re:cognition

The Science of Being Human

Nationally Accredited Training | RTO 40655

# Student Information Handbook

Everything you need to learn, thrive and graduate with us: your guide to the journey ahead.

Recognition Pty Ltd, trading as re:cognition · ABN 56 155 929 963

For all accredited courses · 2026–2027 · Version 2.0

FIND YOUR WAY

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WE'RE HERE TO HELP

# Contact us

From your first question to life after graduation, real people are here to support you every step of the way.

## Enrolment enquiries

Our CEO and Director, Yulia Zlatkin, enjoys connecting with people directly and offers personalised appointments via phone and video call, so any questions about choosing and enrolling are answered, and you have all you need to make an informed decision.

## General enquiries & student guidance

Our Student Support Team is your point of contact for all general enquiries: during enrolment, throughout the course, and during and after graduation. Reach out any time.

## Student learning coaches

Once you begin, you'll be assigned an experienced learning coach who guides and supports you throughout the assessment process, by scheduled phone or video call, or via email.

## Assessment submission

When your registration is complete you'll receive login details to our online student portal, where you can access every course resource and upload completed assessments. You can also submit each unit via email.

re:cognition · Registered Training Organisation

| | |
|---|---|
| RTO number | 40655 |
| ABN | 56 155 929 963 |
| Phone | +61 3 9005 8189 |
| Website | recognition.edu.au |

REACH THE RIGHT TEAM

| | |
|---|---|
| General | hello@recognition.edu.au |
| Administration | admin@recognition.edu.au |

VISIT US

6 James Street, Windsor VIC 3181, Australia
Live-learning sessions usually run on Australian Eastern Standard / Daylight Time (AEST / AEDT).

01

SECTION ONE

# Introduction

Who we are, the standards we work to, and the commitments we make to you as your training partner.

- Welcome & purpose of this handbook
- The AQF & Australia's VET sector
- About re:cognition & our service commitment
- Code of conduct, equity, health & privacy

# Welcome

*We look forward to working with you to ensure an enjoyable relationship and a stimulating, rewarding learning experience.*

re:cognition welcomes you as a student and would like to walk you through some important information to help you get the best from your course. Please refer to this handbook often. It is a valuable resource to guide you through the roles, responsibilities, policies and processes as you complete your course with us.

## Purpose of this handbook

The purpose of this Student Information Handbook is to introduce you to the services available to you at re:cognition, in our capacity as a Registered Training Organisation (Provider Number 40655), in the delivery and assessment of your accredited training course. It is a resource for all students completing a course with us.

Please read carefully through the information here. All students must understand, become familiar with, and follow re:cognition's policies, procedures and conditions of enrolment as provided in this handbook.

## The Australian Qualifications Framework (AQF)

The AQF provides a comprehensive, nationally consistent framework for all qualifications in post-compulsory education and training in Australia. In the VET sector it supports national consistency for trainees, students, employers and providers by enabling national recognition of qualifications and Statements of Attainment. Training Package qualifications must comply with the titles and guidelines of the AQF, and each unique qualification title must always be reproduced accurately.

> **GOOD TO KNOW**
>
> By submitting the Induction Checklist upon enrolment, you agree that your course may be cancelled if you breach any rule set out in this handbook. re:cognition delivers training and assessment in line with the Standards for Registered Training Organisations 2025, regulated by the Australian Skills Quality Authority (ASQA).

# About re:cognition

## Australia's VET sector & quality framework

Vocational Education and Training (VET) helps students gain nationally recognised qualifications and practical skills that support employment and workplace capability. Australia's VET Quality Framework ensures consistent, high-quality training and assessment across the sector, focusing on positive outcomes for students: genuine skill development, fair assessment, and qualifications valued by industry.

LEARN MORE

| | |
|---|---|
| Commonwealth law | **legislation.gov.au** |
| National VET regulator | **asqa.gov.au** |

## More than a training organisation

At re:cognition, we are more than a Registered Training Organisation. We are your partner in unlocking your full potential. Our mission is simple yet powerful: to provide evidence-based training that meets your educational needs and empowers you to thrive in every aspect of your learning journey.

As a nationally recognised RTO, we are registered with the national regulator, the Australian Skills Quality Authority (ASQA). re:cognition meets the requirements of the Standards for Registered Training Organisations 2025 and delivers training and assessment focused on quality outcomes for students. Our provider number is 40655.

Whether you are in Australia or anywhere around the globe, re:cognition brings learning to your doorstep. With flexible options across face-to-face, virtual and online delivery, we ensure your educational journey with us is seamless, accessible and transformative.

# Our service commitment

To ensure our training and assessment meets the needs of students and industry, we employ suitably qualified and experienced trainers, provide secure facilities and delivery methods, and create opportunities for learning in supportive environments. We aim to:

- Provide training and assessment that meets industry needs and trends
- Maintain a person-centred approach
- Provide flexible learning opportunities
- Ensure training is delivered by qualified trainers and assessors
- Maintain a healthy, effective learning environment
- Deliver high-quality, innovative and engaging training
- Foster lasting relationships, supporting students through their careers
- Offer a supportive, facilitative and open learning environment
- Continually monitor and improve all training
- Produce competent, confident graduates who benefit industry

## Employee code of conduct

Our employees are the cornerstone of our educational ethos, embodying integrity, professionalism and respect in every interaction. All re:cognition employees adhere to a code of conduct covering competence, equity, occupational health & safety, and privacy.

## Competence of our team

Our educators, facilitators and coaches are highly skilled and deeply passionate about delivering engaging, information-rich learning. They translate complex theory and research into accessible language, and bring real industry experience, qualified in both training and assessment. From the moment you enrol until you complete your course, you can count on our team to guide and support you every step of the way.

# Equity, safety & respect

## Equity commitment

re:cognition adheres to the principles and practices of equity in education and training, and treats every student fairly and without discrimination. We have procedures in place to ensure any concerns are addressed immediately and appropriately (see the Complaints & Appeals policy). We acknowledge our legal obligations under Australian state and federal equal-opportunity law, including:

- **Racial Discrimination Act 1975 (Cth)**, which makes racial discrimination unlawful in certain contexts.
- **Sex Discrimination Act 1984 (Cth)**, which prohibits discrimination on the basis of sex, relationship status, pregnancy, sexual orientation, gender identity and more.
- **Disability Discrimination Act 1992 (Cth)**, which promotes the principle that people with disabilities have the same fundamental rights as the rest of the community.

