Information: www.ndis.gov.au
- JobAccess: 1800 464 800 – www.jobaccess.gov.au

10.6 Important Notes

Adjustments cannot change the competency requirements of the unit. Asbestos & You reserves the right to determine if an adjustment is reasonable based on fairness, safety, and course requirements.

11 CULTURALLY SAFE & INCLUSIVE LEARNING ENVIRONMENT

Asbestos & You is committed to creating a training environment that is respectful, inclusive, and supportive of all learners. This includes acknowledging the diverse cultural, linguistic, gender, age, ability, and socioeconomic backgrounds of our students.

11.1 Commitment to First Nations Learners

We recognise the unique place of Aboriginal and Torres Strait Islander peoples as the First Peoples of Australia and respect their cultures, histories, and rights.

To support our First Nations students, Asbestos & You Pty Ltd:

- Welcomes cultural identity and encourages self-identification in enrolment processes
- Offers culturally respectful training practices and learning materials
- Accommodates cultural protocols, responsibilities, and community obligations
- Engages Indigenous support staff or services when needed (via referral)

If you are an Aboriginal or Torres Strait Islander learner and would like support, please email: info@asbestosandyou.com.au to arrange a culturally safe discussion about your learning needs.

11.2 Diversity and Inclusion for All Students

Asbestos & You is inclusive of all student backgrounds and promotes equity through:

- Zero tolerance for discrimination, bullying, harassment or vilification
- Use of inclusive and non-discriminatory language and materials
- Trainer development in cultural awareness and inclusive practice
- Reasonable adjustments for religious or cultural observances (e.g. fasting, prayer times, cultural events)

We support students from:

- Culturally and linguistically diverse (CALD) backgrounds
- Faith-based communities
- LGBTQIA+ communities
- Older or mature-age learners
- Refugee and migrant backgrounds
- People with disability or chronic illness

11.3 Inclusive Practices in Learning and Assessment

To ensure all learners can participate equally, we:

- Use plain language where possible
- Offer accessible materials (audio, large print, digital)
- Use case studies and imagery that reflect diverse populations
- Avoid gender stereotypes in fitness and support settings
- Invite feedback on cultural representation in resources

11.4 External Support and Advocacy

Asbestos & You can refer you to culturally appropriate support services, such as:

- First Peoples Disability Network – www.fpdn.org.au
- Indigenous Allied Health Australia – www.iaha.com.au
- Multicultural Youth Advocacy Network – www.myan.org.au
- QLife (LGBTQ+ support) – www.qlife.org.au

12 SUPPORT SERVICES & SPECIAL NEEDS ASSISTANCE

Our trainers carefully monitor each student's progress throughout the course and, where needed, may provide extra guidance. If at any stage you feel you require additional assistance please speak directly with your facilitator, who will work with you to accommodate your needs and support your success.

Please get in touch with us as soon as possible if you have any special needs by either calling us on (08) 8241 5333 or emailing us at info@asbestosandyou.com.au.

Below is a list of some of the ways we may be able to help you. If your need is not identified or listed below, please advise our administration staff.

Assistance required	What they can do
General English (Language Literacy / Numeracy) Support	Asbestos & You 's staff can discuss the individual course's LLND requirement with you and then put you through an LLND Assessment to help gauge your ability to complete the course successfully. If you cannot enrol in the course, they will assist you by directing you to the right resources for your unique needs.
Enrolment process	Asbestos & You 's staff can walk you through the different enrolment methods and what is expected at course commencement.
Your Privacy	Asbestos & You 's staff can walk you through why it is required and how your data is used and stored.
Gaining your USI	Asbestos & You 's staff can walk you through the USI process, or with your permission, they can create a USI for you.
Assessment Decisions	Your trainer/assessor can take you through your assessment decision, explain how you went and what to do moving forward.
Assessment Difficulty	Your trainer/assessor can take you through your assessment and explain what is expected but cannot give you the answer. Where possible, the trainer/assessor may be able to contextualise the assessment.
Assessment Results	Your trainer/assessor can support you to understand your results and determine what further training may be required before the next assessment attempt (refer to the specific unit assessment for further details)
Lost property	Asbestos & You 's staff will check Lost and Found to see if anyone has handed in your item.

