



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 16 years of age or older
- have read this summary page of the student handbook
- Students with a student visa (subclass 500) must meet [these requirements](#).
- Students undertaking formal qualifications and accredited training need to complete a short [Language Literacy & Numeracy test](#) on enrolment.

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, SMS, Book a Callback or message 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 refund will be made after deducting Admin fee (based on the enrolled course). However, refunds are not eligible once the enrolment is completed, and course materials have been accessed.

Non-accredited Short Courses including Real Estate CPD Courses: Students may request a refund for any reason within two days (48 hours) from the time of course purchase/payment. A refund will be made after deducting Admin fee; however, refunds will not approve once you have finalised enrolment into the course.

Recognition of Prior Learning (RPL): If you wish to apply for RPL based on your current skills, knowledge, and experience, you may be able to claim specific units in your enrolled course. The RPL fee is \$499 (this is in addition to the course fee).

Credit Transfer (CT): You may be eligible for a credit transfer if you have previously obtained units/subjects, an identical unit code and name that is within the course you are enrolled into. There are no fees for processing a Credit Transfer.

Unique Student Identifier (USI): It is a requirement all students enrolled into Nationally recognised training need to have a USI number. If you do not have a USI number, you can create one during our enrolment process via the student portal.

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

Assessing: Assessments are deemed complete when the learning materials are 100% complete, student declaration is signed and assigned, and all assessment questions or tasks have been attempted 100%. Your answers will be assessed within 5 -10 business days from completing the last assessment in the subject.

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

Certificate Issuance: The industry standard is a maximum of 30 days from course completion; but Connect Skills Institute will issue your accredited certificate or statement of attainment to your student portal within 5-10 business days after all agreed fees owing to Connect Skills Institute have been paid. While non-accredited short courses such as Manual Handling courses are issued within 1 business day from course completion.

*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 qualifications and non-accredited courses.

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
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www.connectskillsinstitute.edu.au

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Student Admissions

Entry Requirements

To undertake any of our courses you must:

On-shore training:

- be 16 years of age or older.
- have read the summary page of the student handbook.
- Students undertaking formal qualifications and accredited training with a student visa (subclass 500) must meet [these requirements](#).
- Students undertaking formal qualifications and accredited training need to complete a short [Language Literacy & Numeracy test](#) on enrolment.
- Any visa holders can enrol into an RSA, White card course or non-accredited courses without any restrictions.

Off-shore training:

- be 16 years of age or older.
- have read the summary page of the student handbook.
- proof of residency for the following countries: Cambodia, China (exclude SARs and Taiwan), India, New Zealand, Philippines and Singapore.

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

| Accredited Course Type | Can it be delivered to a student visa (subclass 500)? |
|------------------------|--|
| Real estate course | Cannot be delivered to international students on a student visa (subclass 500). |

| | |
|-------------------|---|
| RSA course | Can be delivered to any visa holders including an international student on a student visa (subclass 500) under the <u>Education Services for Overseas Students Act 2000 (ESOS Act)</u> . |
| White Card Course | Can be delivered to any visa holders including an international student on a student visa (subclass 500) under the <u>Education Services for Overseas Students Act 2000 (ESOS Act)</u> . |

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.

Photo Identification Check

Connect Skills Institute requires all new students enrolling into formal qualifications and accredited courses to upload their photo identification as proof of identity:

List of accepted photo ID's:

Real Estate courses:

- Australian Drivers Licence
- Australian Passport
- Australian Proof of Age
- Australia Post Keypass identity card
- An overseas passport from Cambodia, China (exclude SARs and Taiwan), India, Philippines and Singapore (Off-shore students)
- New Zealand driver's licence or learner permit photo card or;
- Kiwi Access Card

RSA, White card and other short courses:

- Australian Drivers Licence
- Australian Passport
- Australian Proof of Age
- Australia Post Keypass identity card
- An overseas passport
- New Zealand driver's licence or learner permit photo card or;
- Kiwi Access Card

Your ID needs to be legible and display:

- Your full name
- Date of birth
- Photo
- That it is current

How to upload photo ID:

1. Login into the student portal using your email address and password.
2. From the student dashboard navigate to the 'open course' button on the right side of the course.
3. First activity is a Photo ID check which is located beneath the sub-heading 'Core Unit', to access click the open button next to 'Photo ID Check'
4. On the 'Photo ID Check' screen navigate to '+add file(s)' and a pop up will appear to upload your files.
5. Click 'browse' button and select the photo ID from your device, then click 'open'.

