

## Nexa Training's Student Guide



### Disclaimer

This Student Guide provides accurate information as of the printing date. Legislation and Nexa Training policy changes may affect its content. Nexa Training reserves the right to update information without notice. For the latest updates, please consult your trainer, go to the Student Guide link under the 'Resources' tab on the Nexa Training website, or contact Nexa Training directly.

## **Welcome**

Dear Students,

We are delighted to welcome you to Nexa Training.

Our innovative and engaging courses are designed to help you achieve your goals while adhering to the highest quality standards.

This Student Handbook will introduce you to Nexa Training and explain your rights and responsibilities and Nexa's responsibilities, processes, policies and procedures.

We hope your studies are both challenging and rewarding. If you need support or have any questions, please don't hesitate to contact our team.

We look forward to embarking on this journey with you.

Kind regards,

Kieran Harris

Chief Executive Officer

## About Nexa Training

Nexa is a Registered Training Organisation (RTO) registered with the Australian Skills Quality Authority (ASQA) since 2024, dedicated to setting new standards in vocational education. At Nexa, the founders leverage their extensive expertise and passion for excellence to offer flexible training that utilises technology to empower students to excel.

Our website lists our nationally recognised training qualifications and non-accredited short courses.

## Code of Conduct

Nexa Training has a Staff Code of Conduct and expects all staff members to promote a culture of fair, respectful and ethical behaviour and to ensure Nexa Training meets its obligations under State and Commonwealth legislation. You can view this Code of Conduct on the Resources page of the Nexa Training website.

## Industry experienced and Vocationally Qualified Trainers

Nexa's trainers and assessors have skills and knowledge in their industry area, vocational education and training and engage in regular professional development to ensure their expertise remains up-to-date and aligned with current industry needs.

## Important details about Nexa Training

Banyo Training Centre

Unit 1, 11 Buchanan Road

Banyo, QLD 4014

Email: [admin@nexatraining.au](mailto:admin@nexatraining.au)

Phone: 1300 851 504

Website: <https://nexatraining.au/>

Our Banyo Training Centre located on the corner of Nudgee Road and Buchanan Roads Banyo has free parking and is 1.6km from the Banyo train station.

Free tea, coffee and water are available.

## Smoking, drugs and alcohol

Smoking, including the use of electronic cigarettes, is not permitted within our premises and for 5 metres beyond the boundary, including the carpark.

No student is allowed on Nexa Training premises, using equipment, or participating in activities while under the influence of drugs or alcohol.

## Student Rights

As a student at Nexa Training, you are entitled to:

- Fair and respectful treatment
- A learning environment free from discrimination and harassment
- Supportive training and assessment conditions
- Information about your course and its content
- High-quality training and assessment from qualified trainers
- Privacy and security of your personal details and training records
- Prompt and appropriate handling of complaints and appeals
- The opportunity to apply for recognition, such as RPL or credit transfer
- The ability to give and receive feedback
- Information on assessments
- Records of your training progress

Students at Nexa Training will receive fair and impartial training and assessment in an environment that is free from discrimination, bullying, and harassment.

If a student feels they have been treated unfairly, we encourage them to lodge a complaint through our complaints and appeals process.

## Complaints and Appeals

Nexa Training understands that on occasion there may be instances of student dissatisfaction. We welcome the opportunity for improvement through receiving feedback.

### Complaints

A complaint is negative feedback about Nexa Training, our trainers/assessors, services, a third party, or a student which has not been resolved locally. Students can place a complaint using the form found under the 'Resources' tab on the Nexa Training website.

### Appeal

An appeal is a student's request for reconsideration of a training or assessment decision by Nexa Training Pty Ltd. Appeals must be made in writing, detailing the disputed decision or finding, and submitted within 28 days of notification using the form found under the 'Resources' tab on the Nexa Training website.

### Policy

Our Complaints and Appeals Policy, which is available under the Resources tab on our website, ensures that all student grievances are considered confidentially with expediency, fairness and transparency to the satisfaction of all parties involved.

