INSCOPE training

RTO 40926

SHORT COURSE

STUDENT GUIDE

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WELCOME

Thank you for choosing us as your preferred training provider. We are here to help you succeed in your career by providing relevant and flexible training.

This guide has been produced as a point of reference for all of our short courses. Here you will find information about the policies and procedures that we have put in place to make your learning experience as productive, rewarding, and enjoyable as possible.

We encourage you to familiarise yourself with the contents of this guide and use it to refer to when required. This guide contains the following:

- about Inscope Training;
- your rights and obligations;
- our obligations;
- training and assessment processes;
- course extensions, completion, and cancellation;
- fees and refunds.

We are absolutely dedicated to providing you the best training we can. Considering this, we strongly encourage you to provide us with feedback (good and/or bad) about your learning experience, so that we can continue to improve.

For information about our certificate III trade apprentice training courses, please download the Apprentice Student Guide.

Inscope Training welcomes you, and we look forward to working with you to achieve your learning goals.

Disclaimer

Changes to legislation, funding and/or Inscope Training's policies may impact on the currency of information included in this guide. Inscope Training reserves the right to vary and update information without prior notice.

Acknowledgement

Inscope Training respectfully acknowledges the Traditional Owners of Country and pay respect to Elders past, present and emerging. We honour the stories, traditions, and living cultures of Aboriginal and Torres Strait Islander peoples on this land and commit to building a brighter future together.

INSCOPE training
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CONTENTS

ABOUT INSCOPE TRAINING 4
Our vision 4
Our values 4
Our guarantee 4
Registration 4
Code of conduct 4
Our trainers 5
Purpose-built training centres 5
Onsite training 5
Innovative online learning platform 5

YOUR RIGHTS 6
Discrimination and harassment 6
Access and equity 6
Consumer protection 6
Complaints and appeals 6
Queensland Training Obudsman 6
Child safety 6

YOUR OBLIGATIONS 7
Equipment requirements 7
Age 7
Changes to enrolment or personal details 7
Student conduct 7
Assessment authenticity 7
Plagiarism 8
Workplace Health and Safety 8
Smoking and drugs 8
Unique Student Identifier (USI) 8

OUR OBLIGATIONS 9
Legislative requirements 9
Outcome Standards for NVR Registered Training Organisation 2025 9
Key legislation affecting your training 9
Other relevant legislation 9
Ongoing compliance 10
Privacy 10
Photography privacy 10
Records management 10
Issuing results 10
Feedback 11
Unique Student identifier (USI) 11
Support services 11
Students on student visas 13
Marketing 13

ENROLMENT, CANCELLATION AND COMPLETION 14
Enrolment 14
Course progression 14
Delivery modes 14
Delivery location 14
Cancellations and withdrawals 14
Extensions 14
RTO closure 14
Completion 14

TRAINING AND ASSESSMENT 15
Resources 15
Assessment 15
Recognition of Prior Learning (RPL) 15
Credit transfer 16
Application 16

FEES AND REFUNDS 17
Statutory cooling off period 17
Fee-for-Service courses 17
Protecting fees being paid in advance 17
Refund 17
Debt collection 17
Financial hardship 17

APPENDIX A - RELEVANT FORMS AND LINKS 18

APPENDIX B - ACCESSING THE LMS 19

Glossary of Terms

The following terms and acronyms are used throughout this document.

AQF	Australian Quality Framework
ASQA	Australian Skills Quality Authority
LLND	Language, Literacy, Numeracy and Digital Literacy
LMS	Learning Management System (Ammonite)
NCVER	National Center for Vocational Education Research
RPL	Recognised Prior Learning
RTO	Registered Training Organisation
VET	Vocational Education Training

ABOUT INSCOPE TRAINING

We are here to help you achieve your learning goals, by providing relevant and flexible training solutions that address current and future training needs and provide you with the knowledge and skills for a successful career.

Our vision

To be the leading private provider of construction trade training in Australia — known for industry expertise, flexible delivery and outcomes that last a career.

Our purpose

To build skilled, confident tradespeople — through training that's real, relevant and built around the way the construction industry actually works.

Our values

customer-focus	we put our customers at the centre of everything we do.
adapt	we change our approaches to suit the needs of our customers.
engage	we deliver in ways that engage our audience.
innovate	we evolve with the industry. We look at improving delivery, identifying training gaps and servicing new markets.
enlighten	we part greater knowledge and understanding of industry practices and construction career pathways.

Our guarantee

Inscope Training ensures that once you are enrolled with us, we will provide you with every opportunity to succeed in your training. We are here to support you in any way we can to help you grow both professionally and personally.

