



RTO 45776

New Territory Training

Learner Handbook

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1. Introduction

New Territory Training (NTT) Registered Training Organisation (RTO)

New Territory Training delivers nationally recognised industry focused, high quality training outcomes to Local and Federal Government, Indigenous Ranger Groups, Mining Industries and Remote communities across the NT, from Darwin to Alice Springs, Kununurra to Nhulunbuy, Groote Eylandt and in between. We deliver training in the locations training is required.

This NTT Learner Handbook is designed to provide information about the training services, assessments and experience you should expect when you enrol in Units provided by New Territory Training.

This information booklet is designed to provide you with information about the services provided by the New Territory Training and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a course offered by New Territory Training. This information is contained in the Course Brochure which is supplied separately.

Our Mission and Objectives

At New Territory Training our mission is to deliver high quality training and assessment that meets the needs of our clients and industry, ensuring inclusiveness and equality as the benchmark of performance.

In recognition of this mission, our objectives are:

- People. We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.
- Safety & equality. We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- Integrity & ethics. We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- Quality committed. We aspire to deliver consistent, high-quality services and apply quality systems which support training and assessment excellence.

RTO Key Contacts and Information

RTO:	RTO: 45776
Postal Address:	PO Box 210 KARAMA NT 0812
ABN:	74 626 706 456
Organisation Name:	Treescape Solutions Pty Ltd
Business Name:	New Territory Training
RTO Chief Executive:	Mr. Matthew Clarke
RTO Manager:	Mr. Matthew Clarke
Enrolment/Public Enquiries:	Mr. Matthew Clarke
Phone:	0412 142 561
Website:	www.newterritorytraining.com.au
Email:	matt@treescapecolutions.com.au

Nationally Recognised Training

When you complete a nationally recognised qualification or accredited course, it means your training meets a consistent standard across Australia—no matter where it's delivered. These qualifications are identified by a unique code. For example, the Certificate IV in Business is listed as BSB40120, and the AIIMS course offered by AMSA is 22612VIC.

You'll often see this code included in the course name or details when promoted by an RTO (Registered Training Organisation). You may also notice a small symbol—an inverted triangle with a tick—which is the Nationally Recognised Training (NRT) logo. This logo is a trusted symbol that confirms the course contributes to an official AQF qualification or Statement of Attainment, and that the training meets strict national standards.



New Territory Training currently offers the following nationally recognised and accredited courses that are recognised under the AQF:

National Code	National Title
AHCCHM201	Apply chemicals under supervision
AHCCHM304	Transport and store chemicals
AHCCHM307	Prepare and apply chemicals to control pest, weeds and diseases
AHCPGD209	Prune shrubs and small trees
AHCPMG201	Treat weeds
AURASA001	Apply automotive workplace safety fundamentals
AURPTA106	Inspect and service line trimming systems and components
AURPTE102	Inspect and service outdoor power equipment engines
CPCWHS1001	Prepare to work safely in the construction industry
FWPCOT2254	Maintain chainsaws
FWPCOT2273	Trim and cut felled trees
FWPCOT2275	Fell trees manually (basic)
FWPCOT3325	Operate four-wheel drive vehicle on unsealed roads
FWPCOT3350	Fell trees manually (intermediate)

Our Trainers and Assessors

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our learners the best practical industry experience.

At New Territory Training we deliver a nationally accredited qualification via training face-to-face and in the workplace. When you study with New Territory Training, your Trainer Assessor will be always there to assist you throughout your course.

New Territory Training trainers are professionally qualified and have personal industry and job role experience. Our trainer's deliver their training in a way that learners will enjoy.

2. Enrolment

Your Rights and Responsibilities

At New Territory Training (NTT), we are committed to upholding the highest standards of ethical and professional behaviour in all aspects of our operations. We expect our staff to carry out their responsibilities with integrity, impartiality, and diligence. All interactions — whether within the workplace or in broader community settings — should be conducted fairly, respectfully, courteously, and with a strong sense of personal accountability and professionalism.

As a learner with New Territory Training, we expect you to:

- Contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of New Territory Training.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and New Territory Training publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other learners and New Territory Training staff and their right to privacy and confidentiality.