SUPPORT SERVICES DIRECTORY		
Service Providers	What they offer	How to contact
Language Support Services		
Adult Migrant English Program (AMEP)	Offers free English language tuition to eligible migrants and refugees. Managed by the Department of Home Affairs.	https://immi.homeaffairs.gov.au/settling-in-australia/amep/find-a-class/providers-and-locations
TAFE English Language Centres	Provide English language courses tailored to international students and migrants. Locations across Australia via TAFE institutes.	Search TAFE English Language Centres for relevant TAFE in your state
Navitas English	Delivers AMEP and Skills for Education and Employment (SEE) programs. Offers tailored English learning support for both individuals and businesses.	Phone: 1300 798 111 info@navitas-skilled-futures.com.au https://navitas-skilled-futures.com.au/courses-and-programs/
AMES Australia	Provides English language programs for migrants, refugees, and asylum seekers. Focuses on settlement support alongside language development.	https://www.ames.net.au/ Phone: 13 AMES
Literacy and Numeracy Assistance:		
The Reading Writing Hotline	A national referral service for adult literacy and numeracy. Offers free and confidential support, along with referrals to training programs.	https://readingwritinghotline.edu.au/ Phone: 1300 655 506
SEE Program (Skills for Education and Employment)	Provides eligible job seekers with up to 650 hours of free training in literacy and numeracy. Delivered by registered training organisations (RTOs) across Australia.	https://www.dewr.gov.au/skills-education-and-employment https://www.dewr.gov.au/skills-education-and-employment/see-providers
TAFE Adult Literacy Programs	Offers literacy and numeracy support to adults looking to improve their basic skills. Available through various state TAFE institutes.	Search TAFE Adult Literacy Programs for relevant TAFE in your state
Digital Literacy Support Services		
Be Connected	A government-funded initiative aimed at increasing the digital skills and confidence of older Australians, but also valuable for broader community use. Provides free online learning resources and support for digital skills, including workshops and in-person training through community partners.	https://beconnected.esafety.gov.au/ Phone: 1300 795 897
Tech Savvy Seniors	A program run in collaboration between state governments and Telstra, aimed	https://www.telstra.com.au/tech-savvy-seniors

SUPPORT SERVICES DIRECTORY		
Service Providers	What they offer	How to contact
	at helping seniors develop the skills to use digital technology confidently. Offers free or low-cost training, with courses available in multiple languages and tailored to the needs of participants.	
Indigenous Digital Excellence (IDX) Initiative	Run by the National Centre of Indigenous Excellence (NCIE) and focused on fostering digital literacy, technology skills, and innovation among First Nations people. Offers workshops, programs, and partnerships to help Indigenous communities gain digital skills.	https://ncie.org.au/tag/indigenous-digital-excellence/
The Good Things Foundation Australia	Supports digital inclusion through various programs, including the Be Connected network, offering support for community organizations to teach digital skills. Focuses on empowering all Australians to thrive in a digital world through training and community support.	https://goodthingsaustralia.org/
Digital Springboard	An initiative by Infoxchange and Google, providing free courses that help people develop digital skills for everyday life and work. Offers online and in-person training sessions on topics like basic computer skills, job readiness, and online safety.	https://www.infoxchange.org/au
Australian Indigenous Mentoring Experience (AIME)	Offers programs that include digital learning components, providing mentoring and technology education to support Indigenous students' success in school and beyond.	https://www.aimementoring.com/
First Nations Media Australia	Provides media and digital literacy training through workshops and programs that empower Aboriginal and Torres Strait Islander communities to create, share, and engage with media content. Supports the development of technical and creative skills for engaging with digital tools.	https://firstnationsmedia.org.au/
Personal Counselling Services:		
Lifeline Australia	Provides 24/7 crisis support and suicide prevention services. Offers online chat and phone support.	https://www.lifeline.org.au/ Phone: 13 11 14
Beyond Blue	Focuses on mental health support, providing counseling and resources for anxiety, depression, and suicide prevention.	https://www.beyondblue.org.au/ Phone: 1300 22 4636
Headspace	Supports young people aged 12-25 with mental health, physical health, work, and study issues. Offers face-to-face and online counselling services.	https://headspace.org.au/ https://headspace.org.au/online-and-phone-support/