> All legislation can be accessed at comlaw.gov.au. Should you ever feel you have been subjected to unfair treatment by anyone at re:cognition, please contact our CEO, Yulia Zlatkin, on +61 3 9005 8189.

## Occupational health & safety

re:cognition adheres strictly to all relevant OH&S laws to ensure a safe, healthy training environment. In physical settings, facilitators work to identify, eliminate or control hazards and report issues to on-site personnel. In virtual settings, they minimise disruptions such as noise or technical interference. Given the self-directed nature of online learning, students are asked to take responsibility for their own health and safety and to follow the safety protocols applicable wherever they access their training.

# Your privacy, our courses

## Your privacy

re:cognition is committed to upholding privacy and confidentiality, adhering to all applicable privacy laws to protect the personal information of our students, employees and stakeholders. We use secure data-management practices, regular staff training, and transparent communication about how personal data is collected, used and stored. Please refer to the Privacy Policy in Section 6 of this handbook for full details; the current version is always published at recognition.edu.au/privacy-policy.

## Our courses

re:cognition delivers accredited courses in positive psychology and wellbeing science that can be customised for students or industries. The following courses are on our scope of registration:

| | |
|---|---|
| 11250NAT | Certificate IV in Wellbeing Science |
| 11069NAT | Diploma of Positive Psychology and Wellbeing |

**ON THE NATIONAL REGISTER**

Both courses are approved by the national regulator, ASQA, and listed on the national registered training database at training.gov.au. Search 11250NAT or 11069NAT.

## Course information & vocational outcomes

Accredited courses are competency-based: training and assessment focus on developing and recognising your ability to apply knowledge and skills to a defined standard. Prior to enrolment we provide all students with course information, including content and vocational outcomes. Please refer to individual course guides or our website for course details, entry requirements, fees and related information.

## Our resources & marketing

re:cognition ensures qualified trainers and assessors, appropriate course materials, all necessary copyright authorisations, and suitable equipment and facilities are in place. We market our programmes with integrity and precision, providing clear, straightforward information and avoiding ambiguous or misleading statements, unfounded comparisons, or any implication of recognition beyond our registered scope under the AQF.

02

SECTION TWO

# Terms & conditions

Fees, payment options, refunds, course duration and extensions: the practical agreements that frame your study with us.

- Course fees & payment options
- Cancellation, withdrawals & refunds
- Course duration & extensions
- Compassionate grounds

# Our agreement with you

Enrolment into a course with re:cognition is subject to the terms, conditions and policies outlined in this Student Information Handbook and in your enrolment form.

## Training guarantee

Upon commencing a course, re:cognition commits to partnering with you to support your journey towards your qualification. Enrolling signifies your agreement to be independent, driven, and to fulfil all course requirements within the set timelines. You are entitled to constructive feedback on your assessments. We may also offer supplementary services, such as extra webinars, networking and alumni events, to enrich your journey; these are valuable but not mandatory for completing your qualification.

## Changes to agreed services

If there are any modifications to agreed services, re:cognition will inform you promptly and in writing, including new third-party collaborations, changes in ownership, or alterations to existing agreements. Where training or assessment is delivered with a third party, re:cognition remains fully responsible for quality and for compliance with ASQA requirements.

## Course fees & payment

Course fees cover all necessary materials, website access, online training resources and the issuance of your certification. Fees are competitive and may be varied or discounted at re:cognition's discretion. By selecting a payment plan, you agree to pay the full financial commitment regardless of whether you are a current or withdrawn student (see the Cancellation, Withdrawals & Refunds section).

# Course fees

All amounts are in Australian dollars and exclude third-party payment fees. Payment plans have no fees of their own: four equal instalments simply spread the cost over time, and plan totals match the full-payment price. Because most students pay by instalments, we only ever hold a small part of your money before your training is delivered, and Recognition Pty Ltd also holds a $20,000 bank guarantee set up specifically to protect prepaid student fees.

## 11069NAT · Diploma of Positive Psychology & Wellbeing

| **Face-to-face immersion** | | | Full payment **$7,500** |
|---|---|---|---|
| PAYMENT PLAN · 4 EQUAL INSTALMENTS | | | |
| **$1,875** at enrolment | **$1,875** at commencement | **$1,875** +1 month | **$1,875** +2 months |

| **Hybrid** | | | Full payment **$7,000** |
|---|---|---|---|
| PAYMENT PLAN · 4 EQUAL INSTALMENTS | | | |
| **$1,750** at enrolment | **$1,750** at commencement | **$1,750** +1 month | **$1,750** +2 months |

| **Virtual live learning** | | | Full payment **$6,500** |
|---|---|---|---|
| PAYMENT PLAN · 4 EQUAL INSTALMENTS | | | |
| **$1,625** at enrolment | **$1,625** at commencement | **$1,625** +1 month | **$1,625** +2 months |

## 11250NAT · Certificate IV in Wellbeing Science

| **Online** | | | Full payment **$2,900** |
|---|---|---|---|
| PAYMENT PLAN · 4 EQUAL INSTALMENTS | | | |
| **$725** at enrolment | **$725** +1 month | **$725** +2 months | **$725** +3 months |

# Paying your fees

## Timeframes for paying invoices

Upon completing and submitting your enrolment form, you become responsible for the full payment of the course fees. This ensures access to the comprehensive resources and support services provided throughout your course.

Please pay your invoiced fee promptly after enrolment. If payment remains outstanding and we are unable to reach you, re:cognition will presume a lack of continued interest and may cancel your enrolment. Depending on your course, access to virtual lectures is only provided while payments are up to date. If your payments fall into arrears you will not be able to access the live-learning webinars.

> **IF FEES REMAIN UNPAID**
>
> If your fees remain unpaid beyond the due date and our attempts to contact you are unsuccessful, we may refer your outstanding fees to a collection agency or law firm. You will be responsible for all costs associated with the debt-collection process, including commission, legal fees and other additional costs.

## Cancellation, withdrawals & refunds

re:cognition reserves the right to cancel or reschedule a course, or change its content, format or delivery approach at any time, including if the minimum number of participants is not reached. re:cognition accepts no responsibility for any costs you may have incurred if a course is cancelled or rescheduled, including flights and accommodation.

