



## **Student Handbook**

## Student Handbook Summary Page

*We require all new enrolments to read this summary page.*

**Entry Requirements:** To undertake any of our courses you must:

- be 18 years of age or older
- not be currently residing in Australia on a student visa (subclass 500), and
- have read this summary page of the student handbook.
- Students undertaking formal qualifications and accredited training will also need to complete a short [Language Literacy & Numeracy test](#).

**Course Duration & Support:** Course duration will depend upon the course chosen and any prior experience or qualifications earned. Students can finish their course in their own time, at their own pace. Student support requests can be made via phone, email, LiveChat, or via the student portal.

### **Refund Policy:**

**Vocational and Accredited Courses:** Students may request a refund for any reason within two days (48 hours) from the time of course purchase/payment. A full refund will be made less a \$99 administration fee.

**Short Courses and Real Estate CPD:** Due to our significant intellectual property no refund is available once course material has been flagged as viewed by our learning management system.

**Recognition of Prior Learning (RPL):** If you believe you are already competent for specific units of competency within the course, you may apply for RPL. To conduct an RPL interview and process a completed RPL application, a fee of \$399 applies per course.

**Credit Transfer (CT):** You may be eligible for a credit transfer if you have previously obtained units within the course you are enrolled into. There are no fees for processing a Credit Transfer.

**Unique Student Identifier (USI):** All students enrolled in nationally recognised training need to have a USI number. You can generate a USI as part of our enrolment process.

**Other Student Fees:** [Click here to see the complete list of student services and fees.](#)

**Assessing:** All assessments are marked on average within 7-14 business days of their submission date. Assessments are deemed complete when the learning materials are marked 100% complete, student declaration is signed, and all assessment questions or tasks have been answered in full.

**Student Complaints and Appeals:** Students can present a complaint or appeal via the student portal.

**Certificate Issuance:** Certificates or statements of attainment are issued within 30 calendar days of the student's final assessment being assessed competent, providing all agreed fees owing to Connect Skills Institute have been paid.

*The summary above covers the main aspects of this document and is not exhaustive.  
All students are encouraged to continue reading as needed.*

**To proceed to enrolment, please use the checkout on our website or talk to one of our friendly support staff via live chat, phone, or email.**

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## Welcome to Connect Skills Institute

On behalf of the team at Connect Skills Institute, we would like to welcome you to our training organisation. We are a registered training organisation approved to deliver nationally recognised courses and qualifications.

We are committed to ensuring all students are provided the tools and information required to complete their chosen course. This Student Handbook is designed to support you during your study and includes all the information you will need as a student of Connect Skills Institute.

Now that you have committed to achieving your goals, Connect Skills Institute commits to ensuring a safe and supportive learning environment, providing you with quality training and assessment.

We are here to support you from start to completion. Should you need help at any time, our training and administration team will be more than happy to assist you.

All the best and good luck with your studies,

The Connect Skills Institute Team

1300 206 632

[admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au)

[www.connectskillsinstitute.edu.au](http://www.connectskillsinstitute.edu.au)

41 Caravel Lane, Docklands, VIC, 3008

RTO: 31474

ABN: 89 069 852 133

## Student Admissions

### Entry Requirements

To undertake any of our courses you must:

- be 18 years of age or older
- not be currently residing in Australia on a student visa (subclass 500), and
- have read the summary page of the student handbook.

### Student Computers

Students must have access to a personal computer, laptop, tablet, or similar device that is connected to the internet with access to email, word processing and spreadsheet software. If you do not have access to Microsoft Office, then a free software option can be used, for example: Google Docs Editors or LibreOffice.

### Enrolment Form

All students are required to fill out an online enrolment form before they gain access to the student portal and learning materials.

### Students with Visas

Connect Skills Institute cannot deliver to international students on a student visa (subclass 500). Those wishing to enrol on other visas can study with Connect Skills Institute depending on visa type and whether study is permissible under their respective visa subclass. It is the students' responsibility to ensure that their visa does not have conditions imposed that prevents them from studying the full duration of a course. Students must also ensure that they have full study rights in Australia prior to enrolling into a course with Connect Skills Institute.

### Approval of Enrolment

Connect Skills Institute does not seek to discriminate when approving enrolments.

Connect Skills Institute reserves the right to decline an individual's enrolment in the following scenarios:

- The individual does not meet Connect Skills Institutes [entry requirements](#)
- The individual is deemed by the CEO to have been rude or abusive in any way towards Connect Skills Institute trainers/assessors, staff, students, and/or visitors.
- The individual is subject to a current or prior disciplinary action (see: [Student Responsibilities](#))

- Connect Skills Institute believes that its delivery, facilities and/or support does not meet the needs of the individual.

## Language, Literacy and Numeracy

### **What is LLN?**

LLN stands for Language, Literacy and Numeracy.

**Language** is the ability to communicate via speaking, listening or writing.

**Literacy** is the ability to read or comprehend English.

**Numeracy** is the ability to work with numbers, for example: adding, subtracting or dividing numbers.

Our LLN test is a short, informal exam of 8 basic questions related to reading, writing and numeracy skills required to highlight any additional support needed throughout your student journey.

An exemption can be granted if you have significant prior knowledge or RPL experience (deemed by administration staff or a trainer/assessor).

Your LLN test can be found online in your student portal and typically takes around 10-15 minutes to complete. There is no pass or fail, and you may use a calculator if necessary.

### **Why do I need to do the LLN test?**

The LLN test serves a simple and important purpose: to highlight any need for additional support while undertaking your study.

The test allows us to discuss options with you to address any lack of LLN knowledge and skills. We do not want students to overthink or struggle unnecessarily during their studies without access to support.

### **Example LLN question:**

Complete the following sentence using any of these words: their, there, they're.