SUPPORT SERVICES DIRECTORY		
Service Providers	What they offer	How to contact
Relationships Australia	Offers personal counselling, mental health support, family relationship services, and dispute resolution. Available across Australia in various centres.	https://www.relationships.org.au/ Phone: 1300 364 277
Kids Helpline	Provides free online and phone counselling services for young people aged 5 to 25.	https://kidshelpline.com.au/ Phone: 1800 55 1800
Drug and Alcohol Abuse Support Services:		
Alcohol and Drug Foundation (ADF)	Provides information, support, and resources for individuals and families dealing with alcohol and drug issues. Offers programs to prevent and reduce alcohol and drug-related harm.	https://adf.org.au/ Phone: 1300 85 85 84
Counselling Online	A free and confidential online counselling service for people affected by alcohol and other drugs. Available 24/7, offering online chat, email support, and self-help resources.	https://www.counsellingonline.org.au/ Phone: 1800 888 236
Turning Point	Provides a range of addiction services, including treatment, counselling, and education. Offers online resources, phone support, and referral pathways to specialised services.	https://www.turningpoint.org.au/ Phone: 1800 888 236
Family Drug Support (FDS)	Focuses on supporting families affected by drug and alcohol dependency. Offers a 24/7 national support line, peer support programs, and online resources.	https://www.fds.org.au/ Phone: 1300 368 186
DirectLine (Victoria)	A 24/7 confidential alcohol and drug counselling service available to Victorians. Offers over-the-phone counselling, information, and referral to treatment services.	https://www.directline.org.au/ Phone: 1800 888 236
DrugInfo	A service provided by the Alcohol and Drug Foundation that offers information on drug use, prevention, and treatment. Includes a free national hotline and comprehensive online resources.	https://adf.org.au/ Phone: 1800 250 015
SMART Recovery Australia	Offers evidence-based group programs for people dealing with addictive behaviours, including alcohol and drugs. Focuses on self-management and peer support in group meetings, both in person and online.	https://smartrecoveryaustralia.com.au/ https://smartrecoveryaustralia.com.au/contact-us
The Salvation Army – Drug and Alcohol Rehabilitation Services	Provides residential rehabilitation, detox, and outpatient services for individuals struggling with drug and alcohol addiction. Support services are available throughout Australia.	https://www.salvationarmy.org.au/need-help/alcohol-and-other-drug-services/
Head to Health	A national mental health initiative that connects people to appropriate drug	https://www.headtohealth.gov.au/

SUPPORT SERVICES DIRECTORY		
Service Providers	What they offer	How to contact
	and alcohol support services, including treatment options.	
ReachOut	Offers online mental health and well-being support for young people, including resources on drug and alcohol abuse. Provides advice and strategies to reduce harm and support individuals in making positive changes.	https://au.reachout.com/
First Nations Support Services		
Aboriginal Drug and Alcohol Council (ADAC)	Provides culturally appropriate drug and alcohol prevention, education, and treatment programs for Aboriginal people in South Australia. Focuses on reducing harm caused by alcohol and other drug use within Aboriginal communities.	https://adac.org.au/ Phone: 08 8351 9031
The Healing Foundation	Supports healing for Aboriginal and Torres Strait Islander individuals affected by trauma, including the Stolen Generations. Provides culturally safe programs focused on mental health, well-being, and intergenerational healing.	https://healingfoundation.org.au/ Phone: (02) 6272 7500
Yarning SafeNStrong	A 24/7 phone crisis line specifically for Aboriginal and Torres Strait Islander people to discuss issues such as mental health, alcohol and drug abuse, and trauma. Provides culturally safe and confidential counselling support.	Phone: 1800 959 563
WellMob	A digital library of online resources to support the social, emotional, and cultural well-being of Aboriginal and Torres Strait Islander people. Offers resources on mental health, physical health, alcohol and drug issues, and family support.	https://wellmob.org.au/
Aboriginal Medical Services (AMS)	Located across Australia, AMS centres provide culturally safe healthcare, including drug and alcohol counselling, mental health services, and general medical support for First Nations individuals. Find a local AMS centre through the National Aboriginal Community Controlled Health Organisation (NACCHO)	https://www.naccho.org.au/acchos/
Guddi for Life	Delivers mental health and well-being programs tailored to First Nations individuals, including support for alcohol and drug use. Focuses on social and emotional well-being through a combination of cultural practices and modern therapy.	https://guddiforlife.com.au/

13 TRAINING & ASSESSMENT INFORMATION

13.1 Training - What to Expect on the Day

Most Asbestos & You courses are held face-to-face. This experience allows you to develop skills using equipment and tools relevant to the workplace. Your trainer will be on hand to guide and support you.