6. A green uploaded sign will display if successfully uploaded. You may then close the pop up by clicking the close button.
7. The 'Photo ID Check' screen will display, click the 'Submit file(s)' button at the bottom of the page to submit where your photo ID appears.
Please note: if you have uploaded the wrong photo ID, please select the 'delete' button and follow from step 5 again.
8. Click the 'go back' button to return to your dashboard.

Turnaround time for all photo ID to be checked and approved, is 2-3 business days. You are still able to continue with your course in the meantime.

Privacy Statement: Connect Skills Institute is serious and sincere about the IP of materials and your privacy. The documents are never shared or used for any other purpose. We retain records for auditing purposes by regulated authorities only when and if required.

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 has limited duration once started and 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 such as PDF format)
- 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 claim is \$499 per student. The RPL fee is payable when you book your interview call.

To reschedule an interview, all students must give notice at least 24 hours before their scheduled time.

The 4 easy steps to claiming Recognition of Prior Learning (RPL):

Step 1 - When a student decides to apply for RPL, it will require them to schedule an RPL interview with our head trainer and assessor via phone or in-person after the payment of \$499 has been made.

Step 2 – Student will now begin to complete required documents and collect their evidence to support their RPL claim.

Step 3 – Upload all documents to the RPL claim form via the student portal.

Step 4 – Submit your RPL claim for assessment and our team will begin reviewing and processing your outcome.

The assessor cannot finalise assessment results for RPL until all required documents have been provided by the student (Document A, B, C, D, E and various evidence of working experience/ qualifications including a current photo ID, a USI Transcript report, current resume) which have been discussed between student and the assessor. Moreover, while the student is under RPL process, they cannot see the course units' content unless there is a request to access the course in the meantime while working on RPL in the background.

For any assistance or request during RPL process, please email rpl@connectskillsinstitute.edu.

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

After the initial RPL interview and RPL kit (E Document) has been sent to the student (within 2 business days from the day of interview) there is no further opportunity to claim additional units. Unless the student requests for a second interview to discuss claiming further unit/s through RPL. This amendment will attract a further fee of \$199 to complete another interview with our trainer/assessor. Alternatively, if the student can submit 'request to review' form and provide further evidence to prove their competences without requiring another interview this will be a free service.

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

The timeframe will vary depending on how many units and qualifications you are claiming. On average, it can take up to 20 business days or less.

Upon assessing your claim, units will be updated via your student portal. Any remaining units required for completion will be made accessible to you after the claim has been assessed.

If you require your certificate urgently, you may kindly request that your RPL claim be reviewed. Please note that we cannot process and RPL claim without first meeting our compliance requirements.

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.

Upon receiving your statement of attainment/qualification, Connect Skills Institute will begin the process by contacting your previous RTO who issued the document. This step is essential to ensure the document's authenticity and will be undertaken with your consent. Upon receiving verification from the previous RTO, transferring credits for all eligible unit codes will reflect in your enrolled course on the student portal. If the previous RTO cooperates, this process will be completed within 7 – 14 business days.

Connect Skills Institute holds the right to refuse any statement of attainment/qualification that it deems flawed or fraudulent. 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.

Connect Skills Institute does not charge fees for standard credit transfer.

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.