Registration

Inscope Training is a Registered Training Organisation (RTO), registered with the Australian Skills Quality Authority (ASQA) since 2014. We deliver nationally recognised accredited short courses, qualifications, and apprentice training to students across Queensland and New South Wales, and non-accredited short courses Australia-wide.

We can help you with your training needs throughout your career journey.

For a full list of nationally recognised training qualifications and non-accredited short courses delivered by us, visit our website.

Code of conduct

We are committed to providing our students with the highest standards of fairness and professional practice throughout all aspects of training and assessment delivery during the student journey. Our code of conduct commits us to:

- maintain appropriate standards of conduct;
- exhibit fairness, impartiality, honesty, and equity in all decision making; and
- foster and protect the reputation of Inscope Training.

Our trainers

All training and assessment delivered by us, is performed by trainers who hold the appropriate qualifications and are professional and supportive in their approach to training and assessing.

All trainers have:

- obtained relevant certification in Training and Assessing - as outlined in the Standards for Registered Training Organisations Credential Policy;
- obtained relevant certification at least to the level they are delivering training and assessment to or the equivalent;
- regular professional development to ensure their skills, knowledge, and experience is current to the needs of industry (i.e. industry conferences, days worked on-site, etc.)

Purpose-built training centre

Our purpose-built training centre provides facilities to delivery face-to-face practical training and computers to access online theory and real time virtual classes.

Capalaba Training Centre

Head office, South Brisbane training rooms and Brisbane trade training centre
19-21 Neumann Road
Capalaba QLD 4157

Onsite training

For group training, we can come to your workplace or school to provide onsite training.

Innovative online learning platform

One of the first platforms created to deliver online learning and theory assessment to the industry, our learning platform delivers industry relevant learning materials through engaging interactive mediums such as photos, videos, and audio and is accessible 24 hours on any device with web access.

YOUR RIGHTS

Discrimination and harassment

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

All employees, contractors and clients are made aware that discrimination and harassment will not be tolerated under any circumstances.

Should you feel unfairly treated, we encourage students to lodge a complaint through our complaints and appeals webform, available from our website.

Access and equity

Inscope Training acknowledges that our students come from socially, culturally, and linguistically diverse backgrounds. We endeavour to make our training accessible to all persons.

Every student has a right to be treated fairly. Inscope Training is committed to developing and delivering training that provides equal opportunity for all students regardless of their age, marital status, ethnic background, disability or mental ability, socio-economic status, religion, parental status, employment status, sexual-orientation, and gender.

Our learning and assessment materials have been developed to be specifically sensitive to the needs of students from diverse cultural backgrounds.

Consumer protection

Inscope Training is committed to providing high-quality training and assessment services to our clients. We recognise the importance of protecting the rights and interests of our clients and ensuring they receive the best possible experience when engaging with our services. Our Consumer Protection Policy, (available from our website), outlines our commitment to ensuring that our clients are treated fairly, respectfully, and with dignity at all times.

Complaints and appeals

All complaints and assessment appeals are reviewed not only in line with our internal policy, but also in alignment with RTO Standards 2025 Quality Area 2: VET Student Support, to ensure fairness, transparency, and continuous improvement.

What is a complaint?

A complaint is dissatisfaction with a service, process, or individual, staff, third party or other student which has not been resolved locally.

What is an appeal?

An appeal is a request to review by a student for a discipline outcome, or an unfavourable decision or finding during training and/or assessment.

Complaint and assessment appeals handling

A complaint or appeal can be made through the Complaint/Appeal form, on our website. It must specify the details of the matter in dispute. Academic appeals must be lodged within 28 days of the disputed decision or finding.

Inscope Training is committed to ensuring that any complaint or appeal from you is handled in a constructive, confidential, timely, fair, unbiased, and equitable manner which is easily accessible and offered to you at no charge.

Inscope Training's complaints and appeals policy is available from our website.

Queensland Training Obudsman

If you are not satisfied with our complaints and appeals handling, you have the right to lodge an enquiry or complaint to the Queensland Training Ombudsman.

Visit: www.trainingombudsman.qld.gov.au

Child safety

Inscope Training has a dedicated Child Safety Policy located on the website under Student Resources. We have zero tolerance of child abuse and harm, and all allegation and safety concerns will be treated seriously as per the Child Safety Policy.

YOUR OBLIGATIONS

Equipment requirements

You will need access to a computer (laptop/desktop) OR tablet OR mobile OR another device enabled to operate on the internet. Additionally, some courses require you to have and use a webcam or built in camera and personal protective equipment (PPE).

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

Age

To undertake a nationally recognised short course, a student must be 13 years or over at time of commencement.

If you are under the age of 18 and in the care of a parent/ legal guardian, your parent/ legal guardian must be informed and be part of the decision making process relating to your course enrolment or any changes.