## Student Responsibilities

To help ensure your training success, your responsibilities include:

- Treating others with respect and fairness, avoiding behaviour that might offend, embarrass, or threaten others
- Being punctual
- Wearing appropriate footwear and clothing when in the training environment

- Following safety requirements including not engaging in any Nexa Training activities or using Nexa Training facilities or equipment under the influence of drugs or alcohol
- Not engaging in smoking, including the use of electronic cigarettes on Nexa Training premises
- Avoid using your mobile phone during training sessions
- Asking for help or explanations if you have questions
- Adhering to the conditions of your course and this Student Handbook
- Following all reasonable directions
- Actively participating in all scheduled sessions or those set by your trainers
- Completing and submitting all assessments by their due dates
- Ensuring all submitted work is your own, avoiding plagiarism, collusion, or cheating
- Provide accurate enrolment details and notify Nexa Training if there are changes
- Pay all fees within the required timeframe

If you have any issues that might affect your ability to participate in your course, such as language, literacy, or numeracy concerns, or if you need learning or scheduling adjustments, please inform your Trainer/Assessor.

### **Unique Student Identifier (USI)**

To undertake nationally recognised training delivered by an RTO you need to have a USI that contains all of your nationally recognised training records and results from 1 January 2015 onwards.

If you do not have a USI you can apply for one at <https://www.usi.gov.au/students/get-a-usi>

### **Equipment**

You will need access to a device enabled to operate on the internet with a webcam or built in camera.

If you are attending one of Nexa Training's training facilities, all the equipment and PPE you need will be provided to you for the course you are attending.

### **Plagiarism**

Plagiarism is taking another person's work/idea and representing it as your own. This could include:

- Copying or paraphrasing creative products without acknowledging the source
- Using or submitting work that has been produced by another person or AI generated output

Plagiarism will not be tolerated by Nexa Training, and detected instances may result in your course being reset or cancelled.

### **Assessment authenticity**

Nexa Training uses online verification to confirm the authenticity of students completing our accredited courses. To facilitate this, you may be required to use a webcam to verify your identity during the online portion of the course.

Throughout the course, the webcam will capture periodic photos of you. You will be notified by your web-browser that the camera is being accessed and you will need to allow this to proceed. Should any discrepancies arise, such as the appearance of multiple individuals in the photos, a trainer will reach out to verify your knowledge.

### **Nexa's responsibilities**

## Privacy

Nexa Training is committed to safeguarding student privacy and adheres to all relevant legislation, including the Privacy Act 1988 and the Australian Privacy Principles (2014).

We only share information with external bodies, such as ASQA, to fulfil our compliance obligations as an RTO. Any shared information is treated with the utmost confidentiality by all parties involved and is available upon request.

Certain laws and the Standards for NVR Registered Training Organisations sometimes require us to provide your information to entities like the National Centre for Vocational Education and Research (NCVER). In all other situations, we will obtain your written consent before disclosing any personal information.

We take comprehensive measures to protect your personal data from misuse, loss, unauthorised access, modification, or disclosure. This includes restricted access to electronic files, secure storage of paper documents, and regular data backups.

A copy of Nexa Training's Privacy Policy is available under the 'Resources' tab on the Nexa Training website.

## What we collect

In general, personal information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of personal information collected include:

- personal and contact details
- employment information
- gender
- academic history
- literacy level
- training, participation and assessment information
- fees and payment information
- information required for the issuance of a USI

Occasionally, we take photographs of our training activities. We may request your permission to use for promotional purposes with a release form to provide consent..

For certain Nexa Training courses, we use webcam images to confirm the identity of students participating in online training. You will be notified if this verification method is to be used, and your consent will be obtained beforehand. The captured webcam images and videos are strictly for verification and assessment purposes and will not be shared with external agencies or entities unless legally mandated.

## Records Management

We retain records for varying durations, based on the type of information and regulatory requirements.