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 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 (inside Australia) or +61 2 6218 0994 (outside Australia)** between 8:30 am and 4:30 pm Australian Central Daylight 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) | https://connectskillsinstitute.edu.au/real-estate-courses/ |
| Real Estate CPD Courses | https://connectskillsinstitute.edu.au/real-estate-cpd/ |
| Auctioneer Trainings | https://connectskillsinstitute.edu.au/auctioneer-training/ |
| Short Courses | https://connectskillsinstitute.edu.au/short-courses/ |
| RSA Courses | https://connectskillsinstitute.edu.au/rsa-certificate/ |

| | |
|-------------------------|---|
| White Card Course | https://connectskillsinstitute.edu.au/white-card-melbourne/ |
| Manual Handling Courses | https://connectskillsinstitute.edu.au/manual-handling-certificate/ |

Course Duration & Support

Connect Skills Institute provides a 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. Course extensions are available at additional cost. Please see the Student Fees section of this handbook for more details. |
| Real Estate CPD Courses | 180 days support from enrolment date. Course extensions not available after the 1 st of April prior Financial Year end of each CPD year. URGENT assessing and issuance of the CPD certificate is student driven and will attract a fee \$99 payable for issuance within two business days from payment. |
| Non-accredited Short Courses | Up to 3 months support from enrolment date. Course extensions not available, student must re-enrol and pay any course fees. |
| RSA Courses | Up to 3 months support from enrolment date. Course extensions are available for self-serve time extensions (\$1 per day). |
| White Card Course | From enrolment date up to a chosen date from the students for face-to-face training to obtain a statement of attainment on the same day of the training. To re-schedule the session, the student is required to contact us |

| | |
|-------------------------|---|
| | at least 48 hours before the original session commences. |
| Manual Handling Courses | Up to 3 months support from enrolment date. Course extensions not available, student must re-enrol and pay any course fees. |

Real Estate Qualifications/Courses: 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 at any time. From time to time Connect Skills Institute will notify enrolled students via email and consumers via our blog of upcoming changes as it is made aware of them. 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.

RSA: Some states and territories require students to complete the course within a certain amount of time. Please see your RSA course page to find out how long the support duration is for your RSA 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.

Non-accredited 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 12 months 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.

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 1 business day after course completion.

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 12 months 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 NSW CPD Requirements

The following only applies to students doing their yearly real estate NSW CPD (updated from NSW Fair Trading for 2024/2025 onward):

For Connect Skills Institute to assess and process your CPD before the 30th of June 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 NSW CPD: For students enrolled into the CPP41419 Certificate IV in Real Estate Practice who require a statement of attainment before the 30th of June 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 |
| Students will choose to complete <u>one</u> of the following: | |
| 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 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.

If you are offshored students, you are not required to create or provide a USI number.

For further information, please contact 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

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.

Printing of course materials

Connect Skills Institute does not provide printed copies of learning materials to students. Our materials are specifically designed for electronic use and are not formatted for printing. By delivering course materials electronically, we aim to reduce paper and toner waste. However, we can offer access to basic PDF versions of the materials, which students can print at their own discretion if needed.

Other 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

| Administration & Technical Support | |
|------------------------------------|---|
| Phone | 1300 206 632 |
| Email | admin@connectskillsinstitute.edu.au |
| Live-Chat | https://connectskillsinstitute.edu.au/# |

| Trainer & Assessor Support | |
|-----------------------------|---|
| Call back via Phone or Zoom | https://connectskillsinstitute.edu.au/student-support-callback/ |
| Email | rod@connectskillsinstitute.edu.au |

Support can also be found by contacting staff through your online learning portal – 'Contact Admin'.

For any general questions, feedback, or issues, please contact the Student Administrator by clicking the 'Help' tab on the left-hand side 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.

Please note it may take up to 3 business days maximum to receive a response back from our head trainer relating to any questions or assistance with all course work, depending on the loads; but he will try his best to response back as soon as possible.

If you're not sure how to use your student portal, click the 'Help' tab on the left-hand side 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 left-hand side and select 'Report Technical Problem or Error'. Please fill out the form, and we will address the issue.