RTO Responsibilities

New Territory Training (NTT) is committed to providing you with clear and accurate information to help you make informed decisions about your training. You will be provided with the following details:

- Guidance on the most suitable training product(s) based on your current skills, knowledge, and goals.
- The code, title, and status of the unit(s) of competency or qualification you will be undertaking.
- The estimated duration and training location.
- The mode of delivery (e.g. face-to-face, on-site, or blended).
- Any educational or support services that will be available to assist you during training.
- Details of any required work placements (if applicable).
- Information on what you are expected to provide or bring for training.
- Notification if any third-party provider will deliver training or assessment on behalf of NTT.
- Our complaints and appeals procedures.
- A breakdown of applicable fees.
- Our refund policy.
- Your rights as a consumer under Australian law; and
- What actions we will take if NTT is unable to deliver the agreed training and assessment services.

Fee Information and Protection

New Territory Training conducts a business-business transaction with the workplace representative, generally in arrears, fees will be invoiced and are payable within 7 days of receiving an invoice from New Territory Training. New Territory Training may discontinue future training if fees are not paid as required.

For a full list of current fees and charges please request a copy of New Territory Training schedule of fees and charges – the fees and charges are indicative of prices only, as separate fees for travel, accommodation etc may apply

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: Australian Consumer Law.

Unique Student Identifier (USI)

In line with the Student Identifiers Act 2014, all students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI). Your USI is a lifelong education number that gives you access to a secure online record of your Vocational Education and Training (VET) achievements since 1 January 2015.

Creating a USI is free and easy. Use the following links to:

- Create a USI: USI Student Portal – [USI Student Portal - Terms and Conditions](#)
- Check if you already have a USI: [Find your USI | Unique Student Identifier](#)
- Reset your USI password: [Forgotten password | Unique Student Identifier \(usi.gov.au\)](#)

For step-by-step guides or further information, visit the USI website [Home page | Unique Student Identifier \(usi.gov.au\)](#). If you experience any difficulties, contact the USI support line on 1300 857 536 (8:30am – 6:30pm AEDT, Monday to Friday).

Your USI will be verified during the enrolment process and securely stored in our student management system. New Territory Training does not create USIs on behalf of students and is unable to issue your certificate or statement of attainment without a valid USI.

Enrolment

All learners undertaking training with New Territory Training are required to complete an online enrolment form which will be emailed out once the initial course enquiry is received. This enrolment form must be completed by the learner as it contains important information about individual learning needs which New Territory Training use to support the learner throughout the training. You will be required to write your valid USI on this enrolment form (see Unique Student Identifier above).

Enrolment Declaration

When completing your online enrolment with **New Territory Training (NTT)**, you will be required to review, acknowledge, and electronically sign the following agreement:

- I understand the terms of this contract, including the fees, refund conditions, and conditions of enrolment, and agree to become a student of the RTO.
- I accept responsibility to retain a copy of this agreement, as supplied by NTT, along with receipts for any tuition or non-tuition fees paid.
- I acknowledge that, under the **Data Provision Requirements 2012**, NTT is required to collect personal information about me and disclose it to the **National Centre for Vocational Education Research Ltd (NCVER)**.
- I understand that my personal information (including the information contained in my enrolment form and training activity data) may be used or disclosed for regulatory, statistical, and research purposes. This may include disclosure to:
 - My school, if I am a secondary student undertaking VET (including a school-based apprenticeship or traineeship);
 - My employer, if my training is employer-funded;
 - Commonwealth and State or Territory government departments and authorised agencies;
 - NCVER;
 - Organisations conducting student surveys; and
 - Approved researchers.
- I understand that personal information disclosed to NCVER may be used or disclosed for purposes such as:
 - Issuing VET Statements of Attainment or VET Qualifications, and populating Authenticated VET Transcripts;
 - Supporting statistical and research projects, including national surveys;
 - Understanding how the VET market operates for policy, workforce planning, and consumer information; and
 - Administering VET programs, including regulation, monitoring, and evaluation.
- I acknowledge that I may be invited to participate in an NCVER student survey, which may be administered by NCVER staff, their agents, or contracted third parties, and that I may opt out at the time of contact.
- I understand that NCVER will collect, hold, use, and disclose my personal information in accordance with the **Privacy Act 1988 (Cth)**, the **VET Data Policy**, and NCVER policies and protocols published on their website.

By submitting your enrolment and signing the declaration on the enrolment, you confirm your agreement to these conditions.

Complaints and Appeals

New Territory Training is committed to ensuring that all complaints and appeals are managed in a fair, transparent, and timely manner. Our Complaints and Appeals Policy outlines a clear and structured process for addressing concerns related to our training, assessment, and operations. All feedback is welcomed and reviewed as part of our ongoing commitment to continuous improvement.

We aim to provide all learners with a high-quality and positive learning experience. However, if you are dissatisfied with any aspect of your training or experience at NTT, you have the right to access a formal process for having your concerns heard and resolved.