# Withdrawals, refunds & deferment

If you wish to withdraw once you have commenced, any outstanding payments owed to re:cognition, including amounts owed under a payment plan, must be paid in full, and we reserve the right to charge the full course fee should you wish to re-enrol later. All applications for refunds and deferrals must be made in writing to admin@recognition.edu.au; withdrawals can be lodged via the Course Withdrawal form on the student portal. Where valid compassionate grounds are established, you will be eligible for a pro-rata refund of tuition fees paid.

## Withdrawals

| WHEN YOU WITHDRAW | OUTCOME |
|---|---|
| Before commencement, with one month's notice in writing | Full refund, less a $500 administrative fee |
| Before commencement, with less than one month's notice in writing | Not eligible for a refund of fees paid, outside compassionate grounds |
| After course commencement | Not eligible for a refund of fees paid, outside compassionate grounds |

## Deferment: face-to-face & virtual live-learning intakes

| DEFERRAL | OUTCOME |
|---|---|
| One deferral | Defer to another intake once, without penalty |
| More than one deferral | An administration fee of $500 per subsequent deferral |

## Statutory cooling-off period

Under Australian Consumer Law, a statutory ten-day cooling-off period applies primarily when agreements are formed through unsolicited marketing, such as door-to-door sales or telemarketing. re:cognition does not engage in unsolicited marketing, so this cooling-off period does not apply to students who choose to enrol with us. For refunds or withdrawal in other circumstances, please refer to our Refund Policy.

# Duration & extensions

To keep your learning current and your assessments valid, each course has a set timeframe for completion.

| COURSE | TIMEFRAME | YOU COMMENCE WHEN… |
|---|---|---|
| 11250NAT Certificate IV in Wellbeing Science · Online | **Up to 6 months** | you are provided your student-portal login details |
| 11069NAT Diploma of Positive Psychology & Wellbeing · Immersion, hybrid & virtual | **Up to 12 months** | your first webinar (virtual / hybrid) or Day 1 of your immersion (face-to-face) |

re:cognition communicates about your course by email, so a valid email address is required. It is your responsibility to monitor your expiry date and make arrangements if you wish to continue. Extensions are not always available and are approved at the discretion of the RTO and ASQA rules on superseded qualifications. We do not put courses on hold. If part of the qualification is complete, a Statement of Attainment can be issued for completed units on request.

## Course extension policy

If you are having difficulty meeting these timeframes, re:cognition may grant a paid extension. Contact us in writing at admin@recognition.edu.au (or via the portal) before your expiry date and we'll send a link to purchase the selected package. Payment plans are not available for extensions. Extensions are available while the course remains accredited and are approved at our discretion. We cannot extend an enrolment beyond the limits of the course accreditation.

| EXTENSION | FEE |
|---|---|
| One month | **$150 + GST** |
| Three months | **$300 + GST** |
| Six months | **$450 + GST** |

# Compassionate grounds

Compassionate grounds may apply where a student suffers a medical condition that arose after enrolment (not pre-existing) and is beyond their control. Verifiable evidence, at minimum a medical certificate, is required, and each case is considered individually. Examples include:

- Sickness or death in the immediate family
- Serious or terminal illness (for example, cancer, heart attack, stroke, dementia)
- An accident causing permanent damage to brain or body
- Witnessing a major accident or crime, or being the victim of a crime
- Experiencing a natural disaster

**NOT CONSIDERED COMPASSIONATE GROUNDS**

| | |
|---|---|
| A change of mind about your qualification | Preference for another training provider |
| A change of career path | A change in your employment status |
| Changes to your financial situation | Pregnancy |
| Changes in time available to study | Changes to your location or housing |
| A lack of progression through the course | Not achieving competence within the allocated timeframe |

## If we cease trading

re:cognition was established to deliver high-quality training that meets the needs of our students, and we have no plans to go anywhere. However, we are obliged to let you know that, should re:cognition cease to trade for any reason, we will work with the regulatory authorities to meet our obligations, including transferring your student files to an alternative provider. We will also advise you as soon as possible of any third-party arrangements or change in ownership that may impact your training.

# 03

SECTION THREE

# About your training

From enrolment and your USI to entry requirements, delivery modes, and the welfare support that surrounds your learning.

- Enrolment, induction & your USI
- Entry requirements & equipment
- Welfare, mental health & confidentiality
- Language, literacy & numeracy support

# Enrolment & induction

re:cognition provides important information to each student on enrolment, via this handbook and the Course Guide. Our enrolment and induction process has five steps:

1. **Choose your course** · select your preferred course and delivery mode of study.
2. **Read & understand** · work through this Student Information Handbook and the relevant Course Guide.
3. **Ask us anything** · reach out to Administration at admin@recognition.edu.au if you need clarification or discussion.
4. **Enrol & pay** · complete the online enrolment form and make your tuition payment.
5. **Complete induction** · finish the Induction Checklist, which we email to you as a link.

### WHEN IS ENROLMENT COMPLETE?

Enrolment is only complete when tuition payment is made, the Induction Checklist has been submitted, and re:cognition has confirmed you meet the requirements for your chosen course. You will then receive an electronic welcome letter with next steps. Information collected on the enrolment form is used for administrative and statistical purposes and remains confidential (see our Privacy Policy).

# Your Unique Student Identifier

A Unique Student Identifier (USI) is a reference number, made up of numbers and letters, that gives you access to your USI account, where you can see your training results from all providers in one place. The Australian Government manages the USI system, and everyone undertaking nationally recognised training in Australia requires one.

Creating a USI is easy and takes about ten minutes; you'll need photo identification. **re:cognition cannot issue a nationally recognised qualification or Statement of Attainment until we have your valid USI.** We are also required to include your USI in the data we submit to the National Centre for Vocational Education Research (NCVER). Apply at usi.gov.au, and if you have a USI but can't remember it, use the "Find your USI" option.

## Consent to use your USI

Your enrolment implies consent for re:cognition to use the personal information you have provided and to verify your USI. By enrolling, you acknowledge and agree that the information relating to your USI is collected by the USI Registrar to:

- View and verify a USI
- Assist in resolving problems with a USI
- Create authenticated VET transcripts
- Disclose a student's USI and/or VET transcript to another provider

If we need to search, view or verify your USI, you'll receive an email advising that we have done so.