Changes to enrolment or personal details

To make changes to your enrolment or personal details, please contact Inscope Training by phone 1300 579 808 or email admin@inscope.edu.au with the details you require changed.

Student conduct

Inscope Training expects that all students will participate with commitment to their training, submit assessments in a timely manner, and behave in a manner that does not contravene workplace health and safety. Inscope Training views student misconduct seriously.

Expectations and responsibilities

In general, it is expected that as a student you will:

- be responsible for your learning program to achieve satisfactory progress;
- treat staff and fellow students courteously and with consideration at all times;
- maintain a reasonable standard of grooming, including appropriate standards of hygiene and clothing;
- take reasonable care of Inscope Training's property, equipment, and facilities;
- give accurate enrolment details;
- notify of any change in contact details;
- provide Inscope Training of any feedback relating to your course;
- ensure your assessments are your own and not plagiarised;
- pay all fees within the required timeframe;
- refrain from using mobile phones and other electronic devices that may disrupt a class;
- regularly attend all scheduled sessions as required and on time and notify your trainer if you're unable to do so.

Examples of student misconduct include, but are not limited to:

- assaults, attempts to assault or threatens a person on Inscope Training's premises;
- disobeys or disregards any lawful direction given by a staff member of Inscope Training;
- carries or uses items such as firearms, knives, syringes etc. as a weapon;
- uses abusive language;
- submitting work of others as your own.

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- formal reprimand (warning);
- suspension from the course;
- charge for costs incurred by any damage caused;
- cancellation of the course without refund and/or credit;
- referral to the police as appropriate.

If found guilty of misconduct, you have the right to lodge an appeal by following the Inscope Training's Complaints and Appeals Policy available on our website.

Assessment authenticity

Inscope Training uses online vertification for assessing authenticity of our accredited courses. We require you to have and use a webcam to verify that you are the person who is completing the online component of a course.

The webcam will take a series of photos of you while you are doing the course. If there are any irregularities with the verification photos, for example, if there is more than one person in the photo, an Inscope Trainer will contact you to verify that you have the required knowledge.

If the trainer is not satisfied with your knowledge you will be required to repeat the course at an additional expense. After repeating the course you will be verified by an Inscope Trainer.

Plagiarism

Plagiarism is presenting the work or property of another as your own without appropriate acknowledgement or referencing.

Examples of plagiarism are:

- Copying of sentences, paragraphs or creative products (in whole or in part) which are the work of another without due acknowledgment. Creative products include Gen-AI output, webpages, books, articles, theses, unpublished works, working papers, seminar and conference papers, internal reports, lecture notes or recordings, computer files, images or video;
- Too closely paraphrasing sentences, paragraphs or themes without due acknowledgment;
- Using another's work (including words, Gen-AI output, music, creative or visual artefacts, computer source code, designs, problem solutions or ideas);
- In the case of collaborative group projects, falsely representing the individual contributions of the collaborating partners;
- Submitting work which has been produced by another – including friends, family, Gen-AI, or a paid contracting service;
- Submitting one's own previously assessed or published work for assessment or publication elsewhere, without appropriate acknowledgement (self-plagiarism);
- Using language translation, Gen-AI, or paraphrasing services (either online or contracted) to disguise original source text (cross-lingual or back translation plagiarism, and spinning).

Workplace Health and Safety

Inscope Training expects that all staff and students will participate in maintaining a safe and healthy workplace environment. Students are reminded that they are responsible for their own safety and the safety of others in the workplace.

You must wear personal protection equipment/clothing to all training and assessment activities both on our premises and off site, including protective footwear (if required).

Smoking and drugs

Inscope Training is a vaping and smoke-free workplace. Vaping and smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking or vaping within five (5) metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Inscope Training's premises, or to use any training facilities or equipment, or when undertaking any learning related activities.

You must notify your trainer if you are taking prescription medication. Side effects to the prescription medication may hinder your training.

Unique Student Identifier (USI)

Since 1 January 2015, if you are undertaking nationally recognised training delivered by an RTO you will need to have a USI. Your USI account will contain all your nationally recognised training records and results from 1 January onwards.

Inscope Training is unable to issue any nationally recognised statement of attainment without your USI.

If you don't have a USI number, you can go apply at: www.usi.gov.au

OUR OBLIGATIONS

Legislative requirements

Inscope Training operates within a range of Australian laws and regulations that apply to vocational education and training (VET) and to general business activities. These requirements ensure that, as a Registered Training Organisation (RTO), we deliver high quality training, protect student rights, and meet national standards. Because legislation and regulatory frameworks can change, Inscope Training regularly monitors updates and ensures staff are informed and trained as needed.

Some courses may also have specific legal or regulatory requirements, which will be explained to students where relevant.