Before submitting a formal complaint or appeal, learners are encouraged to attempt to resolve the issue informally by discussing it directly with the person or staff member involved, where appropriate.

If the issue cannot be resolved informally, you may submit a formal complaint or appeal using the **NTT** Complaints and Appeals Form. This form must be completed in writing and submitted to our administration team.

Our Complaints and Appeals Policy is included in this learner handbook (see Appendix A) and is also available on the New Territory Training website. All complaints and appeals will be handled with confidentiality, professionalism, and a focus on reaching a fair resolution.

Course Withdrawal & Refunds

Workplace representatives who cancel workplace learners' enrolment after a training program has commenced will not be entitled to a refund of fees. Workplace representatives are advised to consider alternative options such as requesting to suspend enrolment and re-commencing in another scheduled training program.

Workplace representatives who give notice to cancel their enrolment 15 business days or more prior to the commencement of a program, will be entitled to a full refund of fees if paid in advance.

Workplace representatives who give notice to cancel their enrolment 10 business days or less prior to the commencement of a program will be entitled to a 75% refund of fees paid if paid in advance. The amount retained (25%) by New Territory Training is required to cover the costs of staff and resources which will have already been committed based on the learners' initial intention to undertake the training.

Workplace representatives who cancel their enrolment after a training program has commenced will not be entitled to a refund of fees.

Where a workplace representative or workplace learner has purchased a text or training workbooks and subsequently cancels, New Territory Training will not refund monies for the text.

3. Support and Progression

At New Territory Training, we are committed to supporting every learner to achieve success. To help us understand and accommodate your individual learning needs, you are encouraged to disclose any requirements for additional support or reasonable adjustment either during the enrolment process or at any point throughout your training. This may include, but is not limited to:

- Language, literacy, or numeracy (LLN) difficulties
- English as a second language
- A diagnosed disability, medical condition, or other health-related challenges
- Wellbeing support

We will work with you to:

- Assess the suitability of your chosen unit
- Discuss and implement reasonable adjustments as needed
- Provide information about available support services
- Advise you of any physical, cultural, or workplace requirements relevant to your unit

If you require support, please speak with your trainer or contact the Matt Clarke (CEO) directly to begin a confidential discussion.

In some instances, New Territory Training may also identify during enrolment or training delivery that you would benefit from additional support. In such cases, we will engage with you to develop an individual support plan tailored to help you successfully complete your training program.

Please note: You are not required to disclose a disability unless you are seeking adjustments or if the condition presents a risk to yourself or others.

Types of Support Available

Support may include, but is not limited to:

- LLN assistance
- Additional coaching or tutorials
- Extra time to complete assessments
- Course materials in alternative formats
- Accessible training environments
- Alternative assessment methods

Mental Health and Wellbeing

At New Territory Training, we recognise that maintaining good mental health and wellbeing is essential to successful learning and overall life balance. We understand many learners have personal worries and concerns and training can sometimes be challenging, particularly when balancing personal, work, and study commitments. We encourage all learners to prioritise their mental health and to reach out for support when needed.

Whether you are feeling overwhelmed, stressed, or simply need someone to talk to, our team is here to help. We can connect you with appropriate support services, including counselling, crisis lines, and community resources. Looking after your wellbeing is just as important as developing new skills, and we are committed to creating a respectful, supportive, and inclusive learning environment for all.

Mental Health and Wellbeing Support Services – Northern Territory & National

Service Name	Support Offered	Contact Details
13YARN (Indigenous-specific)	24/7 crisis support for Aboriginal and Torres Strait Islander people.	13 92 76 www.13yarn.org.au
Danila Dilba Health Service (Darwin) (Indigenous-specific)	Culturally safe primary healthcare, mental health, AOD	(08) 8942 5400 www.ddhs.org.au
AMSANT Member Services (Indigenous-specific)	Local Aboriginal Medical Services offering mental health support.	www.amsant.org.au/members/
NT Mental Health Line	24/7 mental health triage and support across the NT	1800 682 288
Headspace Darwin & Alice Springs	Mental health and wellbeing support for young people aged 12–25	(08) 8931 5999 (Darwin) www.headspace.org.au
Beyond Blue	Free counselling for depression, anxiety, wellbeing	1300 22 4636 www.beyondblue.org.au
Lifeline	Support if you are experiencing a crisis or there is a risk of harm or suicide to yourself or someone you care about.	13 11 44 https://www.lifeline.org.au/
1800RESPECT	This is a 24-hour national sexual assault, family, and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.	1800 737 732 Home 1800RESPECT
Reading Writing Hotline	A free service to help adults improve their reading, writing and basic maths.	1300 6 555 06 https://readingwritinghotline.edu.au/

4. Learning and Assessment

Course Materials

All learners will be provided with or have access to the following materials on course:

- A physical copy of the learner manual
- A physical copy of handouts

Dress Code and Fitness to Participate

Learners are required to arrive for training 'fit to participate' and ready to commence your training program.