Peter and Jane know that \_\_\_\_\_ are at least ten casual employees in \_\_\_\_\_ company whose work rosters will need to be adjusted to take into account the holidays \_\_\_\_\_ taking.

### Reasonable Adjustment

Connect Skills Institute will determine the level of support needs for students and provide access to educational and support services as necessary.

Examples of educational and support services include:

- Study support (accessible classrooms, note-taking support, course material in alternate formats)
- Language, Literacy and Numeracy (LLN) program
- Providing resources for learners with disabilities in accordance with access and equity principles
- Flexible scheduling and delivery of training and assessment

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an acknowledgement of your current skills and knowledge that you have obtained through formal training and work experience against each unit in a qualification. An RPL assessment can be used to qualify for partial or full recognition in a qualification. Applications for RPL should be made before course commencement.

If you consider you are already competent in specific units of competency from your chosen course, you may be eligible to be granted an exemption if:

- Your prior learning and experience is relevant to this course.
- You can supply proof of subject-relevant formal training (Conducted by industry or educational institutions in Australia) or work experience.
- Can provide authenticated documents or samples of work demonstrating relevance.

### What is the cost of RPL?

The cost to conduct an RPL interview and process a completed RPL application is \$399 per student. The RPL fee is payable when you book your interview call.

To reschedule an interview, all students must give notice greater than 24 hours before their booking time.

An RPL kit will be provided to an applicant, which includes five easy steps to gauge eligibility and suitability:

- Step 1 – Interview for RPL – When an applicant decides to apply for RPL, Connect Skills Institute will conduct an RPL suitability assessment by interview through phone or in person. Please select a suitable time for an interview and book in for a callback via this link:  
<https://connectskillsinstitute.edu.au/book-rpl-interview/>
- Step 2 - Complete the self-assessment questionnaire (and/or complete interview)
- Step 3 - Complete the RPL application form
- Step 4 - Provide your evidence
- Step 5 - Submit your RPL application for assessment

The granting of RPL may shorten the course duration. Successful applicants will be notified and will complete any remaining units to finish their course.

### **How long does it take for an RPL application be processed?**

The turnaround to grant and finalise RPL can vary depending on the qualification and number of units you are applying for. Once you have submitted your signed application/kit, interview, and evidence, your RPL application will be processed. On average it can take up to 20 business days to be processed and completed.

### **Credit Transfer (CT)**

Credit Transfer is where you may be granted acknowledgement based on identical prior studies gained through other Registered Training Organisations or education providers such as a TAFE or university.

For example, you may have completed the same unit of competency at another institution undertaking another course. This will be verified if the unit has the same title and unit code number.

Connect Skills Institute will check your statement of attainment/qualification for authenticity by contacting the RTO who generated the document. Connect Skills Institute holds the right to refuse any statement of attainment/qualification that it

deems flawed or fraudulent. Connect Skills Institute does not charge fees for credit transfer.

If a course title or code doesn't precisely match, an RPL mapping process can be conducted to determine whether the unit requirements have been met at the discretion of Connect Skills Institute Assessors. This also includes units/qualifications held from previous training packages.

### **What do I need to submit?**

Students must provide the unit, subject or competency information, which is usually found on a statement of attainment, certificate, qualification or USI transcript.

#### Process for Credit Transfer

**Step 1** – Acquire a soft copy of your documentation (statement of attainment, certificate(s), qualification(s) or USI transcript).

**Step 2** – Fill out our online application form and upload your document(s). You can find the link to our application form inside your student portal. You can also email your documents to [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au).

**Step 3** – We review your evidence, and we may contact the previous education provider to verify the authenticity of your documentation. Occasionally, the previous education provider may require an authorisation letter signed by you.

**Step 4** – If your credit transfer is accepted, your student record will be uploaded to reflect your credit(s).

#### USI Transcript: How to access & give permission



For a Registered Training Organisation (RTO) to be able to access a student's USI transcript, they will need to give permission to the RTO. Please see the instructions below:

- Go to [www.usi.gov.au](http://www.usi.gov.au) and select "**Student Login**"

- Agree to the terms and conditions and login to your account
- Select "**Provide your USI**"
- Scroll down to the bottom of the page until you see **Set up access to your USI Account/Permissions**. Click on the "**Add Organisation**" button
- You will then be able to search for your training organisation by either their **Organisation Code** or **Organisation Name**. Enter these details and press "**Search**"
- A list of organisations will appear. Once you have found the correct training organisation, press the "**Add**" button
- You will see the Organisation Details at the top. Below will be your permissions **View Transcript, View Details** and **Update Details**
- Select which permissions you wish to give your training organisation, then select how long you would like to give permission to your training organisation
- Select the "**Save**" button
- Once you have saved the permissions you can still **Edit** or **Remove** the permissions

If you require further assistance, please contact the **Office of the Student Identifiers Registrar** on **1300 857 536** between 9 am and 5 pm Australian Eastern Time Monday to Friday.

## Course Information

### Available courses

For available courses and pricing, please see our website.

Course Type	More Information
Qualifications, accredited or vocational outcomes (Certificate IV/Diploma)	<a href="https://connectskillsinstitute.edu.au/real-estate-courses/">https://connectskillsinstitute.edu.au/real-estate-courses/</a>
Real Estate CPD Courses (Class 1 and Class 2)	<a href="https://connectskillsinstitute.edu.au/real-estate-cpd/">https://connectskillsinstitute.edu.au/real-estate-cpd/</a>
Short Courses	<a href="https://connectskillsinstitute.edu.au/short-courses/">https://connectskillsinstitute.edu.au/short-courses/</a>

### Course Duration & Support

**Connect Skills Institute provides a maximum support duration to all students i.e. the amount of time in which a student must complete their course.**

Course Type	Support Time
Qualifications, accredited or vocational outcomes (Certificate IV/Diploma)	12 months support from enrolment date

Real Estate CPD Courses (Class 1 and Class 2)	12 months support from enrolment date
Short Courses	30 days support from enrolment

**Qualification or vocational outcome:** *Please note that the 12-month support duration can be impacted by federal government regulations relating to a change in the training product enrolled in. State or territory licensing regulators may change the eligibility criteria to apply and work in real estate. From time to time Connect Skills Institute will notify enrolled students via email and consumers via our blog of upcoming changes. However, it is the responsibility of the student to review all materials available on our website and information found on the state or territory's regulator website applicable to you before deciding on a course.*

### Online Learning

Connect Skills Institute delivers online, on-demand, self-paced courses. We believe online learning can be the most economical and flexible way to learn. All learning and assessment materials are electronically provided through our online student portal. Connect Skills Institute provides a suite of electronic resources to support your study. You can log into your online student portal at any time and work towards completion.