- **Attendance Register & Photo ID Verification**
Upon arrival you will be required to sign an attendance register form and have your photo ID verified. We must sight your ID to verify your USI (Unique Student Identifier). Sighting the ID is compulsory and we cannot issue your Statement of Attainment until we have done so
- **Induction**
Your trainer/training co-ordinator will advise you of the facilities available to you, emergency procedures, location of amenities and safety equipment. We will remind you again of our policies, procedures and expectations.
- **Breaks**
All classes include a 15-minute morning tea break where light refreshments will be served. Full day courses also include a 30-minute lunch break where Asbestos & You will provide a selection of sandwiches. You are expected to return from your break on/before the agreed time set by your trainer.

13.2 Assessment

Generally, your trainer will also be your assessor. Assessments will include both knowledge and practical components. The assessment process involves collecting evidence, comparing this to a set of prescribed standards and determining your competency against these standards.

You must complete all relevant learning components and required assessments satisfactorily and be deemed competent by your trainer/assessor to complete your enrolled course.

13.3 Assessment Summary Sheet

Students must complete an Assessment Summary sheet when submitting their assessments as part of the assessment process. This document is essential to ensure fairness, transparency, and compliance with assessment requirements.

Upon submission of the assessment, the student must sign the summary sheet, declaring that the work submitted is their own and that they understand the plagiarism and academic integrity policies.

The summary sheet also allows assessors to record assessment decisions, provide feedback, and request additional evidence. It ensures that assessments are adequately documented for compliance and audit purposes. Completing the Assessment Summary sheet accurately is essential, as it helps maintain the integrity of the assessment process while providing clear communication between students and assessors

13.4 Assessments Outcomes

When an Assessor marks you as competent, you are deemed to have a level of understanding that is considered acceptable to the industry standard.

Nationally recognised training is delivered and assessed as competency-based training. The assessment ratings are

- **Satisfactory** – This refers to the successful completion of individual activities within a unit
- **Not Yes Satisfactory** - This refers to the unsuccessful completion of individual activities within a unit
- **Not Yet Competent** – This refers to the unsuccessful completion of a full unit
- **Competent** - This refers to the successful completion of a full unit.

You are entitled to three (3) assessment attempts at no additional cost. Each re-assessment attempt will be negotiated with the assessor and should be programmed to enable you to have the best chance for success.

Your trainer/assessor will provide you with direction on the further learning required for your next assessment attempt, this may involve additional theory or classroom learning.

Your assessor may apply reasonable adjustment to the subsequent assessment attempts, if required.

If you remain unsuccessful after the third attempt, a counseling session will be held to discuss your suitability for the course and potential options available.

After completion, we will store your assessment evidence for a period of 2 years, after which time it will be securely destroyed.

14 RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning, often referred to as RPL, is a formal assessment process that acknowledges the skills, knowledge, and experience individuals have gained through various learning pathways—whether formal, informal, or non-formal. It is designed to provide credit for learning achieved outside traditional educational environments, such as through work experience, professional development programs, volunteering, self-study, or other life experiences. By evaluating and recognising these existing competencies, RPL helps individuals avoid unnecessary repetition of learning and can fast-track their progress toward qualifications or certifications.

When first applying for RPL, students will be required to submit preliminary documentation (e.g., resumes/references, job descriptions, certificates) that indicate their background and relevant experience. This helps assessors determine whether the student is a suitable candidate for RPL and which competencies they might already meet. Please contact info@asbestosandyou.com.au for more information and an application form, if required.

15 CREDIT TRANSFER

Credit transfer is a process that allows students to receive recognition for units of competency they have previously completed with another registered training organisation (RTO).

As Asbestos & You delivers and issues single units of competency only and does not deliver full qualifications, we:

- Do not provide credit transfer arrangements for units you may have already completed with another RTO.
- Do not apply completed units toward a qualification outcome, as our scope is limited to issuing the individual unit(s) of competency.