External Student Welfare Support Services

| Support Service | Contact |
|--|---|
| Police, Ambulance, Fire Emergency Services | 000 |
| Alcohol and Drugs National Alcohol and Other Drug Hotline – Support for issues dealing with drugs or alcohol. | 1800 250 015 https://campaigns.health.gov.au/drughelp |
| Depression/Suicide Lifeline - Connects people with care. Beyond Blue - provides nationwide access to information, advice around depression & anxiety. | 13 11 14 www.lifeline.org.au 1300 22 46 36 www.beyondblue.org.au |
| Financial Matters National Debt Hotline – Experienced financial councillors who provide information and advice. | 1800 007 007 https://ndh.org.au/ |
| Legal Assistance Australian Pro Bono Centre - Free legal assistance | https://www.probonocentre.org.au/legal-help/legal-aid/ |
| Wellbeing | 1300 363 079 https://www.education.gov.au/student-resilience-and-wellbeing/student-resilience-and-wellbeing-resources |
| Mens Support Mensline – counselling for men | 1300 78 99 78 www.mensline.org.au |
| Women Support Safe Place Therapy – counselling for women | 03 7049 4970 https://safeplacetherapy.com.au/women-counselling/ |
| Sexual Assault | 1800 737 732 https://www.1800respect.org.au/ |

| | |
|---|---|
| Sexual Assault Crisis Line - National sexual assault, domestic family violence counselling service | |
| Translating and Interpreting Translating and Interpreting Service – For non-English speakers | 13 14 50 https://www.tisnational.gov.au/Help-using-TIS-National-services/Contact-TIS-National |
| Reading Writing Hotline Provides help and education to improve reading, writing or basic maths. | 1300 6 555 06 https://www.readingwritinghotline.edu.au/ |

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 menu on your left-hand side 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.

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 own 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.

Note: RSA Victoria course has a maximum of 3 attempts at the assessment. Students are able to attempt each question once in the exam before an attempt is marked.

Students will be locked out of the exam if all 3 attempts are used and will need to re-enrol and pay the enrolment fee via administration.

Plagiarism and Cheating including AI generated answers

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-6zCNI1d1moR6IIT4aO2NAs>

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 and request a Statement of Attainment to be issued, if needed.

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 to ensure all requirements are met for their certificate or statement of attainment to be issued.

Certificates or statements of attainment are issued within **30 calendar days (on average within 5-10 business 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>)
- Department of Commerce WA:
(<https://www.consumerprotection.wa.gov.au/real-estate-licensing-and-registration>)
- Consumer and Business Services SA
(<https://www.sa.gov.au/topics/business-and-trade/licensing/real-estate>)
- ACT Government - Access Canberra:
(<https://www.accesscanberra.act.gov.au/business-and-work/real-estate-and-property/licensing-for-business-real-estate-and-stock-and-station-agents>)

- Northern Territory Agents Licensing Board:
(<https://industry.nt.gov.au/boards-and-committees/agents-licensing-board>)
- Property Agents Board of Tasmania:
(<http://www.propertyagentsboard.com.au/>)

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 processes. Students can present complaints or appeals formally and in writing. Further information regarding our Complaints & Appeals Policy on our website.

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 email, visiting the office in person or contacting the office by phone on 1300 206 632.

Making a complaint

What is a complaint?

A complaint can also be a dispute. It can be financial or an experience. We would like to inform you if you are concerned or not satisfy, please immediately let us know. We believe the earlier we receive, the quicker we could solve. If we cannot resolve or you are still not satisfied, there are a venue for you to make a complaint to the management and there will be monitored the processes until it's been solved.

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.

All the Connect Skills Institute's team and management are committed, sincere and will be responsive to every client's dispute or complaint fairly and equitably. We will address concerns and feedback, seeking for the best and fairest solutions in a reasonable timeframe.

Students are advised to discuss with our staff to resolve any issues of concern either by email (admin@connectskillsinstitute.edu.au), or visiting our head office in person or contacting us by phone on 1300 206 632.

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.

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, email us via admin@connectskillsinstitute.edu.au 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 or made by the employer/ third parties with ABN number).

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 after making payment via EFT.