### Course Packaging, Codes and Units

Qualifications and vocational outcomes are broken up into smaller components called Units of Competency. Each Unit of Competency has a code that distinguishes it as being nationally recognised. Each course has a fixed minimum number of Units of Competency to be completed before a certificate or statement of attainment is issued. The qualification or vocational outcome you select to study has been packaged to satisfy the rules and requirements of the registering bodies. We ensure the qualification you attain meets industry standards.

### Short Courses

Connect Skills Institute offers short courses which are designed to provide training for many different areas of business practice such as sales, leadership and customer service.

Connect Skills Institute provides access to each short course for 30 days from enrolment. If a student does not complete their short course within this time, they will need to enrol again and pay any course fees.

You can complete the learning materials in your own time.

Once you have successfully completed the learning materials, you must sign an online student declaration to express that your work is your own.

After signing the student declaration:

- You will no longer have access to the learning materials. A course summary is available to you, which can be accessed at any time.
- A Certificate of Completion will be issued within 30 days (on average 7 to 14 days).

**Each short course:**

- Includes engaging learning materials and video guides that are full of practical information.
- Is delivered online & accessible from any device, 24/7 with up to 30 days access granted from enrolment.
- Is designed to help students learn a particular business topic quickly and efficiently and can provide a competitive edge in the workplace.
- Includes a Certificate of Completion on successful completion of the learning materials.

To see all short courses on offer: <https://connectskillsinstitute.edu.au/short-courses/>

**Additional information:**

- Each short course is rated with an experience level (Beginner, Intermediate or Advanced) to assist you in finding the appropriate level of training.
- Each short course is designed to be completed in 1-2 hours. Completion times may vary from student to student.
- An enrolment form is required to be completed when enrolling into a short course (if a student has not previously completed an enrolment form with Connect Skills Institute)
- All short courses are non-accredited, meaning there are no formal outcomes.
- Short courses may contribute to an individual's Continuing Professional Development (CPD). Professional associations typically rate 1 hour of

development or learning as 1 CPD point. Connect Skills Institute recommends that all individuals seek confirmation of suitability from their accrediting body before enrolment.

### Real Estate CPD Requirements

#### **The following only applies to students doing their yearly real estate NSW CPD:**

For Connect Skills Institute to assess and process your CPD before the 23<sup>rd</sup> of March deadline, students must enrol and submit their assessments before the deadline set by Connect Skills Institute. Assessment deadlines are communicated to students via the student portal, our website and by email.

**Assistant Agent CPD:** For students enrolled into the CPP41419 Certificate IV in Real Estate Practice who require a statement of attainment before the 23<sup>rd</sup> of March deadline must complete any one of the following unit groups to be eligible:

Group Name	Units to be completed
Assistant Agent (5 units)	CPPREP4001, CPPREP4002, CPPREP4003, CPPREP4004, CPPREP4005
NSW Real Estate CPD Group 1: Property Sales (3 units)	CPPREP4103, CPPREP4104, CPPREP4105
NSW Real Estate CPD Group 2: Property Management (4 units)	CPPREP4121, CPPREP4122, CPPREP4123, CPPREP4124
NSW Real Estate CPD Group 3: Marketing & Trust Accounts (3 units)	CPPREP4101, CPPREP4102, CPPREP4125
<b>Students will choose to complete <u>one</u> of the following:</b>	
NSW Real Estate CPD Group 4: Safety & Customer Service (3 units)	CPPREP4506, CPPCOM4002, CPPREP5010
Auctioneers Accreditation (3 units)	CPPREP4161, CPPREP4162, CPPREP4163

**If the student does not adhere to completing units as per the groups listed above (for example, completing CPPREP4101 from group 3 and CPPREP4506 & CPPCOM4002 from group 4), Connect Skills Institute may not be able to issue a statement of attainment to the student before the 23<sup>rd</sup> of March deadline.**

## Student Information

### Unique Student Identifier (USI)

All students doing nationally recognised training with Connect Skills Institute need to have a Unique Student Identifier (USI) as required by the Australian Government.

The USI is a reference number of ten numbers and letters that creates a secure online record of your recognised training and qualifications gained in Australia.

When you sign up on our online portal, you will be asked to enter your USI. If you don't have a USI, our online enrolment will allow you to generate a USI from the Australian Government by clicking the 'Create my USI' button.

For further information, please contact [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au)

### Student Portal

All students are provided with a username & password for access to our online training portal.

If you have not received your login details or you have lost them, please contact our administration team at [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au)

When you login into your portal for the first time, you will be presented with an enrolment form. Please fill out your details accurately.

### Student Enrolment Confirmation Letter

To generate a letter confirming your course enrolment and the units you are studying:

1. Log in to your student portal (<https://elearner.net.au/connectskills>) and click the open course button.
2. Select the 'Your Enrolment Confirmation Letter' button under the course name at top of the page. This will generate an enrolment confirmation letter that can be downloaded to your computer.



If you are enrolled in more than one course, you can repeat the above steps for each course. If you believe any of the details in the letter are incorrect, please contact administration.