This includes meeting the following requirements:

- Wearing appropriate clothing to suit environment and climate
- Always wearing workplace appropriate footwear
- Being adequately rested and alert; and
- Being free from the influence of any drugs and/or alcohol.

Please talk to your instructor at the start of training if you have problems in finding any of these requirements. Our instructors are committed to ensuring learners are provided with the support needed to successfully complete their training.

Training and Assessment

At New Territory Training, you are undertaking a competency-based training program designed to help you develop the practical skills and knowledge required to perform effectively and confidently in real workplace settings.

Your assessment requirements will be clearly explained at the beginning of your course. To be assessed as *Competent*, you will need to demonstrate your understanding and ability to perform the required tasks to the expected standard. This includes not only your participation during training but also the successful completion of any assessment tasks or physical evidence you are required to submit.

Assessment methods may include, but are not limited to:

- Direct observation
- Verbal or written questioning
- Individual or Group Practical or project-based tasks
- Written knowledge assessments

All assessments at New Territory Training are conducted in accordance with the Principles of Assessment (validity, reliability, flexibility, fairness) and the Rules of Evidence (valid, sufficient, authentic, current).

Assessment outcomes are recorded using the following results:

- **C** Competent
- **NYC** Not Yet Competent
- **RPL** Recognition of Prior Learning
- **CT** Credit Transfer

If you are assessed as *Not Yet Competent*, you will be given feedback and support to help you address any skill or knowledge gaps. You will be offered a second opportunity to be reassessed. If required, additional training or learning support will be provided before a further reassessment is conducted, once you are ready.

We are committed to ensuring that assessment is fair, transparent, and considerate of individual learner circumstances.

If you do not agree with the outcome of an assessment, you have the right to appeal. You may lodge an appeal relating to:

- The assessment decision
- The assessment process
- The outcome of a Recognition of Prior Learning (RPL) application

For more information, please refer to the Complaints and Appeals Policy included at the end of this handbook or speak with your trainer or the RTO Manager.

Changes to your Course

At times, New Territory Training may be required to make changes to the structure, duration or location of your training course to ensure we meet the needs of industry and learners.

New Territory Training regularly reviews student, employer and industry feedback to ensure training aligns with industry standards and at times, we may adjust the training to meet these standards whilst ensuring our learners are provided with a supportive, safe and enriching experience.

If changes are made, New Territory Training will ensure the learner and business are notified with at least 7 days' notice.

Recognition of Prior Learning

New Territory Training supports learners to have their existing skills and knowledge formally recognised through the Recognition of Prior Learning (RPL) process. RPL is an assessment method that acknowledges learning and experience gained outside the formal education system—through work, life experience, or informal training—and maps it against the requirements of nationally recognised units of competency.

What is RPL?

RPL is a form of assessment where evidence of a learner's prior learning is reviewed to determine whether it meets the required outcomes of a unit or qualification. The purpose of RPL is to:

- Avoid duplication of learning
- Fast-track learners towards formal qualifications
- Recognise industry and life experience
- Improve learner progression and employment outcomes

Eligibility and Application

- RPL is available to all learners currently enrolled in a course at New Territory Training.
- Applications can be made at any time but are strongly encouraged prior to course commencement.
- RPL is only available for units of competency within New Territory Training's scope of registration.
- There is no additional charge for RPL applications made during enrolment.
- RPL will only be granted for entire units of competency, not parts thereof.

RPL Assessment Process

- All RPL applications are assessed in accordance with the Principles of Assessment (fairness, flexibility, validity, reliability) and the Rules of Evidence (validity, sufficiency, authenticity, currency).
- RPL outcomes are determined by a qualified assessor based on a review of supporting evidence and, where required, practical demonstrations to confirm current competency.

Types of Evidence

Learners may be asked to provide a combination of evidence to support their application. This may include:

- Employment history or work samples
- Records of workplace training or unpaid/volunteer experience
- Observations or performance appraisals
- Third-party reports from supervisors or managers
- Assessments of current skills or knowledge
- Photos, videos, or documentation of workplace performance

Note: A single piece of evidence may not be sufficient on its own. A portfolio of supporting materials will strengthen the case for recognition. New Territory Training may request additional evidence or arrange a practical assessment to verify competence.