# Entry requirements

11069NAT DIPLOMA

### Positive Psychology & Wellbeing

- Be over 18 years of age
- Access to a computer, internet and a web browser, with basic computer literacy
- Elective NAT11069009 (positive parenting) requires a Working With Children clearance if accessing children at work
- Recommended: high-level reading and writing, enough to interpret documents and prepare written reports

11250NAT CERTIFICATE IV

### Wellbeing Science

- Year 10 or equivalent written and verbal English
- Basic computer skills: access, save and retrieve documents, and search websites
- Access to a computer with internet

## Information for international students

If you are an international student not residing in Australia, you do not require a USI. It is only needed for the Australian VET sector. When attending webinars, be mindful of time differences: live-learning courses usually run on Australian Eastern Standard or Daylight Time (AEST / AEDT). Calling fees may apply when phoning our numbers depending on your country; you can also reach us by email or internet-based calling and video services.

## Equipment required

All assessments are submitted electronically, so you'll need a computer and stable internet throughout your course, plus a basic level of computer literacy, including using a word processor and PDF software, sending and receiving email attachments, and any course-specific requirements set by the Units of Competency. re:cognition does not provide these resources or additional IT support.

# Welfare & mental health

## Training delivery modes

re:cognition delivers the Diploma face to face, hybrid or by live virtual learning, and the Certificate IV fully online and self-paced. Recognition of Prior Learning (RPL) is available for every unit.

## Student welfare, mental health & confidentiality

Given the nature of our training, it is common for students to share personal experiences and show vulnerability. We are committed to a learning environment where everyone feels safe and supported, and we ask all participants to handle anything shared with confidentiality, openness and compassion. We encourage you to care for your own wellbeing and to support your peers calmly and without judgement. If you or a fellow student are in distress, please reach out to our team immediately, and if a person's life is in immediate danger, call emergency services and remain with them until help arrives.

### AUSTRALIAN MENTAL-HEALTH SUPPORT

| | |
|---|---|
| Lifeline | **13 11 14** |
| Suicide Call Back Service | **1300 659 467** |
| SANE Australia | **1800 18 7263** |
| Beyond Blue | **1300 22 4636** |
| Mindstar | **1300 907 098** |

# Language, literacy & numeracy

re:cognition recognises that reading, writing, listening, speaking and basic mathematics are often required in the workplace and in training. All courses are delivered in English with written assessments. As part of enrolment you may complete an LLN exercise so we can understand and meet your needs.

If you choose to complete it, we ensure an appropriate assessment for the task, which may include oral questioning and demonstration as an alternative to reading and writing, that it does not involve a higher level of LLN than the task requires, and that your existing skills are considered.

> **FURTHER LLN ASSISTANCE**
>
> Where you need more help, we'll guide you to an appropriate service, such as the Reading Writing Hotline:
>
> **readingwritinghotline.edu.au** **1300 655 506**

## Referrals for additional support

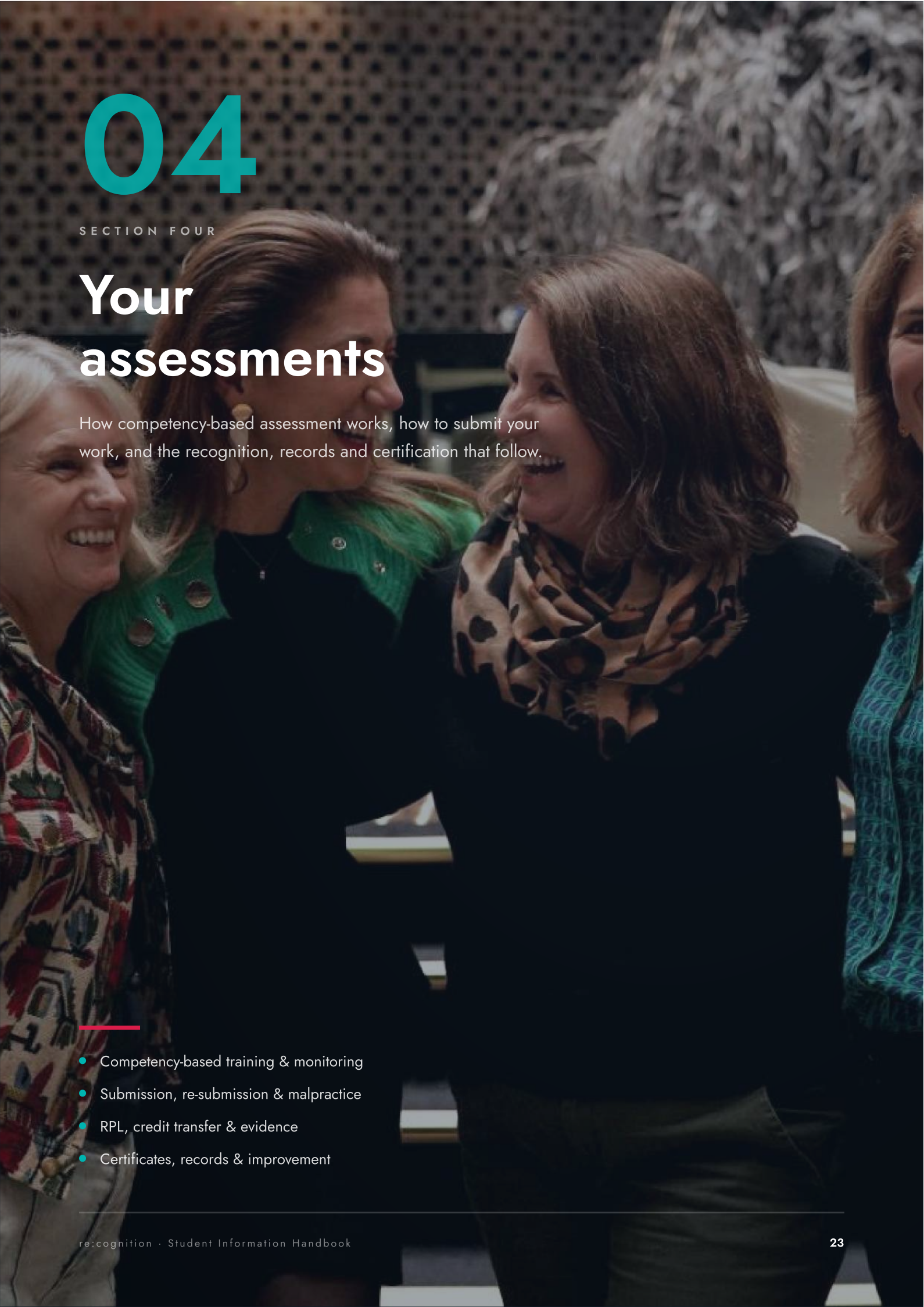
Where re:cognition is unable to directly support a student with specific needs, we will provide information about organisations or agencies that can help, including professional counsellors, relevant associations or government agencies. Our goal is to ensure all students can access the resources and support they require, even when those needs extend beyond what we can provide directly. For more information, see the Learning Needs Policy or email admin@recognition.edu.au.