Account Name: Connect Skills Institute Pty Ltd

Bank: National Australia Bank

BSB: 083-004

Account: 745161378

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

Payment Plans

PayPal – Pay in 4: Easy as 1-2-3



Pay for your online course in 4 instalments with no interest and no late fees (as per PayPal T&Cs). Make the first payment at the time of purchase and pay the rest in 3 payments – one every two weeks. Please note this payment plans are applicable only the payment via our website directly.

Please click [here](#) to see PayPal website 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 Zip website for more information.

Other Student Fees

Other student fees apply as follows (GST included except RPL fees):

| Item | Price |
|---|--------|
| Printed hardcopy framed certificate | \$59 |
| Re-issue of Certificate fee (Previous Koolat Pty Ltd students only) | \$55 |
| Re-assessment (per unit) | No fee |
| RPL Interview/Application (once-off fee) - Qualification | \$499 |
| RPL to update from CPP40307 to CPP41419 | \$99 |
| RPL for 3 - 4 units of NSW Assistant Agents | \$199 |
| Urgent Assessment (1 or more units) | \$99 |
| Course extension (3 Months) – GST free | \$129 |
| Once off course extension (6 Months) – GST free | \$229 |
| Non-standard Credit Transfer | \$99 |
| Assistance with the Regulator application (real estate) | \$299 |
| Course Transfer Fee (Change of person/student) | \$199 |
| Course Transfer Fee (Same course code/for different state) | \$199 |
| Urgent certificate issue fee <small>(issued within 1 business day, all assessments must be assessed CA)</small> | \$99 |
| Study day fee (1 day, per student) | \$99 |

Printed hardcopy framed certificate: You can order a hardcopy of your certificate, including your vocational education testimonial and frame for, \$59 (Free standard shipping via Australia Post). Delivery time is 2-6 weeks from the date of your order, depending on your location. To order, please follow this link:
<https://connectskillsinstitute.edu.au/student-information/order-printed-certificate/>.

Re-assessment (per unit): There are no fees to be re-assessed.

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

In an instance where a student requests for a second interview after the initial interview to discuss claiming further unit/s through RPL. This amendment will attract a further fee of \$199 to complete another interview with our trainer/assessor.

RPL to update from CPP40307 to CPP41419

Students who have completed the superseded Agent Representative course 3 units of CPP40307 – Certificate IV in Property Services (Real Estate) before September 2021 and now would like to update to the current qualification CPP41419 – Certificate IV in Real Estate CPPDSM4080A, CPPDSM4007A & CPPDSM4008A.

Connect Skills Institute can offer Recognition of Prior Learning (RPL) and the student will be able to be granted on the following units CPPREP4001, CPPREP4002 & CPPREP4003 for a fee of \$99 (this fee will only cover those three units). If the student wishes to apply for RPL on additional units, they will be required to pay the full RPL service fee of \$499.

RPL for 3 - 4 units of NSW Assistant Agents

Connect Skills Institute provides the option of Recognition of Prior Learning (RPL) to students seeking to claim the following units to fulfil their Continuing Professional Development (CPD) requirements for a fee of \$199:

- CPPREP4103, CPPREP4104 & CPPREP4105
- CPPREP4121, CPPREP4122, CPPREP4123 & CPPREP4124
- CPPREP4121, CPPREP4102 & CPPREP4125
- CPPREP4506, CPPCOM4002 & CPPREP5010

If the student wishes to apply for RPL on additional units, they will be required to pay the full RPL service fee of \$499.

Urgent assessment (one or more units): If students need quick processing of assessment, Connect Skills will process assessments within 2 business days for \$99 (instead of the standard 5-10 business day turnaround).

Course Extension:

Connect Skills Institute allows students to request extra time to complete their course/units.

\$129 - 3-month extension

\$229 - 6-month extension

Students can only extend their course up to a maximum of 6 months.

If the course is incomplete after the maximum 6-month period, the student will need to pay the full re-enrolment fee for another 12 months of support.