Credit Transfer

Credit Transfer (CT) is the formal recognition of units of competency previously completed through another Registered Training Organisation (RTO). If a learner has already been issued a nationally recognised unit by another RTO, New Territory Training is obligated to accept and recognise this achievement, provided it matches the same unit code and title within our scope of registration.

Eligibility and Guidelines

Learners may apply for credit transfer in units or qualifications that New Territory Training is authorised to deliver.

Applications can be made at any time, but learners are encouraged to apply prior to course commencement to avoid unnecessary duplication of training.

No fees apply for credit transfer.

Credit can only be granted for entire units of competency. Partial credits cannot be accepted; learners may instead be directed to apply for Recognition of Prior Learning (RPL).

Evidence Requirements

To apply for a credit transfer, learners must provide:

- A certified copy of a Statement of Attainment or Qualification with a record of results
- Evidence that the document is authentic, belongs to the applicant, and was issued by a recognised Australian RTO
- Documents formatted in accordance with the Australian Qualifications Framework (AQF)

Once verified, credit transfer is granted, recorded, and does not require further assessment.

5. Completion of Training

Student Records and Management System

New Territory Training, we are committed to protecting your personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles (APPs). We collect, store, and manage your personal and training information securely and transparently, and only use it for lawful and authorised purposes related to your enrolment, training, and assessment.

We retain your records, including enrolment details, assessment outcomes, and issued qualifications, in line with our obligations under the National Vocational Education and Training Regulator Act 2011, and store them securely for at least 30 years. Results are also accessible through the USI system.

To access your records, you must complete and submit a Learner Records Request Form. This form is available from your trainer, the New Territory Training office, or by email request. Once your request has been received, we will process it within 24 business hours.

Please note: Reissued AQF certificates will incur a fee as outlined in our Fee Schedule. Records will only be released to the learner, or to a third party with the learner's written consent.

We will not share your personal information with any third party without your permission unless required by law or a government authority, such as ASQA or NCVER. You can read more about your rights under the Australian Privacy Principles by visiting: www.oaic.gov.au/privacy. If you believe your privacy has been breached or your information has been mishandled, you are encouraged to raise your concern with us directly. You also have the right to make a formal complaint to the Office of the Australian Information Commissioner (OAIC).

Issuing Certificates and Statements of Attainment

New Territory Training will issue all AQF certification documentation (such as a Statement of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training program in which the student is enrolled is complete, in accordance with the *2025 Standards for Registered Training Organisations*. Upon signing the enrolment form you agree to the terms and conditions of New Territory Training, including the issue of Statements of Attainment to your workplace representative who has paid for the training.

Please note however that New Territory Training is not obliged to issue a certificate to a completed student if:

- All agreed fees the workplace representative owes to New Territory Training haven't been paid.
- The student hasn't provided a valid Unique Student Identifier.

Students should be aware that a:

- Qualification is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF.
- Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual. New Territory Training do not award qualifications.
- Statement of Attainment is issued when the student has achieved one or more units of competency because of completing a course which included units of competency only.

Learner Feedback

At New Territory Training, you can be confident that the training and assessment you receive is aligned with nationally recognised standards and complies with all legislative and regulatory requirements. We are committed to delivering high-quality, relevant, and learner-focused training that meets the needs of both our learners and the industries we serve.

We place a strong emphasis on continuous improvement and have robust quality assurance measures in place to monitor and enhance the effectiveness of our training and assessment services. These include regular internal reviews, validation of assessment tools, learner feedback mechanisms, and staff professional development.

Your feedback plays a critical role in helping us improve. We use learner feedback to:

- Review and enhance our training materials
- Improve the delivery of training and assessment
- Strengthen our operational procedures and learner support services
- Monitor trainer and assessor performance

You are encouraged to provide feedback at any time—whether directly to your trainer, through scheduled surveys, or by contacting our office.

At the end of your training program, you will be invited to complete a Learner Satisfaction Survey. This nationally consistent survey collects your feedback about your training experience and allows us to report on learner satisfaction to our registering authority, the Australian Skills Quality Authority (ASQA). Your responses help shape the quality of training we deliver to future learners.

All feedback is treated confidentially and used solely for the purpose of quality improvement. Your honest input is highly valued and appreciated.

6. Legislation and Regulatory Requirements

New Territory Training is a Registered Training Organisation (RTO) regulated by the Australian Skills Quality Authority (ASQA). ASQA is the national regulator for vocational education and training and ensures that RTOs deliver high-quality, compliant training and assessment services.