Outcome Standards for NVR Registered Training Organisation 2025

Inscope Training complies with the Outcome Standards for NVR Registered Training Organisations 2025, which set the national quality standards for VET providers in Australia. These standards are reflected in Inscope Training's commitment to ensuring that:

- You receive quality training and assessment that is engaging, relevant, and leads to nationally recognised qualifications (Outcome Standard 1).
- You are treated fairly, ethically, and with respect at all times (Outcome Standard 2).
- You are properly informed, supported, and safeguarded throughout your studies (Outcome Standard 2).
- Your training and assessment are delivered by qualified and experienced professionals who maintain ongoing professional development (Outcome Standard 3).
- Our organisation maintains effective governance and continuous improvement practices to support the integrity and quality of our training (Outcome Standard 4).

Key legislation affecting your training

The main legislation and frameworks that guide our training and assessment services include (but are not limited to):

- National Vocational Education and Training Regulator Act 2011
- Outcome Standards for NVR Registered Training Organisations 2025
- Further Education and Training Act 2014 (QLD)
- Australian Qualifications Framework (AQF)
- Australian Vocational Education and Training Management Information Statistical Stanard (AVETMISS)
- VET Information Standard
- VET Quality Framework

Other relevant legislation

In addition to complying with the Outcome Standards for NVR Registered Training Organisations 2025, Inscope Training operates in accordance with a range of Australian Commonwealth and State legislation that supports fair, safe, and high quality training and assessment. Relevant legislation includes, but is not limited to:

- Age Discrimination Act 2004;
- Apprentice and Traineeship Act 2001 (NSW);
- Australian Skills Quality Authority (ASQA) framework;
- Childern Safe Organisations Act 2024 (QLD
- Children's Guardian Act 2019 (NSW)
- Competition and Consumer Act 2010;
- Copyright Act 1968;
- Cyber Security Act 2024;
- Disability Discrimination Act 1992;
- Equal Opportunity and Antidiscrimination legislation;
- Fair Work Act 2009;
- Further Education and Training Act 2014 (QLD);
- National Centre for Vocational Education Research
- (NCVER) requirements;
- National Principles for Child Safe Organisations;
- National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020
- National VET Data Policy.

Ongoing compliance

Inscope Training regularly reviews its policies, procedures, and student information to ensure ongoing compliance with all applicable legislation and the Outcome Standards for NVR Registered Training Organisations 2025. This helps ensure your learning experience is safe, ethical, high-quality, and nationally recognised.

Privacy

Inscope Training abides by and takes the privacy of students very seriously and complies with all legislative requirements including protection of our customers' personal information. These include the Privacy Act 1988 and Australian Privacy Principles (2014). Information is only shared with external agencies such as ASQA to meet our compliance requirements as an RTO. All information shared is kept in the strictest confidence by both parties and is available on request.

In some cases we are required by law or required by the Standards for NVR Registered Training Organisations to make your information available to others such as the National Centre for Vocational Education and Research (NCVER). In all other cases, we will seek the written permission from you for such disclosure. We take all reasonable steps to protect private information from misuse, loss, unauthorised access, modification, or disclosure including restricted access to electronic files, secure storage of paper files, and backup of data.

What kind of personal information do we collect?

We collect personal information that allows for your identification such as:

- Name;
- Address;
- Contact number;
- Occupation;
- Gender;
- Date of birth;
- Email address;
- Literacy level;
- Course results;
- USI.

More information is available in the Inscope Training Privacy Policy available from our website. You can request access to the personal information held by us. To access your records, please contact us.

Photography privacy

At Inscope Training we recognise that in some circumstances there are sensitivities relating to the taking of photographs. This is particularly relevant to capturing images of persons under 18. We may, from time to time, wish to take photos of training activities we are conducting. When these instances arise we will request permission from the person at the time. If the person is under 18, we will seek Parental/Guardian permission. In instances where we are in an external environment, we will obtain permission from the premises owner or manager.

Some Inscope Training courses use webcam images to verify the identity of students conducting online training. In these circumstances you will be informed of Inscope Training's intent to use their webcam for this purpose, and your consent will be required before it can be used.

These webcam images and video will only be used for verification and assessment purposes, and will never be released to any external agencies or entities, unless required to by law.

Records management

Inscope Training manages students' records to ensure their integrity and accuracy.

Inscope Training must hold students' records for certain amounts of time, depending on the type of information and who the regulatory body is.

Types of records include financial records (such as invoices), completed assessment resources (such as document evidence of marked assessments) and Certificates / Statements of Attainment (formal document that is evidence of completing a qualification / unit/s of competency).

For example Inscope Training must retain records of qualifications and statements of attainment issued on or after 1 January 2015 for a period of seven (7) years.