If a student no longer wishes to continue with their course/units, they can be issued a statement of attainment for the units they have completed, which is provided at the student's request.

Non-standard Credit Transfer: In situations involving non-standard credit transfers, may include when a student seeks to transfer credits, but the unit/s the student is applying for as a credit transfer from their previous statement of attainment do not

align with Connect Skills Institute current units being offered will incur an administrative fee of \$99.

Assistance with the Regulator application (Real Estate): With the assistance of our administration team, our service streamlines the real estate agent application process to go through the application line by line with you approx. 30-40 minutes. This service is assisting the customer understanding and completing the correct form, reducing delays and human errors while ensuring they meet minimum requirements, making it an ideal solution for time-poor individuals seeking the best possible outcome in submitting their application and achieving their Real Estate goals. Please note - No refund is eligible after we already started providing the service. This service was born out of creative ways the applicants make mistakes on their own.

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.

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 to this email: admin@connectskillsinstitute.edu.au.

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>

Department of Commerce WA:

<https://www.wa.gov.au/government/multi-step-guides/lgirs-licensing-and-registration-fees-and-charges/property-industry-licensing-fees>

Consumer and Business Services SA:

<https://www.sa.gov.au/topics/business-and-trade/licensing/real-estate>

Property Agents Board of Tasmania:

<http://www.propertyagentsboard.com.au/>

ACT Government - Access Canberra:

<https://www.accesscanberra.act.gov.au/>

Northern Territory Agents Licensing Board:

<https://industry.nt.gov.au/boards-and-committees/agents-licensing-board>

Refunds

Non-accredited Short Courses: Students may request a refund for any reason within two days (48 hours) from the time of course purchase/payment, however, refunds are not available once the student already accessed the learning material/ course. A course fee will be refunded less the fee detailed in the table below:

| | |
|--------------------|------|
| Administration Fee | \$10 |
|--------------------|------|

Vocational and Accredited Courses including Real Estate CPD 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. However, a refund is not eligible once the enrolment is completed, and course materials have been accessed. The course fee will be refunded less any fees detailed in the table below:

| | |
|--|-------|
| RPL Fee (If any RPL assessment has been applied) | \$499 |
| Administration Fee | \$50 |

All refund requests must be made in writing. You may send an email to admin@connectskillsinstitute.edu.au, and our management team will review the request within 5 business days and provide an outcome. Please note administration staff will process all refunds within 7 business days from the day of a refund decision being made.

Where the student application for enrolment is refused by Connect Skills Institute a full refund will be made less Admin Fee depending on the enrolled course.

In the event where a student has enrolled under **Subclass 500 student visa** and has not accessed the language literacy numeracy test (LLN), learning materials and assessments. A full refund will be made less Admin Fee depending on the enrolled course.

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 within 30 days of course purchase.

Circumstances where **no refund applies:**

- Where the learner requests a refund after 2 days (48 hours) from the time of course purchase.
- Where the learner already accessed the course and learning materials.

- 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 Real Estate Practice to Assistant Agent course).
- Where a student wishes to transfer to another RTO or another course.
- Where a student does not meet one or more of the eligibility requirements of their government regulator.

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. 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.

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 or start a LiveChat.

Payment of GST

Where a learner is enrolled in a course which is offering units of competency or a whole qualification, the course fees attached to this enrolment will be exempt from the payment of GST. GST does apply on the non-accredited short courses including Real estate CPD courses and payment of some miscellaneous charges (*where the charges are in addition to and outside the normal services offered in a course*).

GST is exempt under section 38-85 GSTR 2003/1 Goods and Services Tax, tax ruling. The ruling explains the supply of a course for 'professional or trade course' is a GST-free education course.

<http://law.ato.gov.au/atolaw/view.htm?docid=GST/GSTR20031/NAT/ATO/00001>

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.

RTOs may close for a range of reasons, such as:

- The RTO decides to close the company and cease trading as a training provider.
- The RTO is no longer financially viable or is insolvent.
- ASQA cancels the RTO's 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 with either:

- 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:

- **Your Career** 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.

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