New Territory Training fully complies with all applicable legislative and regulatory requirements, including but not limited to:

- The National Vocational Education and Training Regulator Act 2011 (NVETR Act) and associated legislative instruments
- The VET Quality Framework, including the Standards for RTOs including Standards for RTOs 2025 (Effective January 2025)
- Student Identifiers Act 2014
- Work Health and Safety (WHS) legislation and regulations
- Anti-discrimination and Equal Opportunity legislation
- Privacy legislation, including the Privacy Act 1988 and the Australian Privacy Principles (APPs)

We are committed to keeping our learners and staff informed of any updates or changes to legislative or regulatory requirements that may affect the delivery of training and assessment. This ensures that our practices remain current, compliant, and in alignment with national standards.

Protection of Privacy

New Territory Training takes the privacy of learners very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles.

Here is what you need to know:

- New Territory Training will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our student management system. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- New Territory Training is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to
- obtain a record of your outcome if required.

- In some cases, we are required by law to make learner information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases New Territory Training will seek the written permission of the learner for such disclosure. New Territory Training will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that New Territory Training is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.

If you have concerns about how New Territory Training is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook.

Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

Work Health and Safety (WHS)

New Territory Training and your workplace will work together to provide you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

At New Territory Training, your health and safety are a top priority. All learners are expected to follow safe work practices and behave responsibly while participating in training and assessment activities. To maintain a safe and respectful learning environment, learners are required to:

- Familiarise themselves with and follow all emergency response and evacuation procedures relevant to the training location
- Avoid any activity that could pose a risk of injury to themselves or others
- Refrain from smoking or consuming alcohol at any training venue or during training activities
- Report any hazards, accidents, or near misses immediately to your trainer or another RTO staff member
- Always maintain a clean and organised training environment
- Observe basic hygiene standards, especially in food preparation and amenities areas

In the event of a pandemic or public health emergency, learners are expected to stay informed by checking official Commonwealth and State or Territory health department websites. All learners must comply with public health directions, including physical distancing, hygiene protocols, and vaccination requirements as applicable. Training staff will be responsible for ensuring that the training venue meets current health and safety guidelines.

In the event of an emergency, you must follow all directions provided by training staff or emergency services personnel. If a first aid situation arises, immediately notify your trainer or the nearest staff member.

Learner Equity

New Territory Training is committed to fostering an inclusive, respectful, and culturally safe learning environment, in line with the requirements of Standard 1.4 of the ASQA 2025 Standards for RTOs. All learners and staff have the right to train and work in an environment that is free from discrimination, harassment, bullying, or victimisation.

All staff members—including contractors and trainers—must uphold the principles set out in the New Territory Training Code of Conduct, and act in accordance with relevant Commonwealth, State, and Territory anti-discrimination legislation. This includes, but is not limited to, the *Sex Discrimination Act 1984*, *Disability Discrimination Act 1992*, *Racial Discrimination Act 1975*, and *Age Discrimination Act 2004*.

Discrimination and harassment of any kind—whether based on race, gender, sexual orientation, disability, age, religion, cultural background, or any other protected attribute—will not be tolerated under any circumstances.

If a learner experiences or witnesses' discrimination or harassment, they are encouraged to:

1. Raise the matter directly with their trainer or assessor, if they feel safe to do so; or
2. If not appropriate, report the matter to another RTO staff member or the RTO Manager.

All reports will be treated seriously, handled confidentially, and resolved in accordance with our Complaints and Appeals Policy. Learners who raise concerns in good faith will not be disadvantaged in any way.

Where discrimination, harassment, or bullying is substantiated:

- Appropriate disciplinary action will be taken against the person responsible, including possible withdrawal from the course (for learners) or termination of contract/employment (for staff).
- Any behaviour that may constitute a criminal offence will be referred to law enforcement authorities without delay.

This policy and procedure form part of our broader commitment to meeting the ASQA Standards, ensuring that all learners have access to a safe, equitable, and supportive training experience.

Appendix A – New Territory Training Complaints and Appeals Policy

New Territory Training Complaints and Appeals Policy and Procedure

1. Purpose

This policy outlines the procedures for managing complaints and appeals received from learners, staff, third parties, or stakeholders of New Territory Training (NTT), in line with the 2025 Standards for Registered Training Organisations (RTOs).

2. Scope

This policy applies to all learners enrolled in, recently completed (within the last six months), or intending to enrol in training with NTT, and to all employees, contractors, and stakeholders involved in the delivery of NTT services.

3. Policy Statement

3.1 NTT manages complaints and appeals transparently and fairly, ensuring learners and staff understand their rights, obligations, and our responsibilities under the Standards for RTOs 2025.