### Student ID Number

Your Student ID number is an identification number provided to all students by Connect Skills Institute on enrolment. The Student ID consists of a seven-digit number. Your student ID number can be found on your Enrolment Confirmation Letter.

### Student Support Services

Connect Skills Institute occasionally emails students information relevant to their course.

If a student falls behind in their coursework (when a student hasn't logged in within 30-90+ days), our support team will either send a message to their student portal or email to see how they're going and check if they need any assistance.

Connect Skills Institute determines the support needs of individual learners and provides access to the educational and support services necessary to meet the requirements of the training product as specified in training packages or accredited vocational education and training courses. Trainer and Assessors act as mentors for support, study management and goal setting activities.

Connect Skills Institute can provide information for external counselling services to deal with personal issues. Please contact us by email, phone, or LiveChat if you require further information.

### Resources

Connect Skills Institute has included additional resources specific to each course. These resources are designed to help you on your learning journey. Resources may include a study guide, estate agent acts and links to public domain books and videos.

### How To Access Support

Phone: [1300206632](tel:1300206632)

Email: [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au)

LiveChat: <https://connectskillsinstitute.edu.au/#>

Support can also be found by contacting staff through your online learning portal.

For any general questions, feedback or issues, please contact the Student Administrator by clicking the 'Help' tab on the top right and select 'Contact Admin'.

For learning-related questions, please contact your assessor by opening your course from your dashboard. Click 'Message Assessor' at the bottom left of your browser window to open a form.

If you're not sure how to use your student portal, click the 'Help' tab on the top right and select 'Student Portal Guide' for a detailed FAQ and User Guide to help you understand how to operate your student portal.

If you're experiencing a technical issue or error, click the 'Help' tab on the top right and select 'Report Technical Problem or Error'. Please fill out the form, and we will address the issue.

### External Student Welfare Support Services

Type of Assistance Required	Name of Support Service	Contact
Police, Ambulance, Fire	Emergency Services	000
Alcohol and Drugs	Direct Line - Provides counselling, information and referral service for you or someone you know with a Drug or Alcohol problem.	<p><b>Vic-</b> 1300 650 172  <a href="https://www.health.vic.gov.au/alcohol-and-drugs/alcohol-and-other-drug-treatment-services">https://www.health.vic.gov.au/alcohol-and-drugs/alcohol-and-other-drug-treatment-services</a></p> <p><b>NSW-</b> (02) 4734 2129  <a href="https://www.nbmlhd.health.nsw.gov.au/drug-and-alcohol-service/drug-and-alcohol-service">https://www.nbmlhd.health.nsw.gov.au/drug-and-alcohol-service/drug-and-alcohol-service</a></p> <p><b>QLD-</b> 13 43 25 84  <a href="https://www.townsville.health.qld.gov.au/">https://www.townsville.health.qld.gov.au/</a></p>
Depression/Suicide	<p>Lifeline - Connects people with care.</p> <p>Beyond Blue - provides nationwide access to information, advice and</p>	<p>13 11 14  <a href="http://www.lifeline.org.au">www.lifeline.org.au</a></p> <p>1300 22 46 36  <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a></p>

	referrals around depression, anxiety and related conditions.	
Ethnic/Multicultural Assistance	Ethnic Communities Council	<b>Vic-</b> 313 450 <a href="http://www.eccv.org.au">www.eccv.org.au</a> <b>NSW-</b> <a href="https://eccnsw.org.au/">https://eccnsw.org.au/</a> 9285 4888 <b>QLD-</b> (07) 3844 9166 <a href="https://eccq.com.au/">https://eccq.com.au/</a>
Financial Matters	Credit Helpline	1800 007 007 <a href="https://ndh.org.au/">https://ndh.org.au/</a>
Legal Assistance	Free legal assistance	<a href="https://www.probonocentre.org.au/legal-help/legal-aid/">https://www.probonocentre.org.au/legal-help/legal-aid/</a>
Mens Support	Mensline	1300 78 99 78 <a href="http://www.mensline.org.au">www.mensline.org.au</a>
Sexual Assault	Sexual Assault Crisis Line - National sexual assault, domestic family violence counselling service	1800 737 732 <a href="https://www.1800respect.org.au/">https://www.1800respect.org.au/</a>
Translating and Interpreting	Translating and Interpreting Service Interpreting service, provided by the Department of Immigration and Citizenship, for people who do not speak English and for the English speakers who need to communicate with them	13 14 50 <a href="https://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National">https://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National</a>
Medical & Sexual Health Clinic	Medical & Sexual Health Clinics	<b>Vic-</b> <a href="https://www.mshc.org.au/">https://www.mshc.org.au/</a> <b>NSW-</b> <a href="https://www.health.nsw.gov.au/sexualhealth/Pages/sexual-health-clinics.aspx">https://www.health.nsw.gov.au/sexualhealth/Pages/sexual-health-clinics.aspx</a> <b>QLD-</b> <a href="https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/sex-">https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/sex-</a>

		<a href="#">health/services/find-service</a>
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### Updating Personal Details

It is important that you always keep your details current and up to date. You can update your details at any time on your student portal. Click on 'Settings' in the top menu to access your account details page. Here you can change your email and password. Under 'My Profile' heading, click the 'View/edit your profile' button to edit your identity, contact, education and employment information.

### Student Responsibilities

Connect Skills Institute is proactive in maintaining a safe and effective learning environment. Students should be honest (see: Plagiarism and Cheating) and respect others. Connect Skills Institute does not tolerate bullying or harassment towards trainers/assessors, staff, other students, or visitors.

For a full list of student responsibilities please see the Code of Conduct policy which is found on our website. In an event of a breach of this Code of Conduct, a student may be subject to disciplinary actions, including a warning, suspension of participation in the course, or cancellation of course enrolment. In the event of any disciplinary action, no refunds apply, and any fees paid by the student will be forfeited.