You can access your records including academic records, statements of attainments and financial history at any time by logging into the Inscope Training LMS.

Issuing results

Inscope Training undertakes to issue you with qualifications, statements of attainment, statement of completion (for non-accredited courses) or record of results as quickly as we possibly can.

Once you have successfully completed your course you will receive an email with your statement as an attachment.

Inscope Training will ensure that AQF certification documentation is issued to you within 30 calendar days of you being assessed as meeting the requirements of the training product, if the training program in which you are enrolled in is complete.

Feedback

Inscope Training is committed to continuous improvement, and an important part of this process involves seeking, receiving, and acting upon the feedback we get from our students.

We provide opportunities for you to provide feedback throughout your training in written or video form. Inscope Training staff regularly review this information and use it to improve our training products and use as testimonials if permission is provided.

In addition, you may be contacted by ASQA and/or NCVER to complete surveys relating to your training and assessement of nationally recognised courses.

Unique Student Identifier (USI)

Prior to training, Inscope verifies that every student participating in training towards a nationally recognised outcome has a USI.

Support services

Inscope Training has access to various support and wellbeing services to assist you if needed.

Our trainers will be more than happy to discuss with you your training and career aspirations, and expectations from your training with Inscope.

Inscope Training will endeavour to provide support to you wherever possible, including:

- wellbeing support;
- physical support;
- financial assistance;
- technological including equipment and resources;
- academic including one-on-one support from a trainer;
- language, literacy, numeracy, and digital literacy support.

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

Inscope Training has developed a free LLND Indicator tool to assist in diagnosing your language, literacy, numeracy and digital literacy level prior to undertaking learning and/or assessment. This tool will help us determine your levels in accordance with the Australian Core Skills Framework and help us identify whether you may experience difficulty in successfully completing a course.

Where it is determined that you may experience difficulty successfully completing the course, our staff are available for support. We also have processes in place to provide external support, such as translator services if needed. For a list of support options available, visit the Student Resources page of our website

Our courses have been developed to assist persons with literacy problems by using a variety of multimedia including video, audio and images as well as written instructions and assessments. Our support services are designed to meet the expectations of Standard 5 of the RTO Standards 2025. This includes LLND screening, personalised learning adjustments, and timely interventions when learners are not progressing.

Translators

Inscope Training recognises the diversity of its students. Should the services of an translator be needed, Inscope will endeavour to locate an accredited translator to assist you. Translator services are not covered by your course fees, so any translator costs will be at the student's expense. However there are also a number of online services that might be used to assist students who may be having difficulty understanding English.

The multimedia in our LMS is delivered in English however the scripts, course content and assessments can be converted into any language using the language plugin built into our Learning Management System (LMS).

Disability Support

Inscope Training is committed to supporting persons with disabilities.

Our Learning Management System (LMS) has been designed to cater for persons with literacy problems. These persons can use a text-to-speech plugin (such as ispeech) in our LMS to have the course content read out loud.

For persons who have a disability that cannot be catered for by our system, we will undertake to find another provider that can accommodate their specific needs.

Reasonable adjustment

Reasonable adjustment can be made for students identified with a disability or special need. We can modify or make changes to a task so you can have the same opportunities in training as a person without disability.

The following factors will be considered when determining whether any adjustments are possible:

- the nature and impact of the disability and your needs, abilities and independence;
- the types of reasonable adjustment and resources available;
- how and where your course will take place;
- whether adjustments would adversely affect the VET competency standards for the training package you are undertaking.

Wellbeing support

Where personal circumstances may affect your learning experience, Inscope Training will endeavour to support you wherever possible, including referring you to the following organisations:

Support service	Contact number
13 YARN (Aboriginal and Torres Strait Islander Crisis Support Line)	13 92 76
1800 RESPECT (Domestic Violence Support)	1800 737 732
Alcohol and Drug Information Support Hotline (QLD)	1800 177 833
Alcoholics Anonymous	1300 222 222
Australian Apprenticeships Line	133 633
Beyond Blue	1300 224 636
Child Protect NSW	13 21 11
Fair Work Australia	131 394
Interpreting / Non-English Speaker Support Services (Skills for Education)	131 450
Kids Helpline	1800 551 800
Lifeline	131 114
Link 2 Home Homelessness (Sydney Homeless Connect)	1800 152 152
Men's Line Australia	1300 789 978
National Debt Helpline	1800 007 007
Reading and Writing Hotline	1300 655 506
Salvation Army Care Line	137 258
QLD Homeless Hotline	1800 474 753
Woman Info Line	1800 177 577
Youth Emergency Service (Accommodation)	4023 455 187

Students on student visas

The Education Services for Overseas Students Act 2000 (ESOS Act) establishes legislative requirements and standards for the quality assurance of education and training institutions offering courses to international students who are in Australia on a student visa.