# 04

SECTION FOUR

# Your assessments

How competency-based assessment works, how to submit your work, and the recognition, records and certification that follow.



- Competency-based training & monitoring
- Submission, re-submission & malpractice
- RPL, credit transfer & evidence
- Certificates, records & improvement

# Competency-based training

Competency-based training (CBT) is a targeted approach within VET, designed to prioritise the practical abilities you gain and can apply in the workplace after completing a course. It aligns training closely with the requirements of Australia's industries, mirroring real responsibilities, work environments and performance criteria, including complex tasks such as planning, problem-solving and managing projects.

Programmes consist of Units of Competency, each with learning objectives derived from industry standards. Assessment gathers evidence to determine whether you have reached the required level of competency, and may include written assignments, practical demonstrations and portfolio presentations.

> **NOT YET COMPETENT (NYC)**
>
> If an assessment results in a Not Yet Competent status, you have the opportunity to resubmit. If you receive NYC after two or three attempts, additional support may be necessary, potentially including re-training, for which extra fees could apply.

## Course monitoring

Every student is expected to bring strong self-motivation. On enrolment you'll be assigned an assessor who oversees your results and provides feedback. While we maintain regular communication, please take the initiative to stay in touch and keep your contact details current. If you have concerns about potential disadvantages in the learning environment, raise them before enrolling so we can find a suitable alternative. Your feedback is invaluable. Share it any time via the Feedback & Testimonials form on the portal.

# Submitting your work

Submit each unit in its entirety. Everything in the checklist at the front of the assessment booklet must be included, as assessors only begin once a unit is submitted in full. Please allow up to 20 business days for feedback, and check your email so any request for further submission is acknowledged. All assessments must be submitted by your course expiry date, via the relevant section for each unit on the portal or by emailing admin@recognition.edu.au.

## Re-submission

Where you are deemed Not Yet Competent, you can resubmit your evidence (second submission) within one month with no extra fees. If after your second submission you are still NYC, future re-submissions incur a fee of $100 + GST per unit of competency.

## Assessment malpractice

re:cognition regards the integrity of assessment as critical. Malpractice includes:

**Cheating** · all assessments must be 100% your own work.

**Collusion** · presenting work that results from unauthorised collaboration; ensure others cannot copy your work.

**Plagiarism** · copying from any source (including the internet) without referencing, including systematic rewording. We run plagiarism checks; anything above 15% must be resubmitted.

**Artificial Intelligence** · using AI tools to generate essays or assignment outcomes is prohibited; suspected use will be investigated and can lead to expulsion.

# Recognising what you already know

## Recognition of Prior Learning (RPL)

We aim to give all students the opportunity to recognise prior learning. If you believe you already have some of the competencies, you may apply for RPL after enrolment and payment of fees, using the Application Form provided on request at admin@recognition.edu.au. You'll need to demonstrate the necessary skills and knowledge; an assessor examines your evidence and judges how valid, reliable and sufficient it is.

## Credit transfer

re:cognition recognises relevant qualifications and Statements of Attainment issued by other RTOs, so you may be eligible for credit if you've achieved competencies through training elsewhere. Present all original documents with relevant course codes; we may verify with the relevant institution.

## Assessment processes & evidence

The assessment process is detailed in your course materials, and you'll be informed in advance about the timing and nature of any assessments. Your assessor ensures assessments adhere to the national principles of assessment and rules of evidence. Depending on the course, elements may include:

- Online theory quiz
- Practical assessments
- Verbal & non-verbal communication
- Short-answer questions
- Role-play simulation
- Problem-solving & decision-making

## Reasonable adjustment

re:cognition embraces flexibility, allowing adjustments at the discretion of the trainer/assessor in certain courses, contingent on aligning with ASQA guidelines and meeting minimum competency requirements. This accommodates diverse learning styles and circumstances, enabling you to progress at your own pace under conditions that suit your needs. You may appeal an assessment decision through the Complaints & Appeals process.

# Support & certification

## Student support & guidance

re:cognition provides mentoring, coaching and guidance on course content, as well as effective learning and study techniques where desired. We understand personal issues may affect your training, and our staff are available to help with learning materials or anything else causing concern. Keep all passwords and logins to yourself. Sharing access with a third party without our consent makes you responsible for any resulting data acquisition.

## Certificate & Statement of Attainment

On completion of the full qualification or unit(s) of competency, re:cognition issues your Certificate and Record of Results within 30 calendar days. A Certificate is issued when you complete all units within a qualification; a Statement of Attainment is issued when you complete one or more units but not the full qualification.

Certificates are posted only to your nominated address (please keep it current) and will not be sent to other parties without your written permission. After completion, your certificate is withheld unless a verified USI has been supplied and fees are paid in full. We record and report all Certificates and Statements of Attainment to ASQA and NCVER as required.

> **LOST YOUR CERTIFICATE?**
>
> Re-issuing a lost Statement of Attainment or certificate incurs an administration fee of $100 + GST. On receipt of payment, we guarantee your replacement documentation will be sent by registered post.

# Records & improvement

## Access to your student records

You have the right to access your personal records at any time, including your learner file, learning and assessment records, administrative records, and AQF certificates. Submit a completed Access to Records form in writing, with photo identification, to admin@recognition.edu.au; you'll have access within ten business days.

We never release analytical, outcomes or intellectual learning data outside ASQA, privacy and other rules, and information about specific students is only issued to a nominated third party with the student's written approval. Keep a copy of all submitted assessment work; student assessments are archived electronically for seven years in accordance with ASQA standards.

## Continuous improvement

re:cognition is dedicated to the ongoing enhancement of our training and assessment services, learner support and management systems, supported by a structured approach to continuous improvement.