The disciplinary action will be determined at the discretion of Connect Skills Institute (in a fair, reasonable manner) in proportion to the seriousness of the breach and will be communicated to the student in writing. The student will have the opportunity to lodge a complaint against the action where they disagree.

### Response to COVID-19

Connect Skills Institute is continuously monitoring the ongoing impact of COVID-19 and is taking appropriate action in line with advice from relevant government and health authorities. To protect others, students should:

- practise good hygiene
- practise physical distancing
- follow the limits for public gatherings
- understand how to isolate if they need to

If you feel sick: stay at home, self-isolate and check your symptoms. Symptoms include – fever, coughing, sore throat, and shortness of breath. If you think you might have COVID-19, check your symptoms using healthdirect's [Coronavirus \(COVID-19\) Symptom Checker](#). If you have a confirmed case, you must isolate yourself to stop the virus spreading to other people.

### Study Days

Occasionally Connect Skills Institute holds optional face to face study days for more training (subject to availability). A \$99 fee applies for each student per study day. All study days are voluntary, meaning it is not compulsory for any student to attend. Study day dates or times will not be changed to accommodate any student. Any changes to study day dates or times will be advised in advance. If a study day is cancelled, you will be notified of any rescheduling arrangements via phone or email.

### Social Media

Students engaging online through social media or our online portal within the context of education training must:

- Ensure that the use, including content published, complies with all relevant rules of Connect Skills Institute
- Be always respectful and courteous in communications.
- Comply with the law, including laws about copyright, privacy, defamation, contempt of court, discrimination, and harassment.

As per the Australian Skills Quality Authority, Connect Skills Institute must obtain signed consent forms from students to publish their images on online. For further information, please refer to the Social Media Policy on our website.

## Assessment and Study Requirements

We understand that students have been out of the study environment for some time. Connect Skills Institute is here to assist you in ensuring your time with us is as informative and enjoyable as possible. Should you require assistance on how to submit assessments, please do not hesitate to contact us.

Assessment methods may include:

- Questions
- Case studies
- Projects
- Multiple Choice
- Observation via uploaded audio recording
- Observation via uploaded video recording

**All assessments are open book – meaning you are allowed to refer to and look at the learning material or any other resources during assessment.**

Connect Skills Institute adheres to principles of flexibility and reasonable adjustment for students. Assessors aim to result assessments promptly and provide feedback in keeping with the principles of assessment. Assessments are resulted against a marking guide to ensure consistency in assessor judgements.

#### Submission of Assessments

**Answers to assessments must be formulated in your own words.**

(Unless they are repeatable facts, such as the name of an act or regulation)

**Answers should demonstrate your understanding, knowledge, and/or opinion.**

Connect Skills Institute accepts typed assessments through the online portal. These assessments must be submitted with any required documents attached.

#### Assessment Marking

All assessments are marked using the competency-based assessment system. When an assessment has a successful outcome (including RPL) it is resulted as 'Competency Achieved (CA)'. If you receive a Not Competent (NC) outcome, you will be allowed to review and resubmit the assessment task.

**All submitted assessments are assessed within 7-14 business days of the completion date.** Assessments are deemed complete when the learning materials are marked 100% complete, student declaration is signed, and all assessment questions and/or tasks have been answered in full.

### Re-assessment

Connect Skills Institute will make every effort to ensure a successful outcome for its students. Students are given unlimited attempts at their assessments within their study period.

### Plagiarism and Cheating

The integrity of all assessments is paramount to Connect Skills Institute.

Plagiarism, cheating or unauthorised collusion in any form is not tolerated.

Cheating is to act dishonestly or unfairly to gain an advantage.

Plagiarism is the practice of using work, ideas, expressions or wording of another person or organisation and passing them off as one's own. Material from any source such as staff, students, texts, resources and the internet, whether published or unpublished, should always be given appropriate reference.

Unauthorised Collusion is collaboration between students to complete assessment work.

If you are found to have committed any of the above in your assessment, a 'Not Competent (NC)' outcome will be given. Additionally, depending on the severity, your enrolment may be cancelled with no refund.

## **Access to Academic Progress or Student Records**

### Course Progression

Connect Skills Institute monitors course progression through our online system to ensure students remain engaged with their studies and stay on track to completing their chosen course. Support strategies are provided to students who are struggling with course requirements.

For the duration of your course, students have access to their progress via their student portal and through any feedback provided by your Trainer/Assessor. You may also receive progress updates via phone/text/email contact from Connect Skills Institute representatives.

### Access to records

Student records are accessible either by logging into your student portal or by requesting a record via email to verify the accuracy of the information held by Connect Skills Institute.

Regarding course integrity and maintaining our intellectual property for assessment materials, we do not provide copies of assessment results, assessments, or assessment documents (marked or unmarked questions or submitted answers by the student).

## Feedback & Surveys

### Feedback

Connect Skills Institute wants to ensure that your learning experience is positive, and we encourage you to let us know how we are meeting your needs. Your feedback is very important to determine where improvements can be made.

You can provide feedback by filling out our Learning Engagement Survey. If you enjoyed your learning experience with Connect Skills Institute, please leave us some feedback. We really appreciate it!

Google: <http://search.google.com/local/writereview?placeid=ChIJ-6zCNI1d1moR6lIT4aO2NAs>

Facebook: <https://www.facebook.com/pg/connectskillsinstitute/reviews/>

Product Review: <https://www.productreview.com.au/listings/connect-skills-institute/write-review>

### Survey

The Australian Quality Training Framework learner questionnaire is a survey to assess the quality of their training experience. It is available on your student learning portal after the completion of training. Training and assessment quality data is gathered in several ways. This data is analysed, reviewed, and used to inform the continuous improvement processes of Connect Skills Institute training and assessment services.

### Employer Engagement

For employer funded training, an Australian Quality Training Framework employer questionnaire survey will be provided on course completion, which can be found in the student portal.