Students who are in Australia on a study visa will need to apply to train through a CRICOS accredited training organisation unless where a VET course only consists of one or more of the following units of competency, it is exempt from the definition of course.

Inscope Training can offer the following courses to overseas students without registering them on CRICOS:

Course Code	Course Name
HLTAID009	Provide cardiopulmonary resuscitation
HLTAID011	Provide first aid
CPCWHS1001	Prepare to work safely in the construction industry

The ESOS Act can be viewed at the Federal Register of Legislation website which is available at www.legislation.gov.au/C2004A00757/latest/text

An overseas student must apply for a USI to enrol in a course that we deliver.

Marketing

Marketing of courses

Inscope Training will ensure that marketing and advertising of AQF qualifications to prospective students is ethical, accurate and consistent with its scope of registration.

We will at all times endeavour to ensure all marketing materials accurately represents the services it provides and the training products on its scope of registration.

Opt in to marketing

Inscope Training from time to time uses direct marketing via email and SMS to promote courses and events.

If you do not wish to receive direct marketing from us, please opt out at time of enrolment. If you wish to opt out after enrolments please unsubscribe to correspondence sent to you or contact us.

Use of image for marketing purposes

We may request your permission to use photos or videos taken during training for promotional purposes on our social media channels, our website, promotional material, documents, reports and submissions etc.

We may request your permission during enrolment or will provide you with our talent release form to provide consent at the time of taking the photos or video.

ENROLMENT, CANCELLATION AND COMPLETION

Enrolment

Students who wish to enrol in our accredited and awareness short courses can self-enrol through our website unless they are part of an arranged group training. In this case, a unique link will be provided to self register.

Course progression

Students enrolled in our 100% online courses have 3 months to complete their course. An exception applies to BSBESB402 Establish Legal and Risk Management Requirements of New Business Ventures, where students have 12 months to complete the course.

Students enrolled in a course that requires a face-to-face practical component will need to complete their online theory prior to the practical class.

Delivery modes

Inscope Training uses a mix of delivery modes including virtual connected real time classroom and blended (combination of online and face-to-face classroom)

Delivery location

The delivery locations of classroom training include:

- Virtual real time connected classroom (Zoom)
- Face-to-face at:
  - our Capalaba training centre, or
  - onsite (I.e. workplace, school, etc)

Cancellations and withdrawals

Written notification of withdrawal/cancellation from a training program must be provided by a student. This may be via letter or email.

Refunds will be issued for cancellations as per our Fees and Refunds Policy, available from our website.

Extensions

Extensions will be granted on a case-by-case basis. Student's must contact us before the completion window expires to request an extension. If completion window expires you must re-enrol with no refund.

RTO closure

In the event that Inscope Training ceases business, you will notified and where possible, provided an opportunity to complete your course within a specific timeframe.

Completion

After completing the necessary training and assessment and your assessor deems you competent, you will be issued your statement via email.

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 (I.e. PPE for White card courses delivered online and virtually).

Assessment

Inscope Training contextualises its learning and assessment tools to be confident that its students have absorbed the required knowledge and developed the required skills to be deemed competent before a result is issued.

The goal is for our students to be able to apply their gained knowledge and skills to different environments and contexts in the work environment.

To achieve this goal, you must be assessed against all tasks in a Unit of Competency and demonstrate that you can perform these tasks to an acceptable level.

At Inscope Training we recognise that assessment is a core service offered to our students and is at the centre of our operation as a Registered Training Organisation.

Quality assessment ensures that the skills and knowledge of candidates are assessed using four principal determinants:

- That assessment decisions are based on the assessment of skills and knowledge compared with units of competency drawn from industry Training Packages or VET accredited courses.
- That the target industry or enterprise requirements are contextualised and integrated within the assessment.
- That evidence is gathered that meets the rules of evidence.
- That assessment is conducted in accordance with the principles of assessment.

Recognition of Prior Learning (RPL)

Like assessment, RPL is a process whereby evidence is collected, and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by you for the skills and knowledge that you have previously learnt through work, study, life, and other experiences, and that you are currently using. It also includes evidence to confirm your ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Our RPL process

Should you wish to apply for RPL for any of our courses, you should contact us to arrange for one of our qualified assessors to discuss your suitability.

You will be required to submit evidence of your previous work experience or training that you will be using to apply for RPL. You will also be required to pay the applicable RPL fee. It may be required that you take part in an interview before RPL is granted. Of course, at the conclusion of the application you will be advised of its outcome.

In some courses, the regulator does not allow RPL. if this is the case, you will be notified prior to enrolment through the course landing page, or course information provided to you.