Students can access their Statements of Completion, Statements of Attainment, and financial history anytime through the Nexa Training website.

## Results

Nexa Training is committed to promptly issuing your qualifications, Statements of Attainment, or records of results.

After you successfully complete your course and paid for your course, you will receive an email with your statement attached.

AQF certification documents are normally available in your Nexa Training online account immediately after a course has been completed, but in any case will be provided within 30 calendar days of confirming that you meet the training requirements and have completed your program.

## Continuous improvement

We offer various ways for you to share feedback during your training, including written and video formats. Our team at Nexa Training routinely reviews this feedback to enhance our training programs and may use it as testimonials with your consent.

ASQA and NCVET may reach out to you for surveys about your experience with our nationally recognised courses.

## Legislative requirements

Nexa Training operates under various laws pertaining to both training and assessment, as well as general business practices. These laws outline our responsibilities as a RTO and our commitments to our students, while also addressing the specific industry in which we provide training. This legislation is regularly updated, and all Nexa Training staff are kept informed of any changes. Additionally, certain courses may have specific legal requirements that must be adhered to.

Key legislation, guidelines and standards impacting the delivery of our training and assessment services includes:

- Australian Skills Quality Framework (ASQA)
- Australian Qualifications Framework (AQF)
- Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)
- Education Services for Overseas Students Act 2000
- Further Education and Training Act 2014 (QLD)
- National Centre for Vocational Education Research (NCVER)
- National Vocational Education and Training Regulator Act 2011
- National VET Data Policy
- VET Quality Framework

Additionally, Nexa Training abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination
- Apprenticeships and traineeships
- Children and Young People
- Equal Opportunity
- Unique Student Identifier
- Fair Work (including harassment and bullying)
- Privacy
- Workplace Health and Safety

## Support

Nexa Training assesses each student's support needs and provides the necessary educational and support services for meeting training requirements.

Nexa Training offers access to support throughout training and assessment, including:

- LLND support
- Additional one-on-one trainer support
- Assistance with technology for online components
- Referral to external organisations where specialised skills training may be required by you

Support for students is customised based on individual needs. Any additional costs will be communicated before enrolment.

You can find more information about Nexa Training's Student Support Services policy under the Resources tab of the Nexa Training website.

## Language, Literacy, Numeracy and Digital Literacy (LLND) Support

Our Learning Management System provider has created an LLND Indicator tool to assess your language, literacy, numeracy, and digital literacy skills before you begin learning or assessment. This tool aligns with the Australian Core Skills Framework and aids us in identifying potential challenges you may encounter in completing a course successfully.

In all of our nationally recognised training products, you will be offered the opportunity to use our LLN Indicator Tool to assess whether your skills are at a level needed by the course you are enrolled in.

[Process: LLND](#)

## Disability Support

We are committed to supporting people with disabilities and course designers developing our courses have applied Universal Design for Learning principles in their course design.

Students identified with a disability or special needs may request reasonable adjustments. These adjustments can involve modifying or adapting tasks to ensure equal training opportunities.



## Additional Support

For students requiring additional support with their studies the community organisations may be able to assist you:

Interpreting / Non-English Speaker Support Services (Skills for Education)	TIS National is an interpreting service for people with limited or no English proficiency and for agencies and businesses that need to communicate with their non-English speaking clients. Our services enable people with limited or no English proficiency to independently access services and information in Australia.	131 450	<a href="https://www.tisnational.gov.au/Non-English-speakers/Available-services">https://www.tisnational.gov.au/Non-English-speakers/Available-services</a>
Lifeline	The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.	13 11 14	
Reach Out	Reach Out is a web-based service that inspires young people (25 and under) to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.		<a href="http://www.reachout.com.au">www.reachout.com.au</a>
Reading and Writing Hotline	The Hotline can provide you with advice and a referral to providers of courses in adult literacy and numeracy.	1300 655 506	<a href="https://www.readingwritinghotline.edu.au/">https://www.readingwritinghotline.edu.au/</a>

## Marketing

Nexa Training do not use agents or third parties for recruitment and we strive to ensure that our marketing materials accurately reflect the services we offer.