## Learner satisfaction survey

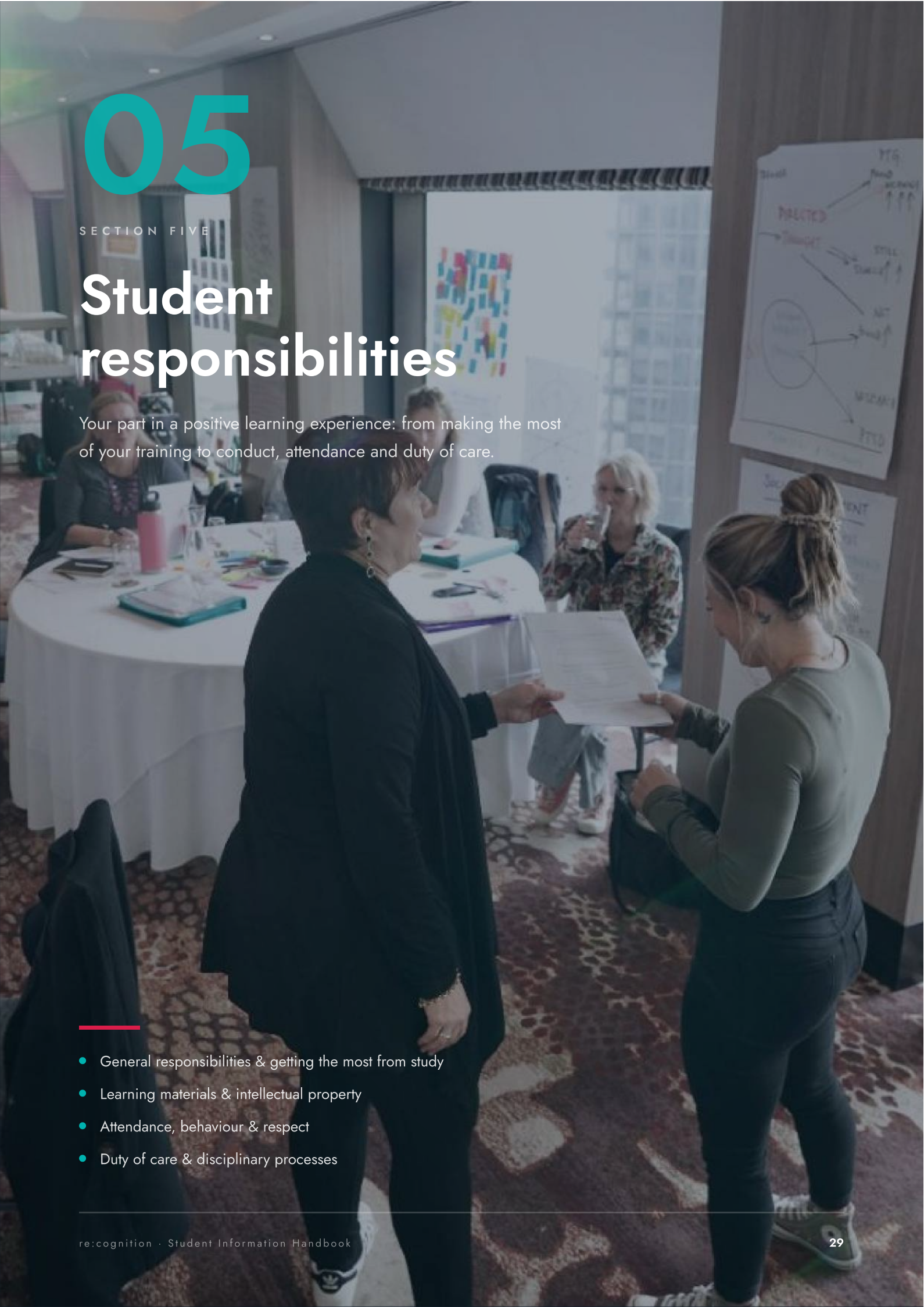
On completing your course you'll receive a Learner Satisfaction Survey, a uniform tool to collect feedback about your experience and your participation in nationally recognised training. Your insights help us improve our services and fulfil reporting requirements to our regulator.

05

SECTION FIVE

# Student responsibilities

Your part in a positive learning experience: from making the most of your training to conduct, attendance and duty of care.



- General responsibilities & getting the most from study
- Learning materials & intellectual property
- Attendance, behaviour & respect
- Duty of care & disciplinary processes

# Your responsibilities

You have several responsibilities during your time on the course. These include:

- Be aware of the policies and procedures concerning your enrolment
- Accept joint responsibility for your learning
- Attend all sessions and submit assessments on time
- Act with integrity and treat others with respect and courtesy
- Be well informed about the course and its requirements
- Provide honest feedback about your learning experience
- Keep all records associated with completing the course

**KEEP YOUR DETAILS CURRENT**

If your details change, it can affect whether we can reach you, identify your documentation, and issue your certificate correctly. It is your responsibility to let us know. Email admin@recognition.edu.au.

## Making the most of your training

- Attend all sessions and complete required reading and activities
- Create a suitable, undisturbed learning environment
- Respect other people's opinions
- Take responsibility for the quality of evidence you submit
- Submit all assessments on time, using clear language
- Prepare well in advance of each session
- Be a willing participant and work with fellow learners
- Understand the assessment requirements clearly
- Keep track of your progress
- Contact your trainer/assessor if a task is unclear

# Materials & attendance

## Learning materials

Depending on the course, you receive a hard copy of training and/or assessment materials covered by your course fee. If you lose or misplace these, additional replacement fees may apply.

## Intellectual property

While studying, you can print copies of assessments and learning resources to assist you. However, all assessment products are the Intellectual Property of re:cognition; they may not be distributed, on-sold or commercialised in any way whatsoever. A breach may result in legal action.

## Attendance & punctuality

Attendance is recorded each session, for both face-to-face and virtual live learning, and is paramount to successful completion. You're expected to attend all sessions if enrolled for face-to-face training, and to attend or watch the recorded webinar for virtual or online training. Arrive on time; if you must leave early, advise the trainer before the session begins.

If you'll be absent, advise your trainer or Administration. Alternative arrangements, including self-paced learning and alternative dates, can be made. As a courtesy to other learners and the trainer, please be punctual throughout the day, including returning from breaks. If you miss a session, it's your responsibility to catch up on any work.