This means that if you have previously completed the same unit elsewhere, you may still choose to enrol with us, but there is no credit or exemption applied, as the unit is delivered and assessed independently, not as part of a broader qualification structure.

16 CHEATING & PLAGIARISM

16.1 Cheating

Cheating in assessments means acting dishonestly to gain an unfair advantage. This includes copying someone else's work, using unauthorised materials during an assessment, sharing answers with others, or having someone else complete your work.

Cheating also includes using artificial intelligence or other tools to generate responses without authorisation. It is a serious breach of academic integrity and can result in consequences such as needing to resubmit work, failing an assessment, or facing disciplinary action.

To maintain fairness and ensure that your qualification truly reflects your skills and knowledge, always complete assessments honestly and follow the guidelines provided by your trainer.

16.2 Plagiarism

Plagiarism is when you present someone else's work, ideas, or words as your own without proper acknowledgment. This includes copying text from books, websites, or other students without referencing the source, submitting someone else's work as your own, or using artificial intelligence to generate answers without permission.

Plagiarism is a serious academic offense that can lead to consequences such as resubmitting work, failing an assessment, or facing disciplinary action. To avoid plagiarism, always use your own words, properly reference any sources you use, and follow the guidelines provided by your trainer.

Demonstrating integrity in your work ensures that your unit of competency accurately reflects your skills and knowledge.

The Cheating and Plagiarism policy is available on our website

www.asbestosandyou.com.au.

16.3 Using Artificial Intelligence Responsibly

Artificial Intelligence (AI) refers to technology that can generate text, analyse data, and assist with tasks based on patterns and algorithms. Many students use AI tools like ChatGPT, Grammarly, and AI research assistants to support their learning by checking grammar, summarising information, or explaining complex topics.

While AI can be a valuable resource, it must be used responsibly. Students should not rely on AI to generate entire assessment responses or copy AI-generated content without proper acknowledgment, which can lead to plagiarism or cheating.

Instead, AI should enhance understanding, improve writing, and support research while ensuring that all work submitted reflects the student's knowledge and skills. Always follow assessment guidelines and check with your trainer if you are unsure about using AI for a specific task.

Students' Using AI Responsibly Policy is available on our website www.asbestosandyou.com.au.

17 COMPLAINTS & APPEALS

Asbestos & You is committed to providing a fair and transparent process for handling complaints and appeals.

If students have concerns about any aspect of their training, including assessment outcomes, trainer support, or administrative processes, they can complain. We encourage you to first speak with the trainer/assessor, training manager or administration manager.

If a student disagrees with an assessment decision, they may submit an appeal for a review of the outcome. Our Complaints and Appeals Policy and Procedure outlines the steps to raise concerns, how they will be investigated, and the resolution process.

This ensures that all matters are handled fairly, confidentially, and promptly. Students can access the policy and procedure on Asbestos & You's website for full details on submitting a complaint or appeal.

We encourage students to speak up if they have concerns, as their feedback helps us improve our services and maintain a high standard of education and support.

Complaints and Appeals Policy and Procedure available on our website www.asbestosandyou.com.au.

18 ACCESS & EQUITY

All participants in our courses and services are entitled to high-quality tuition and support, regardless of their individual circumstances. Asbestos & You has established processes to ensure every learner has access to programs, and that equity is maintained in the delivery and assessment of training. These measures are designed to provide each participant with the best possible opportunity to achieve a successful outcome.

Everyone has access to the same resources and information to undertake their studies.

Everyone will be treated equitably in all aspects and treat others with courtesy and respect.

All staff at Asbestos & You are responsible for ensuring the working and learning environment is free from discrimination, harassment, bullying or vilification.

19 DISCRIMINATION, HARASSMENT, BULLYING & VILIFICATION

Asbestos & You has no tolerance for discrimination, harassment, bullying or vilification. If you believe that you are being or have been discriminated against, harassed, or vilified there are several essential steps you should take:

- Calmly and sternly tell the person that their behaviour is unacceptable and must stop.
- Make a note of the nature of the incident including the identity of the person/persons.
- Report the behaviour and/or incident to your facilitator or Asbestos & You staff and/or management.