If you do not wish to receive marketing material from Nexa Training please opt out when registering or unsubscribe to material sent by us.

## Enrolment, Cancellation and Completion

### Enrolment

Individuals seeking to enrol in our accredited and awareness short courses can self-register via our website.

### Course Progression

Students enrolled in our 100% online courses have a three-month window to complete their studies.

### Cancellations

Students can cancel their enrolment without financial penalty at any stage before course completion, except under the

following circumstances:

- Less than 24-hour notice is provided before the scheduled practical session
- The student surpasses the three-month timeframe for completing 100% online courses.

To request a cancellation, please contact us.

### **Delivery Modes**

Nexa Training employs a range of delivery methods, including real-time virtual classrooms and blended learning, which combines online and face-to-face instruction.

For courses incorporating practical elements, completion of online theory is a prerequisite for participation in practical sessions.

### **Extensions**

Extension requests are evaluated on a case-by-case basis. Please reach out to us to discuss extension possibilities.

### **RTO Closure**

In the event of Nexa Training ceasing operations, affected students will be promptly informed and, where feasible, given the opportunity to complete their course within a designated time frame.

### **Training and Assessment**

#### **Resources**

We will provide you with all learning resources to assist you with your learning unless otherwise stated in the course information.

#### **Assessment**

Nexa Training customises its learning and assessment tools to ensure that students thoroughly grasp the necessary knowledge and acquire the essential skills to be considered proficient before receiving a final assessment outcome.

Our aim is to equip our students with the ability to apply their acquired knowledge and skills effectively across diverse workplace settings.

To attain this objective, you will undergo assessment across all tasks within a Unit of Competency, demonstrating proficiency in executing these tasks to an acceptable standard.

Quality assessment guarantees that candidates' skills and knowledge are evaluated based on four key criteria:

- Alignment of assessment decisions with industry Training Packages or VET accredited courses, ensuring consistency with specified units of competency.
- Integration of industry or enterprise requirements into the assessment process, tailored to suit the relevant context.
- Collection of evidence that adheres to the rules of evidence.
- Conducting assessment activities in line with the principles of assessment.

Rules of evidence	
Validity	The assessor must be assured that the student has the skills, knowledge, and attributes as described in the unit of competency and associated assessment requirement.
Sufficiency	The assessor must be assured that the quality, quantity, and relevance of the assessment evidence enable a judgement to be made of a student's competency.
Authenticity	The assessor must be assured that the evidence presented for assessment is the student's own work.
Currency	The assessor must be assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Principles of Assessment	
Fairness	-The individual student's needs are considered in the assessment process.-Where appropriate, reasonable adjustments are applied by the training provider to consider the individual student's needs.-The training provider informs the student about the assessment process and provides them with the opportunity to challenge the result of assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual by:-reflecting the student's needs-assessing competencies held by the student no matter how or where they have been acquired, and-drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	An assessment decision of the training provider is justified, based on the evidence of performance of the individual student. Validity requires:-Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance-Assessment of knowledge and skills is integrated with the practical applicationAssessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations, and-Judgement of competence is based on evidence of student performance that is aligned to the unit(s) of competency and associated assessment requirements.
Reliability	-Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

### Recognition of Prior Learning (RPL)

Similarly to assessment, Recognition of Prior Learning (RPL) is a procedure where evidence is gathered and an evaluation is conducted by an assessor or assessment team. This evaluation is based on the evidence you provide regarding the skills and knowledge you have acquired through past experiences, whether from work, education, life, or other contexts, and that you currently use. It also encompasses evidence to validate your capacity to adapt prior learning or existing competencies to suit the requirements of your intended workplace or industry.

If you wish to pursue RPL for any of our courses please get in touch with us to arrange a discussion with one of our qualified assessors regarding your suitability.