# Behaviour & respect

Students are expected to behave in a mature, professional manner and to take responsibility for their own learning and conduct. Misconduct includes:

- Offensive conduct or unlawful activity (theft, fraud, violence, assault)
- Cheating or plagiarism
- Breach of confidentiality
- Serious negligence, including WHS non-compliance
- Being affected by drugs or alcohol and unfit to participate
- Interfering with another person's property
- Disrupting another person's ability to learn
- Inappropriate language
- Discrimination, harassment, intimidation or victimisation

## Respect for others

re:cognition aims to create a positive learning environment, and respect for fellow students and the trainer/assessor is expected. Inappropriate language, harassment, bullying or intimidation will not be tolerated, and we retain the right to remove disruptive students from the training environment. Please treat all facilities and equipment with due care.

### MOBILE DEVICES

As an adult learner, your device is your responsibility. We won't ask you to turn it off. Please keep it on silent, and if a call is essential, step out of the room out of respect for others.

### DRESS & HYGIENE

Please be well presented: neat, comfortable clothing and appropriate footwear in person, care with personal hygiene near others, and reasonable clothing for virtual sessions, where you may be asked to turn your camera on.

# Duty of care

Under Workplace Health and Safety legislation, you have a duty of care to maintain a safe environment for yourself and your fellow students. You have a duty to:

- Notify your trainer/assessor immediately of any accident causing personal injury or damage to equipment or facilities
- Advise us before the course of any personal health condition that may become critical (treated in strict confidence, so we can support you in an emergency)
- Follow emergency procedures and exit plans
- Protect your own health and safety and avoid adversely affecting anyone else's
- Not wilfully or recklessly interfere with or misuse anything provided for health, safety and welfare
- Cooperate with health and safety directives, and ensure you are not affected by drugs or alcohol

## Disciplinary processes

re:cognition may implement student discipline processes where a student is found to be acting inappropriately through misconduct or assessment malpractice. Breaches result in a verbal warning, and further steps may include:

1. Being asked to justify why you should continue in the learning group
2. Suspension from the training room or session
3. Expulsion from the training room or session
4. Expulsion from the training course

06

SECTION SIX

# Policies & procedures

The policies that protect you and govern our practice: privacy, learning needs, and complaints & appeals.

- Privacy policy
- Learning needs policy
- Complaints & appeals policy and procedure

# Privacy policy

## General

re:cognition is dedicated to offering an exceptional service experience. This Privacy Policy applies to your interactions with the re:cognition website (recognition.edu.au) and our student portal, which may occasionally be provided by a third party. By engaging with our website or portal, you agree to the collection, use and sharing of your personal data as outlined here. This is the policy current at publication; the latest version is always available at recognition.edu.au/privacy-policy. This policy forms part of the broader Student Information Handbook and our Terms & Conditions, all subject to updates over time. For any queries, email admin@recognition.edu.au.

## Notification

re:cognition takes reasonable steps to ensure you are aware of the purpose for which information is collected, the parties it will be disclosed to, and how to access and seek correction of your personal information, as well as how to lodge a complaint about a breach of the Privacy Act.

## Collection of your personal information

Many parts of our website can be explored without disclosing personal information. However, to make an enquiry, receive details, or access enhanced student features, personally identifiable information becomes essential. This includes your name, address and email, and demographic data such as date of birth, gender, location, preferences and training activities. We may use or disclose your personal information for statistical analysis, regulatory compliance and research.

# Sharing & using your information

## Sharing your personal information

Under the Data Provision Requirements 2020, re:cognition is required to collect personal information about you and disclose it to the National Centre for Vocational Education Research (NCVER). As an RTO, we collect your information to process and manage your enrolment, deliver VET courses, and comply with our obligations. We are required by law (under the NVETR Act 2011) to disclose the information we collect to the National VET Data Collection kept by NCVER, and are authorised to disclose it to the relevant state or territory training authority.

## Use of your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 and the NVETR Act, for purposes such as populating authenticated VET transcripts, administering VET, and facilitating statistics and research. NCVER may disclose information to the Australian Government Department of Education, and to Commonwealth, state and territory authorities, as well as to persons engaged to conduct research on its behalf. For more, see NCVER's Privacy Policy at ncver.edu.au/privacy.

We may also share your personal information with credit-reporting agencies, insurers, finance providers, debt-collection and mercantile agencies, solicitors, accountants and other third parties associated with the provision of finance and/or the collection of outstanding debts.

# Usage, security & access

## Usage information

Usage information, meaning data about how our services are used with identities anonymised, is distinct from personal information. We aggregate it to identify trends and improve features, and may share anonymised usage information with third parties, including for advertising and marketing.

## Feedback, emails & international users

You may receive a student survey, run by a government department, NCVER, an agent or contractor; you may opt out when contacted. When you enrol or create an account, we may use your information to send newsletters and material you've opted in to receive. Unsubscribe via the link in any email or by contacting admin@recognition.edu.au. Your information is collected and maintained in Australia under the Privacy Act 1988; if you access our website from outside Australia and provide your information, you consent to its transfer to Australia.

## Security, access & changes

We implement prudent security protocols to protect personally identifiable information from loss, misuse, alteration or destruction; while no system can guarantee absolute protection, we continuously evaluate and enhance our measures. You have a right to access your personal information, subject to exceptions allowed by law. We may require your request in writing and may charge a fee per request. You can contact us to access or correct your information, make a complaint about how it has been handled, or ask a question. re:cognition reserves the right to amend this Privacy Policy at any time.

# Learning needs policy

## Purpose

This Learning Needs Policy ensures all students with specific learning needs receive appropriate support to succeed. It outlines how re:cognition identifies, assesses and addresses these needs, in line with accreditation requirements. Communicating your needs helps us tailor our assistance to meet them.

## Legal compliance & standards

This policy aligns with the Disability Discrimination Act 1992, the Disability Standards for Education 2005, and the Standards for Registered Training Organisations 2015. Students with special needs are held to the same assessment standards as all other students, and reasonable adjustments are made based on medical documentation of disabilities and learning needs.

## Definitions

**Reasonable adjustments**

Modifications or accommodations that allow students with learning needs to participate in training and assessment on an equal footing, where they do not impose unjustifiable hardship and do not alter the core requirements of the course.

**Learning needs**

The requirements of students with disabilities or conditions that affect their ability to participate and benefit equally, including physical, sensory, cognitive or emotional impairments, often documented through an Individual Education Plan or similar support plan.

# How we identify & support needs

## Development, adaptation & delivery

Methods used to identify special needs and design training and assessment are documented and must meet the requirements of the Accredited Course; any customisation aligns with its specifications. Students must self-disclose their requirements at the time of enrolment. Failure to do so may limit our ability to provide reasonable adjustments for assessments.