RPL guidelines

The following guidelines are to be followed when an application for RPL is received:

- You may not apply for RPL for units of competency which is not included in Inscope Training's scope of registration;
- Whilst you may apply for RPL at any time, you are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide you down a more efficient path to competence;
- Assessment via RPL is to apply the principles of assessment and the rules of evidence; and
- RPL may only be awarded for whole units of competency.

Forms of evidence

Forms of evidence toward RPL may include:

- Work records;
- Resume;
- Position description;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient evidence on their own. When combined with several evidence items, you will start to provide a compelling case for competence. Inscope Training reserves the right to require you to undertake practical assessment activities of skills and knowledge to satisfy itself of your current competence.

Appealing RPL outcomes

If you are not satisfied with the outcomes of an RPL application, you may appeal the outcome like other assessment decisions, through the complaints / appeals process via the appeals form located on our website.

Credit transfer

Credit must be granted for studies completed by a student at an RTO or at any other authorised issuing organisation, such as a university.

Inscope Training is not obligated to issue a statement of attainment that is achieved wholly through recognition of units and/ or modules completed at another RTO.

Inscope Training acknowledges the importance that nationally endorsed skill sets and units of competency are recognised and portable across the country—regardless of where they were issued. Students must not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or licence condition (including an industry licensing scheme) requires it.

If a student provides suitable evidence they have successfully completed a unit at any RTO, we must provide credit for the unit.

When unit codes and titles are different

In the case of any non-equivalent units of competency, we will complete an analysis to determine the equivalence of the study completed, with the relevant units or modules before granting any credit.

Evidence requirements

Before providing credit on the basis of a qualification, statement of attainment or record of results, Inscope Training staff will either authenticate the original or certified copies of Statement of Attainments, Record of Results or USI transcript online, or by contacting the organisation that issued the document to confirm the content is valid.

Application

Once documents have been authenticated, credit transfers will be applied to any current unit of competency or superseeded and equivalent in the qualification in which the student is enrolled in and is offered by us. Credit Transfers will appear on your Training Plan (if applicable).

FEES AND REFUNDS

Statutory cooling off period

Unsolicited agreements have a statutory cooling-off period, where you can terminate the agreement within 10 business days without penalty. This right to a cooling-off period is only for products and services sold through methods like telemarketing and door-to-door sales. The 10 business day period starts the first business day after signing or receiving the training agreement document.

Purchase of our products or services from our website gives no automatic right to a cooling-off period.

Fee-for-Service courses

Typically, fee-for-service courses delivered by Inscope Training will require payment before the commencement of your training and assessment for the course.

To complete a course and receive a result, you must pay for the courses fee in full (unless some other arrangement has been entered into with the Training Manager at Inscope 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. Inscope Training may cancel an enrolment or discontinue training if fees are not paid as required. Fees will vary for different courses.

Protecting fees being paid in advance

Inscope Training acknowledges that it has a responsibility to protect the fees paid by students in advance of their training and assessment services being delivered. To meet our responsibilities Inscope Training will not require or accept payment of more than the lesser of 30% of total course fee or $1,500 from an individual student prior to the commencement of training.

Following the course commencement, Inscope 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.

Refund

No refunds will be made after the commencement of a short course unless the Participant can provide a medical certificate or show extreme personal or financial hardship. In this case, transfer to another date may be possible at the discretion of us.

For funded qualification courses, refunds will be made on a sliding scale based on commencement of training of paid units.

For detailed information refer to our Fees and Refunds policy on our website.

Debt collection

Should a debt become overdue, a notification of the debt will be sent via email to the person or entity responsible for the payment of the debt. The notification will contain the details for payment, including what will occur if the debt remains unpaid for the specified period. Inscope Training reserves the right to refer any unpaid debt on to a debt collector.

If payment is not able to be made by the agreed date, we may be able to agree to a payment plan. However, this is subject to our own discretion and will only be granted in certain circumstances. Payment plans will involve setting several repayment structures with an agreed timeline.

Financial Hardship

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

APPENDIX A
RELEVANT FORMS AND LINKS

INSCOPE TRAINING INFORMATION	
Funding	www.inscope.edu.au/train-with-us/funding
Complaints and Appeals form	www.inscope.edu.au/train-with-us/resources#CAF
Course Offerings	www.inscope.edu.au/courses
Policies	www.inscope.edu.au/train-with-us/resources#POL

APPENDIX B
ACCESSING THE LMS

How to navigate the Inscope System

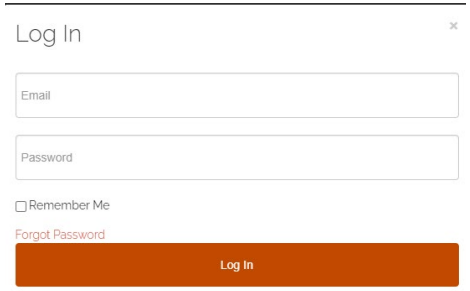
Inscope Training utilises a Training and Assessment Management System, more commonly referred to as a Learning Management System (LMS), called Ammonite. We work together with Ammonite to bring our students the best possible learning experience through the use of the user-friendly Ammonite platform, and world class resources.