If our trainers decide you are eligible for RPL, they will enroll you in our 'Apply for RPL' course. You will need to present evidence of your prior work experience or training that you intend to use for your RPL application. Additionally, you will be required to cover the applicable RPL fee.

In some cases, participation in an interview may be necessary before RPL is granted. Following the application process, you will receive notification of the outcome.

## **RPL Guidelines**

The following guidelines are to be adhered to when submitting an RPL application:

- RPL cannot be sought for units of competency that are not within Nexa Training's scope of registration
- It is recommended that you put in a RPL application before starting a training programme to minimise unnecessary training
- Assessment through RPL must align with the principles of assessment and the rules of evidence
- RPL can only be granted for entire units of competency

Evidence for RPL can take various forms, including:

- Work records
- CV or resume
- Job description
- Records of workplace training
- Evaluations of current skills and knowledge
- Reports from current or previous supervisors
- Evidence of relevant unpaid or volunteer experience
- Examples of work outputs
- Workplace observations by an assessor
- Performance appraisals
- Job role descriptions

Many of these forms of evidence may not suffice on their own. However, when combined, they can build a compelling case for competency. Nexa Training reserves the right to request practical assessment tasks to verify your current competence.

## **Appealing RPL Decisions**

If you are dissatisfied with the outcome of your RPL application, you have the right to appeal, similar to other assessment decisions, through our complaints/appeals process, which can be accessed via the appeals form under the 'Resources' tab on our website.

## **Credit transfer**

Nexa Training is not bound to issue a statement of attainment solely based on recognition of units or modules completed elsewhere.

We understand the significance of nationally endorsed skill sets and units of competency being universally recognised and transferable across the nation, regardless of their origin. Students should not be compelled to redo any unit or module they have already proven competency in, unless mandated by regulatory requirements or licence conditions.

Should a student present credible evidence of completing a unit at any RTO, we are obliged to grant credit for that unit.

## **Handling Non-Equivalent Units**

In instances of non-equivalent units of competency, we will conduct a thorough analysis to ascertain the comparability of the completed study with the relevant units or modules before granting any credit.

## **Evidence Verification**

Before awarding credit based on a qualification, statement of attainment, or record of results, Nexa Training personnel will authenticate the information either by directly accessing the USI transcript online or by contacting the issuing organisation to verify the validity of the content.

## **Accounts and Refunds**

For our online awareness courses you can access a portion or all of the course material before payment is required, to ensure you are confident that the course content and mode of delivery is suitable for your style of learning.

For accredited courses with a practical component, payment may be required upfront to secure your place in the practical class.

You can find out more about our Refunds policy on the 'Resources' page of our website.

## **Fee-for-Service courses**

Fee-for-service courses delivered by Nexa Training may require payment before or once you have completed a portion of your training and assessment for the course.

To complete a course and receive a result, you must pay for the enrolment fee in full (unless some other arrangement has been entered into with the Training Manager at Nexa Training). Once the course fees have been paid, you will be allowed to complete the course and upon successful completion receive a Statement of Attainment for accredited courses and a Statement of Completion for non-accredited courses.

Nexa Training may cancel an enrolment or discontinue training if fees are not paid as required.

## **Protecting fees being paid in advance**

To meet our responsibilities with the Standards for RTOs 2015 Nexa Training will not accept payment of more than \$1500 from each individual student prior to the commencement of any course it offers.

Following the course commencement, Nexa Training may require payment of additional fees in scheduled payments in advance from a student, but only such that at any given time, the total amount required to be paid does not exceed \$1,500.

## **Statutory cooling off period**

Students have a 10-business-day cooling-off period starting the first business day after fee payment. During this time, they can cancel their enrolment without penalty.

## **Refund**

Should a student withdraw from a course for any reason, a full or partial refund may be applicable as per Nexa Training's refund policy which can be found on the 'Resources' page on our website.

## **Financial Hardship**

If you are experiencing financial hardship, please contact us to discuss payment plan options. Payment plans will involve

setting several repayment structures with an agreed timeline.