### Department of Education Contact

Students may also receive an invitation to participate in a Department endorsed project and/or be contacted by the Department (or persons authorised by the Department) for audit, review or investigation purposes.

## RTO Regulatory Obligations

### Quality of training and assessment

Connect Skills Institute is responsible for the quality of the training and assessment in compliance with the Standards for RTOs 2015. The Standards ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. Connect Skills Institute engages in high-quality training and assessment, meaning students are well equipped for employment or further study. Connect Skills Institute's teachers, trainers and assessors are required to be professional and knowledgeable about their subjects and industry areas.

Students will be provided:

- The right of training to allow them to practise new skills before they are assessed
- Access to good-quality learning resources
- Assessment activities that are fair and well explained
- Feedback on assessments where the student needs assistance

The amount of training for each student will vary depending on the existing skills, knowledge, mode of delivery and/or any work placement arrangements. Training, assessment strategies and practices, including the amount of training provided, are consistent with the requirements of training packages and VET accredited courses which enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

### Issuing AQF certification documentation

The Australian Qualifications Framework defines certification documentation as: *the set of official documents that confirms that a qualification has been completed and awarded to an individual.*

Connect Skills Institute follows the AQF Qualifications Issuance Policy for best practice when designing certificates and statements of attainment. The AQF Qualifications Issuance Policy sets out the national policy requirements for issuing AQF qualifications. Accrediting authorities may require additional information to be included on certification documentation.

## Student Administration

### Student Files

As per current legislation, records must be kept for each student. Your student file, in addition to your enrolment documentation, contains:

- Submitted assessments
- Trainer/Assessor note/s
- Messages or files uploaded on your online portal

These records are retained for seven years and are made available only for audit purposes. Connect Skills Institute ensures the ability to re-issue Certificates or Statements of Attainment if required.

All student files are confidential with record keeping complying with the Public Records Act (VIC) and all other contractual requirements.

### Student Withdrawals

If a student wants to withdraw early from their course, a Statement of Attainment can be issued at their request for the units they have achieved competency in.

**Students withdrawing from their course must notify Connect Skills Institute in writing via an email to [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au) and request a Statement of Attainment to be issued.**

**Note:** Once a student has received their Statement of Attainment, they will have officially withdrawn from their course. Access to the course and course materials/assessments will be suspended. If the student wishes to continue studying the same course again with Connect Skills Institute, the student is required to re-enrol and pay any course fees.

## Student Certificates

Once students have achieved competency in all units or parts of their course, our administration sets about making the final checks for their certificate or statement of attainment to be issued.

Certificates or statements of attainment are issued within **30 calendar days (on average within 7-14 days)** of the student's final assessment being completed or the student notifying administration of withdrawal from their course, providing all agreed fees owing to Connect Skills Institute have been paid.

Once a certificate or statement of attainment has been issued, you will receive an email notification to your student email address. You can then access and download your certificate or statement of attainment at any time within your student portal by clicking on the certificates tab.

## Career Pathways

Upon successfully completing your course, you may wish to develop your skills and knowledge further by enrolling in a higher-level qualification relevant to your chosen field of interest. Connect Skills Institute is happy to discuss further education to assist you in reaching your goals and objectives.

If you want to apply to work in the real estate industry an application may need to be made to your state or territory regulator. Applications require specific entry requirements set by the regulator. Prospective students are encouraged to check their eligibility for application with:

- Consumer Affairs Victoria (<https://www.consumer.vic.gov.au/>)
- Fair Trading New South Wales (<https://www.fairtrading.nsw.gov.au/>)
- Fair Trading Queensland (<https://www.qld.gov.au/law/fair-trading>)

**Note:** *Connect Skills Institute cannot guarantee that:*

- *students will complete their course*
- *students will be approved by the state or territory regulator*
- *students will obtain a particular employment outcome.*

## Complaints and Appeals

Below is a summary of Connect Skills Institutes complaints and appeals policies and processes. The student has the right to present the complaint or appeal formally and in writing. Further information regarding our Complaints & Appeals Policies and Procedures can be accessed on our website at:

<https://connectskillsinstitute.edu.au/student-information/policies-compliance/>

### Complaints

#### **What is a complaint?**

Any type of problem, concern or grievance about the learning environment, related activities and functions. They include the conduct of another student, discrimination/harassment or bullying, workplace safety, environmental issues and unfair student progress, unfair assessment or unfair course content.

Staff, contractors and students have the right to lodge a complaint. Connect Skills Institute Pty Ltd is committed to providing a fair and transparent complaint and appeals handling processes. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Connect Skills Institute Pty Ltd wishes to find out early when a student has a complaint and will do all it possibly can to overcome any complaints or issues that a student has. Students are advised to talk to our staff to resolve any issues of concern either by visiting the office in person or contacting the office by phone on 1300 206 632.

### Making a complaint

Complaints must be made in writing to the Office Manager by completing the complaint/appeal form, which is available to you as a student within your online learning portal. Complaints should be made within thirty (30) calendar days of the incident occurring.

### Appeals

#### **What is an appeal?**

A formal request to a higher authority requesting a change in or confirmation of a decision. It is a process whereby a client (i.e. student) or other interested party may dispute a complaint decision made by Connect Skills Institute.

Where a complaint cannot be resolved and an appeal is made, Connect Skills Institute recognises the need for an appropriate independent person to mediate both parties. The parties will be given the opportunity to formally present their case to the independent person.

Connect Skills Institute Complaints & Appeals Policy ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process.

### [Making an appeal](#)

An application to appeal a decision must be submitted online through your student portal.

## **Finance**

### [Connect Skills Institute Guarantee](#)

Students have the right to obtain a refund for services not provided by Connect Skills Institute in the event the course/learning is terminated early. In these circumstances, Connect Skills Institute will advise the student of another suitable Registered Training Organisation (RTO) that delivers their course with the same outcomes. Please note that a student is not obligated to accept any alternative offers from Connect Skills Institute.