3.2 Complaints and appeals may relate to:

- The quality of training, assessment, or client service
- Conduct of NTT staff, trainers, assessors, or contractors
- Conduct of a third-party delivering services on behalf of NTT
- Conduct of a learner or group of learners

4. Responsibilities

4.1 All NTT staff, trainers, and assessors are responsible for:

- Acting in accordance with the NTT Code of Conduct
- Informing learners of this policy and assisting them to understand it
- Documenting complaints and appeals accurately and promptly
- Supporting informal resolution in the first instance
- Assisting with submission of the formal Complaints and Appeals Form if needed

4.2 The CEO is responsible for:

- Ensuring adherence to natural justice and procedural fairness
- Authorising independent reviews where required

4.3 The RTO Manager is responsible for:

- Ensuring transparent implementation of the complaints and appeals procedure
- Appointing independent internal or external reviewers where necessary
- Monitoring timely resolution and compliance with this policy

4.4 Administration Staff are responsible for:

- Maintaining the Complaints and Appeals Register
- Recording outcomes and contributing to continuous improvement

5. General Principles

5.1 NTT applies principles of natural justice and procedural fairness throughout the process.

5.2 Decisions are made by individuals independent of the matter under review.

5.3 Complainants and appellants may be supported by a third party.

5.4 All records are confidential and maintained according to the Australian Privacy Principles and NTT's recordkeeping policy.

5.5 Outcomes are recorded in the Complaints and Appeals Register and used to inform quality improvement.

5.6 If the complainant chooses not to proceed, NTT may be unable to take further action due to procedural fairness requirements.

5.7 Appeals related to assessment outcomes must be lodged within 28 days of notification.

5.8 Complaints involving academic integrity (e.g. plagiarism) will be managed under this policy.

6. Informal Complaints and Appeals

6.1 Learners are encouraged to raise concerns directly with the person involved in a respectful and constructive manner.

6.2 Trainers and assessors are expected to participate in resolving informal complaints in good faith.

7. Formal Complaints and Appeals Procedure

Stage 1 – Lodging a Formal Complaint or Appeal

- 7.1 If informal resolution fails, the learner must submit a Complaints and Appeals Form to admin@nttraining.org.au. The form should include:
- Complainant's name and contact details
 - Description of the issue and desired resolution
 - Reasons for escalation
 - Names of any parties involved
 - Details of the disputed decision (if applicable)
- 7.2 NTT acknowledges receipt in writing within 2 business days and provides an expected timeframe.
- 7.3 The RTO Manager and relevant staff are notified.
- 7.4 If more than 60 calendar days are required, the complainant is informed of the reasons and will receive regular progress updates.

Stage 2 – Determination of Outcome

- 7.5 NTT decides and informs the complainant in writing within 60 calendar days. If the complaint is upheld, actions are implemented immediately.
- 7.6 All outcomes are recorded in the Complaints and Appeals Register.
- 7.7 If NTT is unable to investigate, the complainant is referred to the appropriate external agency.

Stage 3 – Internal Review of Determination

- 7.8 If dissatisfied, the complainant may request an internal review within 28 days.
- 7.9 The CEO or an appointed independent senior officer not involved in the original matter will conduct the review.
- 7.10 The reviewer notifies the complainant in writing of the outcome. Approved actions are implemented immediately.
- 7.11 All decisions are recorded in the Complaints and Appeals Register.

Stage 4 – External Review of Determination

- 7.12 If still dissatisfied, the complainant may request an external review within 28 days.
- 7.13 The CEO refers the matter to an independent mediator or third-party review body.
- 7.14 Any associated costs for the external review will be disclosed upfront.
- 7.15 If the complaint is upheld, the outcome will be implemented immediately.
- 7.16 Learners may also contact:
- National Training Complaints Hotline: 13 38 73 or <https://www.dewr.gov.au/national-training-complaints-hotline>
 - ASQA: 1300 701 801 or via <https://asqaconnect.asqa.gov.au/>



Appendix B – New Territory Training VET Data Use Statement

National VET Data

As part of your workplace enrolment, and your workplace representative agreement with New Territory Training as a business-to-business contract, you will be asked to declare your acceptance of the terms of the service contract and conditions of enrolment and agree to be a student at New Territory Training.

The workplace representative understands and agrees to the refund conditions and confirms that they have been fully advised of the fees and refund conditions with the business-to-business agreement quotation.