Asbestos & You has a legal responsibility, to prevent inappropriate behaviour from happening in and/or around Asbestos & You facility. This involves educating employees and facilitators about discrimination, harassment, bullying and vilification, implementing complaint procedures, and ensuring compliance by all within the learning environment.

The Discrimination, Harassment, Bullying & Vilification Policy is available on our website www.asbestosandyou.com.au

20 HEALTH & SAFETY

Asbestos & You is responsible under the WHS Act and the WHS Regulations, both supported by Approved Codes of Practice, that align with the Commonwealth WHS Act 2011.

The Work Health and Safety Regulations identify the control measures that must be applied to specific work activities and hazards. For the health and comfort of all students and staff, you are asked to maintain an acceptable standard of personal hygiene and use all facilities provided correctly and safely.

Things to be mindful of are:

- Put all rubbish in the appropriate bin
- Leave the facilities in a clean and orderly state
- If you do smoke, please ensure you are only smoking within the designated area and you dispose of your cigarette butts in the appropriate manner
- While engaged in any of Asbestos & You's courses, you must not be adversely affected by alcohol and/or other drugs. Under no circumstances are you to offer or administer prescription drugs to any other person unless you have had the appropriate education to do so and/or it is done so accordingly with the law.
- You are expected to always ensure your safety and the safety of others. You should refrain from any conduct, including alcohol and other drug use, that could affect your own performance and/or the safety and well-being of others.

20.1 Identifying and Reporting Hazards

The WHS Act outlines the responsibility of all persons in and/or around a workplace, it is your responsibility to report any hazard that may cause injury and/or damage as soon as possible. Please report any identified hazard/s to your facilitator and/or other Asbestos & You staff as quickly as possible.

20.2 Incidents and Accidents

Safety is paramount to Asbestos & You and it is essential to have you understand that all incidents and/or accidents need to be reported immediately to an Asbestos & You staff person, this is so the appropriate action can take place as soon as possible.

If it is an accident (and where possible), provide comfort and assistance to the injured person(s), send someone to notify an Asbestos & You staff member and stay with the injured person until help arrives.

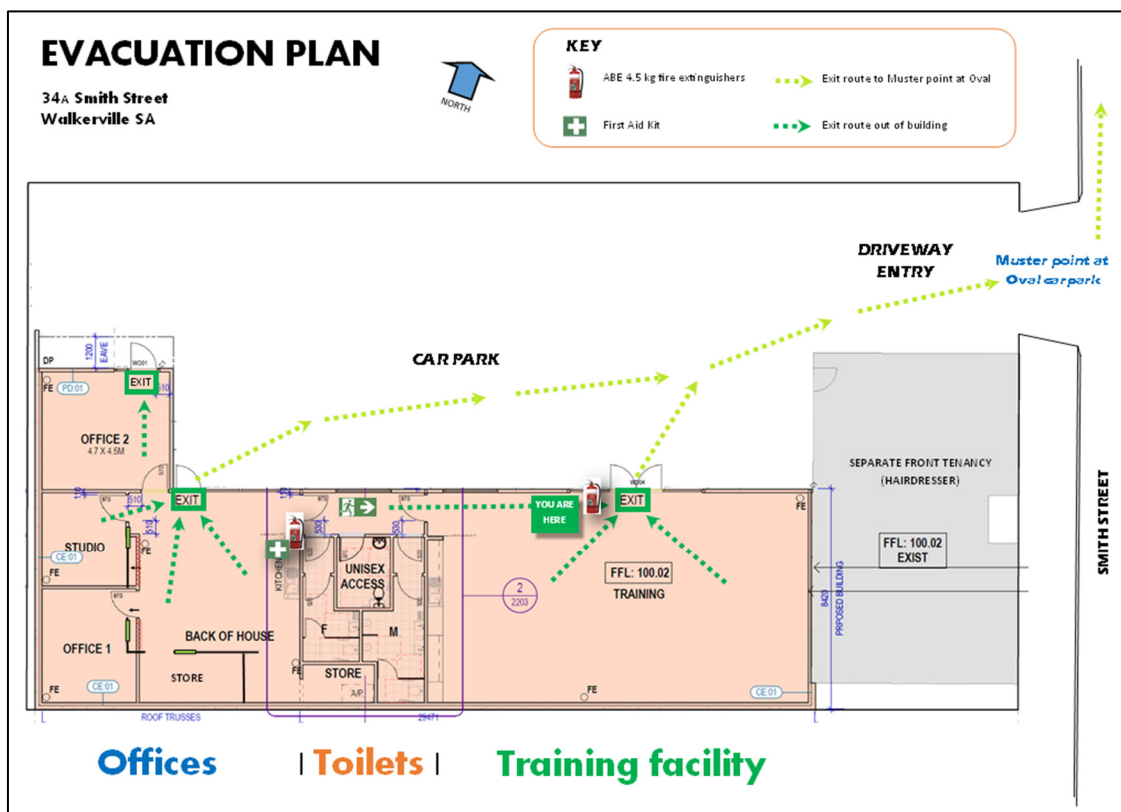
Please remember to adhere to the First Aid protocols at all times, these are:

- D** – Danger to yourself, the bystander and the casualty
- R** – Response - is the injured casualty/ies conscious/alert
- S** – Send for help (Call the emergency services 000)
- A** – Check the casualty’s airway, clear if needed
- B** – Breathing, is the casual breathing (check chest and/or listen), and is it regular
- C** – Start compressions (CPR) 30 compressions to 2 breaths
- D** – Defibrillation, if a defib is available, use it if needed, follow the pictures and prompt.

Remember, the life you save may one day save your life and/or the life of your loved one!

20.3 Evacuation Plan

In the event of an emergency, the safety of staff and students is paramount. Please familiarise yourself of the access and egress areas of Asbestos & You, your facilitator will also take you through this at the beginning of each course (See map below)



21 STUDENT RESOURCES

Throughout the course, you will be provided with various resources or references. The materials that are provided to you are for your learning purposes.

Study guides are for your use and aimed to assist you in your learning and for future reference. The intellectual material contained within all materials provided to you remains the property of Asbestos & You and is subject to copyright. Any use thereof for purposes other than those given to you requires our approval in writing.

22 PRIVACY POLICY

Your privacy is vital to Asbestos & You and we will always act in the best interest to protect your personal information. Asbestos & You is cautious about how and when your information is collected, used and shared to protect your privacy and adhere to the Australian Privacy Act and the 13 Privacy Principles.

Asbestos & You collects your personal information to help facilitate your learning and to adhere to Australian government legislation. We must collect certain personal information, enabling us to create your file and be aware of any special needs you may have.

When you undertake nationally accredited training, we must provide your details to a National Reporting System (NCVER). If you have any questions about how your personal information is collected and/or managed by Asbestos & You please see our administration team, and/or ask to speak to Asbestos & You management.

Privacy Policy is available on our website www.asbestosandyou.com.au.

23 CONSENT TO PHOTOGRAPH & VIDEO COLLECTION

On the odd occasion Asbestos & You collects photographs and video evidence of student attendance and assessment. Students must consent to the collection of photographic and video evidence during their participation in a course with Asbestos & You. This evidence shall not be publicly displayed without express permission of the students identified within the image. Should you wish your image NOT to be taken, please notify our staff prior to enrolment.

24 RESOURCES AVAILABLE ON OUR WEBSITE

AY PPS 01_Appeals Policy and Procedures

AY PPS 02_Cheating and Plagiarism Policy and Procedure

AY PPS 03_Child Safety and Wellbeing Policy for VET Students Under 18

AY PPS 04_Communication Protocol for Supporting Students with Disabilities Policy

AY PPS 05_Complaints and Appeals Policy and Procedure

AY PPS 06_Conflict of Interest Third Party Policy

AY PPS 07_Discrimination, Harassment, Bullying & Vilification Policy and Procedure

AY PPS 08_Inclusive and Culturally Safe Learning Environment Policy and Procedure

AY PPS 09_Privacy and Data Protection Policy and Procedure

AY PPS 10_Refund and Cancellation Policy and Procedure

AY PPS 11_Student Access to Records Policy and Procedure

AY PPS 12_Student Code of Conduct

AY PPS 13_Student Identifier Requirements Policy and Procedure

AY PPS 14_Students Using AI Responsibility Policy and Procedure

AY PPS 15_Wellbeing Support Policy and Procedure

AY I 02_Student Handbook

AY FS 01_Student Appeal Form

AY FS 02_Student Complaint Form

AY FS 04_Student Record Request Form