In these circumstances, the following will be adhered to:

- Connect Skills Institute will speak to industry to determine alternative RTO that can provide the individual with the best training and then inform the individual.
- A statement of attainment (transcript of assessments that are competent) will be given to the student.
- Once a suitable RTO has been chosen, all files and system records will be provided to the RTO.
- Any fees paid for tuition yet to be delivered will be refunded to the individual.

## Fees and Charges

Connect Skills Institute offers pay upfront or payment plan options. Payments are processed at our office, website or through electronic channels. Students can contact 1300 206 632 or start a LiveChat on our website to discuss all account related matters.

Connect Skills Institute takes a maximum of \$1,500 up-front for individual students (unless payment is arranged through a payment plan). For more information regarding fees, please refer to the Student Fees Policy on our website.

### Course Fee Payment Options

- Visa, Mastercard, American Express debit or credit card
- Paypal
- Bank Transfer (EFT) – Please contact us before making a transfer and we will create an invoice for you. Please send a screenshot of your receipt to [admin@connectskillinstitute.edu.au](mailto:admin@connectskillinstitute.edu.au) after making payment via EFT.

Account Name: Connect Skills Institute Pty Ltd

Bank: Bank of Queensland

BSB: 123-638

Account: 22561258

NB: Description for payment to be invoice number OR student/client name for allocation of payment

### Payment Plans

#### Openpay



Pay for your online course in instalments (as per Openpay T&Cs). Weekly or fortnightly options are available over 2-6 months.

[Please click here to see our Openpay page for more information.](#)

Zip



Pay for your online course in instalments (as per Zip T&Cs). Weekly, fortnightly or monthly options are available.

[Please click here to see our Zip page for more information.](#)

### Other Student Fees

Other student fees apply as follows (GST included):

Item	Price
Re-issue of Certificate fee	\$55
Re-issue Statement of Attainment fee	\$55
Unit assessment re-enrolment fee (per unit)	No charge
Printing of course materials (plus any postage fee)	\$25 per unit
RPL Interview/Application (once-off fee)	\$399
Urgent Assessment (per unit)	\$15
Service Refund (once-off administration fee)	\$99
Course extension	\$1 per day
Assist with the Regulator application (real estate)	\$199
Course Transfer Fee (Change of person/student)	\$59
Course Transfer Fee (Same course code/for different state)	\$99
Urgent certificate issue fee <small>(issued within 24 hours, all assessments must be assessed CA)</small>	\$59
Study day fee (1 day, per student)	\$99

**Unit re-assessment:** There are no fees to be re-assessed.

**Printing of course materials:** Connect Skills Institute delivers course materials to its students electronically to reduce paper and toner waste. This option is for students who want their course material(s) to be printed out. Please email [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au) for more information.

**RPL Application (once-off fee):** Paid when a student does an RPL interview. If a learner applies for RPL assessment but doesn't undertake or complete the course with Connect Skills Institute, they will still need to pay this fee.

**Urgent assessment (per unit):** If students need quick processing of assessment, Connect Skills will process assessments within 4 business days or \$15 per unit (instead of the standard 7-14 business day turnaround).

**Course extension:** Connect Skills Institute allows students to request extra time to complete courses/units they have enrolled in. If a student does not finish their course before the 12-month expiry, they will need to pay a course extension fee at \$1 per day for however many days the student requires to complete the course. An extension can be created by the student via the Student Portal.

**Course Transfer Fee (Change of person/student):** If a student enrolls and has not yet started any unit assessment (not including LLN), they can transfer the course into another person's name within 30 days from enrolment, granted they pay this fee.

**Course Transfer Fee (Same course code- for different state):** If a student wishes to change their course for a different state regulator outcome (for example: transfer from the CPP41419 in NSW to the CPP41419 in QLD), the student must pay this fee to transfer their course. Students will be issued a transitory certificate for the units they have already completed. These units will be credited (CT) to their new course.

### Outstanding Fees

Connect Skills Institute will contact the student should an account for tuition fees be more than seven days overdue. If payment of tuition fees is not settled in this instance, penalties may apply until all outstanding monies have been repaid. Penalties can include (but are not limited to) suspension of training, cancellation of training and/or the student's qualification certificate being withheld.

Should there be extenuating circumstances as to why a student is unable to pay their fees on the prescribed date, then this must be put in writing to Connect Skills Institute.

If payments are not made according to any payment plan that a student has agreed to, then Connect Skills Institute may find it necessary to suspend training until



payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery. Students have the right to appeal decisions as per the Complaints & Appeals Policy found on our website.

### Regulator Fees and Requirements

Real estate courses have registered licensed outcomes. All students are responsible for understanding the eligibility requirements of the state or territory regulator that they are applying to, including any fees and charges. It is the responsibility of the student to view the regulator's website or make enquiries with the regulator in relation to any eligibility requirements or government fees and charges. Connect Skills Institute is not responsible for providing this information to you.

See the links below for your state regulator more information on regulator fees:

**Fair Trading NSW:** <https://www.fairtrading.nsw.gov.au/help-centre/fees/Property-and-stock-agent-fees>

**Consumer Affairs Victoria:** <https://www.consumer.vic.gov.au/licensing-and-registration/estate-agents/fees-and-forms>

**Fair Trading QLD:** <https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/regulated-industries-and-licensing/regulated-industries-licensing-and-legislation/property-industry-regulation/property-industry-forms-and-fees>

### Refund Policy

**Short Courses and Real Estate CPD:** Due to our significant intellectual property no refund is available for CPD Courses or Short Courses once course material has been flagged as viewed/accessed by our learning management system.