You agree that it is your responsibility to retain a copy of this written agreement as supplied by New Territory Training and receipts of any payments of tuition fees or non-tuition fees. You agree that under the Data Provision Requirements 2012, New Territory Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Appendix C – Privacy Notice

Privacy Notice – New Territory Training

Why We Collect Your Personal Information

As a registered training organisation (RTO), New Territory Training (NTT) is required to collect certain personal information from you to manage your enrolment and participation in nationally recognised training. This includes information needed to deliver your course and meet our obligations under Australian vocational education and training legislation.

How We Use Your Personal Information

Your personal information is used to:

- Administer your enrolment
- Deliver training and assessment services
- Issue statements of attainment or qualifications
- Meet our regulatory reporting and compliance responsibilities

We only collect information that is relevant, necessary, and directly related to your training with us.

How We Disclose Your Personal Information

NTT is required under the National Vocational Education and Training Regulator Act 2011 (Cth) to disclose specific learner information to the National Centre for Vocational Education Research (NCVER). This information forms part of the National VET Data Collection and may also be shared with relevant State and Territory training authorities where applicable.

These disclosures are essential for the ongoing monitoring, planning, and evaluation of Australia's vocational education and training system.

How NCVER and Other Bodies Handle Your Personal Information

Your information is collected, stored, and disclosed by NCVER in accordance with the Privacy Act 1988 (Cth) and the NVETR Act. NCVER may use your data for:

- Creating authenticated VET transcripts
- Statistical and policy research
- National education surveys and analysis
- Understanding and improving VET delivery and outcomes

NCVER may share information with:

- The Department of Employment and Workplace Relations (DEWR)
- State and Territory training authorities
- VET regulators and other relevant Commonwealth bodies
- Research contractors engaged by NCVER

NCVER does not intend to disclose your personal information to overseas recipients.

For more details on how NCVER handles personal information, refer to the NCVER Privacy Policy at: www.ncver.edu.au/privacy

Handling by the Department of Employment and Workplace Relations (DEWR)

DEWR is also authorised to collect and use your personal information under the NVETR Act and the Privacy Act. Your data may be used to support VET system oversight, workforce planning, policy development, and quality assurance.

For more information, visit the DEWR VET Privacy Notice:

<https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

Surveys

From time to time, you may be contacted to participate in surveys about your training experience. These surveys may be conducted by government departments, NCVER, or authorised third-party providers. Participation is voluntary and you may opt out at any time.



Accessing or Updating Your Information

You have the right to request access to, or correction of, the personal information we hold about you.

To do so, or to:

- Make a privacy-related enquiry
- Lodge a complaint about the handling of your information
- Ask a question about this privacy notice

Please contact:

New Territory Training
Email: matt@newterritorytraining.com.au
Address: PO BOX 210 KARAMA NT 0812
Phone: 0412 142 561

Appendix D – ASQA 2025 Standards Alignment Table

Learner Handbook Content Item	Aligned ASQA 2025 Standard(s)
New Territory Training (NTT) RTO	Standard 5.2
Our Mission and Objectives	Standard 5.1
RTO Key Contacts and Information	Standard 5.2
Nationally Recognised Training	Standard 3.2
Non-Accredited Training	Standard 1.5
Our Trainers and Assessors	Standard 4.1
Your Rights and Responsibilities	Standard 1.1, 1.2
RTO Responsibilities	Standard 3.1, 5.2
Fee Information and Protection	Standard 5.1, 5.2
Unique Student Identifier (USI)	Standard 3.2
Enrolment	Standard 1.1, 3.1
Complaints and Appeals	Standard 2.1, 2.2
Course Withdrawal and Refunds	Standard 5.2
Support for Learners	Standard 1.4, 1.5
Mental Health and Wellbeing	Standard 1.4
Course Materials	Standard 1.5
Dress Code and Fitness to Participate	Standard 1.4
Training and Assessment	Standard 1.5, 3.2
Credit Transfer	Standard 1.5, 3.2
Recognition of Prior Learning	Standard 1.5, 3.2
Changes to your Course or Training Package	Standard 1.5
Plagiarism and academic misconduct	Standard 1.5
Student Records and Records Management	Standard 3.2, 8.1
Issuing Certificates and Statements of Attainment	Standard 3.2
Learner feedback- Surveys	Standard 6.1, 6.2
Protection of Privacy	Standard 8.1
Work Health and Safety (WHS)	Standard 1.4
Learner Equity	Standard 1.4
Appendix A – Complaints and Appeals Policy and Procedure	Standard 2.1, 2.2
Appendix B – VET Data Use Statement	Standard 8.1
Appendix C – Privacy Notice	Standard 8.1
Learner Handbook Declaration	Standard 1.1, 1.2