## Procedure

These steps are ideally completed before course commencement. Trainers and Assessors remain responsible for making reasonable adjustments if further needs are identified during training.

1. **Initial contact** · the CEO or a delegate course advisor speaks with you to understand any specific learning needs.
2. **Identification** · signs of specific needs are passed to our Student Support Services team, including the Programme Manager and your Trainers and Assessors.
3. **Screening** · the Programme Manager asks you to complete the Learning Needs Screening Form, with help by phone if needed.
4. **Review & planning** · the form is discussed with your Trainers and Assessors so they can provide the right support.
5. **Documentation** · the completed form is placed in your student folder.
6. **Support plan** · your accommodations are entered into the Assessment Tracker so all relevant team members are informed.

# Special provisions

Students with a Diploma or tertiary qualification are assumed to meet the minimum LLN requirements. You can identify needs on the enrolment form or request an LLN assessment before commencement; each case is considered individually, supported by current medical documentation, and with cultural and background differences in mind. The following provisions may apply (a medical certificate is required):

- **Visual impairment** · large-print papers prepared (specify the enlargement ratio).
- **Dyslexia** · additional time to complete assessments; support options discussed with you and your trainers.
- **Hearing impairment** · front-of-room seating and an oral/sign interpreter (provided by the student, at their expense).
- **Psychiatric disability** · extra time in written assessments for documented anxiety, concentration or cognition issues.
- **Low LLN needs** · extra time, simpler sentences, rephrasing to confirm understanding, visual aids, and referral to additional courses if needed.

## Privacy, contacts & review

Your sensitive information is handled with care, in line with our Privacy Policy; relevant information about your circumstances is shared only with team members involved in your training and assessment so you receive the right support. Key contacts are the CEO or delegate course advisor (initial contact), the Programme Manager (coordination and support planning), and your Trainers and Assessors (implementation). This policy is reviewed annually.

# Complaints & appeals

## Purpose

This policy offers a transparent procedure for lodging complaints or appeals and resolving issues fairly, to the satisfaction of all parties. re:cognition treats all complaints and appeals as valuable feedback, as chances to improve our services, and aims to resolve them efficiently, consistent with the principles of natural justice.

## Definitions

**A complaint**

Negative feedback about services or employees that has not been resolved locally. It may be made in any form, need not be formally documented to be acted on, and is generally made by learners and/or employers.

**An appeal**

An application by a learner for reconsideration of an unfavourable decision during training and/or assessment. It must be made in writing, specify the particulars of the decision in dispute, and be submitted within 28 days of the learner being informed of the decision.

## Policy

re:cognition recognises the right of any student, employee or member of the public to make a complaint or lodge an appeal, free from prejudice, fear of reprisal or victimisation. We handle these matters with fairness, equity and efficiency, encouraging resolution through discussion and conciliation, and involving an independent mediator where direct resolution is not possible. Confidentiality is paramount, and the process adheres to the principles of natural justice and procedural fairness.

# The process

## Stage 1 · Informal resolution

Wherever possible, issues that arise during training and assessment should be resolved at the time they occur, between the people involved, through advice, discussion and general mediation.

## Stage 2 · Formal complaints & appeals

Where informal resolution is not possible, you are encouraged to come forward with confidence that you'll be treated fairly.

**Submission**

Lodge a complaint or appeal form (available on the portal); other parties can email admin@recognition.edu.au. You can lodge a complaint at any time. The sooner you tell us, the faster we can put things right. Appeals must be lodged within 28 days of the result notification.

**Acknowledgement**

Submissions are acknowledged in writing within two working days. The CEO deals with the matter personally or via a Management Representative, commencing within 48 hours of written notification.

**Resolution**

The CEO resolves the matter, or decides on further processing, within fourteen working days, keeping you informed. Every appeal is heard by a suitably qualified independent assessor or panel.

You may access advice and support from independent external agencies at any point (at your cost unless authorised).

# If a matter is unresolved

## Stage 3 · Independent external review

If the issue is still not resolved to your satisfaction, re:cognition will arrange for an independent external person to help, for example the relevant ombudsman or a disputes-resolution specialist from the local magistrate's court. All parties may formally present their case; costs are advised to the appellant in advance; and the process should take no longer than 14 days.

## Complaints to ASQA

If you remain dissatisfied after external mediation, you may call the National Training Complaints Hotline on 13 38 73, or take your complaint to the Australian Skills Quality Authority (asqa.gov.au/complaints) or another relevant body such as the state Department of Fair Trading. ASQA's "Complaint about a Registered Training Organisation" form can be emailed to complaintsteam@asqa.gov.au, or call 1300 701 801 for help. If you need an interpreter, call the Translating and Interpreting Service (TIS National) on 131 450.

> **GOOD TO KNOW**
>
> Where more than 60 calendar days are required to finalise a complaint or appeal, re:cognition will inform you in writing, with reasons, and provide regular updates. All documentation is securely archived for audit purposes, and the CEO is responsible for implementing and maintaining this policy.

APPENDIX

# A glossary of terms

re:cognition uses a number of terms in connection with our courses. Here's what they mean.

| | |
|---|---|
| **Assessment** | The process of collecting evidence and making judgements about whether competency has been achieved, confirming you can perform to the standard expected in the workplace. An assessment is the compilation of multiple assignments needed to meet a unit's requirements. |
| **Assessment Book** | For some courses, the booklet provided for each unit on the student portal. Follow its instructions to complete assignments and meet assessment requirements. |
| **Assignment** | A single assessment task, such as writing an essay or answering a question in the Assessment Book. A unit's assessment comprises multiple assignments. |
| **Competency** | The knowledge, skills, abilities and behaviours that contribute to an individual's performance. |
| **Competent / Not Yet Competent** | Describes whether you have met all assessment requirements for a whole unit. Complete all assignments satisfactorily and you are 'competent'. |
| **Satisfactory / Not Yet Satisfactory** | Describes whether you have met the requirements for a single task (assignment) within a unit's assessment. |
| **Statement of Attainment** | A document showing the units of competency you completed as part of a nationally recognised course. |
| **Student Portal** | A secure login webpage where you access re:cognition's courses and learning materials. Your login details are provided on completing enrolment. |
| **Workbook** | For some courses, a booklet of learning content for units, provided to support your learning and assessment preparation. |

re:cognition
The Science of Being Human
Nationally Accredited Training | RTO 40655

# We look forward to learning with you.


| | |
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