**Vocational and Accredited Courses:** Students enrolled into a vocational or accredited course (studying units from Certificate IV or Diploma) may request a refund for any reason within 2 days (48 hours) from the time of course purchase. The course fee will be refunded less any fees detailed in the table below:

Administration Fee (Applies to all refunds)	\$99
RPL Fee (If any RPL assessment has been applied)	\$299

All refund requests must be made in writing. This may be via email or a letter.

A full refund will be made less administration fee where the student application for enrolment is refused by Connect Skills Institute.

**A partial refund** will be made of 10% of the total course fee where the student is found to be eligible for a fee exemption (Concession) and provides documented evidence of this.

Circumstances where **no refund applies**:

- Where the learner requests a refund after 2 days (48 hours) from the time of course purchase.
- Where a student is found to have breached the Code of Conduct policy and/or has had their enrolment cancelled by Connect Skills Institute Pty Ltd.
- Where a student wishes to reduce their study from a full qualification to a short course (for example: Certificate IV in Property Services to Assistant Agent course).
- Where a student wishes to transfer to another RTO or another course.

#### Questions of Hardship (Hospitalisation or Illness)

Where there is extended hospitalisation or illness within 1 month from course payment (two-week period minimum & supported by a medical certificate) resulting in extended absence from training, a student refund (less admin fee) may be applicable at the discretion of the CEO.

The following examples are not appropriate circumstances to be granted a refund:

- Not enough time to complete/too busy
- I no longer want to work or change in work hours
- My employer wants me to study elsewhere
- Moving interstate
- Redundancy

#### Additional Details For Refunds

Connect Skills Institute Pty Ltd staff who are approached with initial notice of refund are to ensure the learner understands their rights regarding the refunding of tuition fees.

Learners must pay any 'other fees' that are due before a refund is issued. Please see the Student Fees Policy for more details.

The refund application processing time may take up to 10 working days of receiving the refund request with the supporting documents, and Connect Skills Institute administration staff will process refunds within 7 working days from the day of a refund decision being made.

A learner who wishes to cancel their enrolment does not need to give notice in writing.

In the event a student enrolls into the incorrect course, we allow learners to transfer to another course if they notify Connect Skills Institute within 7 days of course purchase. If the new course costs more, the student must pay the difference. If the new course costs less, the student does not receive a refund for the difference in course cost. RPL fee applies to course transfers, if applicable.

### Learner complaints about refunds

Learners who have reasons to believe that Connect Skills Institute Pty Ltd has not followed its policies and procedures for the refunding of course fees are entitled to access the internal appeal procedure. This should occur in accordance with Connect Skills Institute Pty Ltd Complaints & Appeals Policy.

### Concessions

Concessions are available for:

- Health Care Card issued by the Commonwealth
- Pensioner's Concession Card
- Veteran's Gold Card
- An alternative card or concession eligibility approved by the Minister

Concession is 10% off the total course fee. If you hold a current Centrelink concession card or are a registered job seeker and wish to claim a concession (10% discount), please email us at [admin@connectskillsinstitute.edu.au](mailto:admin@connectskillsinstitute.edu.au) or start a LiveChat.

## General Information

### Access and Equity: Fair Treatment and Equal Benefits and Opportunity

Students with disability do not have to disclose their disability unless they want to arrange adjustments, or their disability poses a risk to themselves or others. Connect Skills Institute ensures its vocational education training is responsive to students'

individual needs. Connect Skills Institute will provide advice and information to students on:

- the suitability of the course
- any physical or cultural requirements for the course
- reasonable adjustments that can be made
- support that is available

Conceivably Connect Skills Institute and a prospective student may mutually agree that access to facilities does not meet the needs of the student. For further information, please refer to the Access & Equity Policy and the Code of Conduct Policy on our website.

### Occupational Health and Safety

Connect Skills Institute abides by the current Work Health and Safety Act. Connect Skills is responsible for complying with the building, health and safety approval requirements of each site used for training delivery (i.e. educational premises), including the premises used by any third party. Students must take reasonable care of themselves and others. For further information, please refer to the Training Safety Policy on the website.

### Student support in the event of RTO closure

The information in this section is designed to help students understand what to do in the event that Connect Skills Institute Pty Ltd closes.

Training providers may close for a range of reasons, which may include:

- The business owner can no longer commit to delivering training
- The business doesn't on-sell the business to another entity but chooses to close the company and cease trading as a training provider
- The business decides they don't want to continue being a training provider without a specific reason
- They are no longer financially viable
- ASQA has cancelled their registration

A student will need evidence of the competencies they have achieved to transfer and continue the rest of their training at another RTO. If closing, Connect Skills Institute Pty Ltd will issue all students an email with:

- an Australian Qualifications Framework (AQF) certificate to any student who has completed the requirements of the relevant qualification, or
- a statement of attainment to a student who has not completed the requirements of a qualification but has completed one or more units of competency.

If Connect Skills Institute Pty Ltd is in liquidation or ceases to operate, students will need to contact us as the training provider or the liquidator for any course fee matters.

Connect Skills Institute Pty Ltd will refer students to either one or more of the following services:

- **My Skills** is Australia's directory of training. It includes information on training in Australia for school leavers, students, apprentices, and employers.
- **training.gov.au**, the official national register of the VET sector in Australia, maintains a complete list of training providers.
- **myfuture** is Australia's national career information and planning service. myfuture is for anyone who needs information to support their own or others' career planning.

### Privacy/Security of Personal Information

In accordance with the Privacy Amendment (Private Sector) Act 2000, Connect Skills Institute is committed to protecting your privacy and your personal information. For further information, please refer to our Privacy Policy on our website.

### Harassment and Discrimination

Connect Skills Institute complies with equal opportunity & anti-discrimination legislation and is committed to providing an environment free from discrimination and harassment. All complaints are treated confidentially, seriously, and sympathetically. Relevant disciplinary action may be taken against any individual deemed to have breached these rights.

**END OF DOCUMENT**