Log In

To log into your student portal, go www.inscope.edu.au and click on the Log In button at the top right-hand side of the screen (Screenshot 1). From there, a Log In box (Screenshot 2) will appear where you can enter in your log in details.

Your username and password were setup by you at time of registering for your course. If you can't remember your password, you can reset by selecting "Forgot Password". If you have forgotten your username (usually an email address), please contact us.

SCREENSHOT 1: Inscope Training website (URL - https://inscope.edu.au) – circled in red is the log in button.

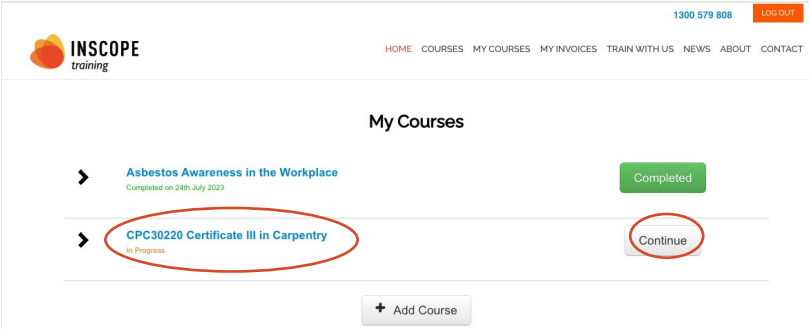


SCREENSHOT 2: Log In box

Access learning materials

When you initially login, you will be taken to the My Courses page. This page lists the courses you have enrolled in or completed.

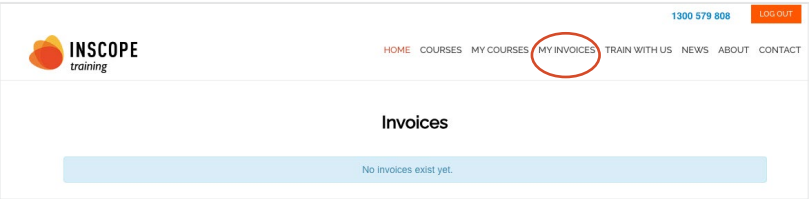
To access your course, click on the button or course name (Screenshot 3)



SCREENSHOT 3: My courses page

Accessing invoices

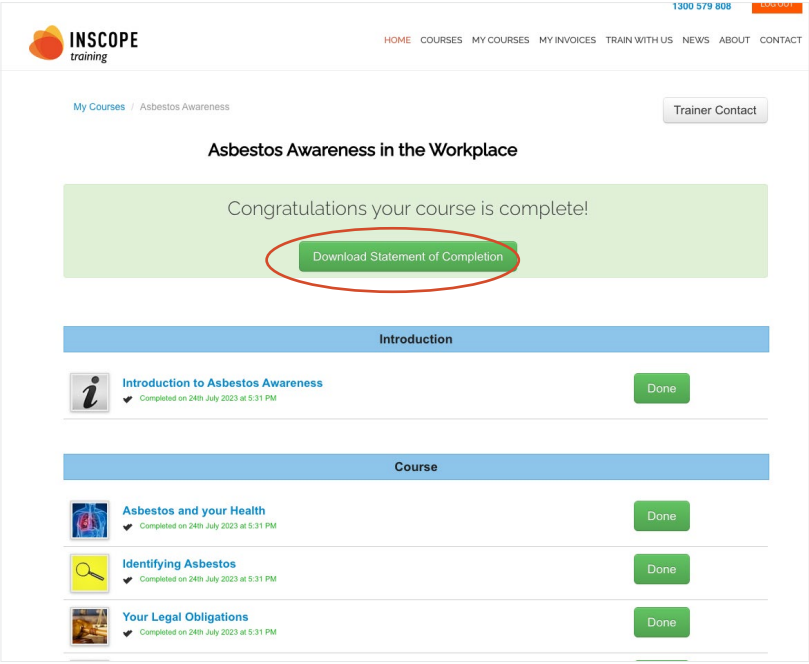
To access your invoices click on my invoices:



SCREENSHOT 4: My invoices

Accessing results statement

To access your completed course statements, click on the course then click on the "Download Statement of Attainment/Completion".



SCREENSHOT 5: Course results statement

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