



**GREENHOUSE
Education**

Nurture your skills,
grow your career

Student Handbook (Domestic Students)

V3.0



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1. Introduction

1.1 Welcome

Welcome to Greenhouse Education!

Thank you for your decision to study with Greenhouse Education (RTO). Your choice is the first step toward learning new skills, developing new knowledge, and being presented with new career and personal opportunities. Time spent training is time spent valuably, and we look forward to spending this time with you.

1.2 Greenhouse Education (RTO)

You have chosen to study with **Greenhouse Education**, a Registered Training Organisation (RTO) regulated by the Australian Skills Quality Authority (ASQA).

ASQA is the national regulator for the vocational education and training (VET) sector. By maintaining registration as an RTO with ASQA, Greenhouse Education demonstrates compliance with the 2025 Standards for RTOs—the national standards governing the delivery and assessment of vocational training.

This registration authorizes Greenhouse Education to deliver training and assessment that leads to nationally recognised qualifications and units of competency. You can be confident that the quality of your training is assured by a Commonwealth Government regulator, giving your qualification recognition across Australia.

As a dedicated RTO focused solely on Early Childhood Education and Care, we are passionate about delivering high-quality, industry-relevant training. Our commitment to early learning is reflected in our engaging and practical programs that not only empower educators but also strengthen the sector as a whole.

1.3 This Student Information Guide

This student information guide provides you with the essential information required to begin and progress as a student with Greenhouse Education. It has been designed to be clear, accessible, and relevant to learners at every stage of their journey.

If you require further details regarding any of our policies or procedures, you are welcome to contact our administration team at admin@greenhouse.edu.au.

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Each section of this guide aligns with a specific stage of the student experience, ensuring you can easily find the information you need at the right time.

- Marketing and Recruitment
- Enrolment
- Support and Progression
- Training and Assessment
- Certification

Within each section of this information guide you will find information related to that stage of the student journey. This may include relevant policies and procedures, information on applicable laws and regulations, and details of the responsibilities of the various parties involved in your student journey. This information guide is for all students enrolled with Greenhouse Education, so it doesn't contain specific information about your course. You will be provided with your course information through other documents.

Many places in this student information guide refer to other documents, such as policies and procedures. All documents referenced in this document are available on request from our administration team.

2. Marketing and Recruitment

2.1 Ethical Marketing

Greenhouse Education is committed to ethical marketing and recruitment practices. This means that it has policies and procedures within the organisation to ensure that all marketing material, including the website, contains accurate and information about the Greenhouse Education and the services it offers. This ensures that you can seek further information about the most relevant courses for your needs, and that it complies with its obligations as an RTO.

2.2 Fully Informed Decision Making

Greenhouse Education wants to ensure that, prior to seeking enrolment in a course, that you are fully informed about the decision you are making. To this end, Greenhouse Education ensures that its marketing materials contain certain information. This will always include:

1. An accurate representation of the courses which it is currently registered to deliver, and how it delivers

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them;

2. The name, contact details, and unique RTO Code of the RTO;
3. The title and code of any nationally recognised course it advertises, so that you can research this yourself if you so choose;
4. Information about any third-party (e.g. any other company) which will be providing services, such as recruitment or study assistance, to you on behalf of Greenhouse Education;
5. The details of any other RTO involved in your course, including whether they are doing the training and assessment on behalf of Greenhouse Education, or vice-versa;
6. Clear information about whether the course you are doing is nationally accredited or not, such as only using the Nationally Recognised Training logo to market nationally accredited courses;
7. Any applicable licenses or registrations which you would need to get after completing your course to work in your chosen industry, if one is required;
8. Full and complete details of any funding or loans program which can be accessed to pay for training, if one is available, and what the result of accessing any programs would be on your future entitlements; and
9. A realistic explanation of what you will have to do to complete the course, how long it will take, how much work will be required, and what your employment prospects might be upon completion.

Greenhouse Education also follows a strict policy of only using the names of people and companies in its advertising only when it has permission to do so. You can be sure that any testimonial or reference presented is a true and accurate representation of the positive experience of the individual.

10. If you feel that you have not received, or have not understood, any of the above information as it relates to your chosen course, please don't hesitate to contact the our administration team. They can provide guidance to ensure that you are a fully informed student and are ready to apply for your course.

3. Enrolment

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3.1 Fully Informed Application

3.1.1 Course Information

Once you have made the decision to enrol in a course, it is critical that you have a full and complete understanding of how that course will be delivered and assessed, what your obligations are, and what you can expect from Greenhouse Education before you enrol. This is because Greenhouse Education wants you to have the best possible chance to succeed, and to ensure it meets its registration obligations.

When you complete an online enrolment form you will be asked to sign a declaration that you have received or read:

1. Guidance on the suitability of your chosen course in relation to your prior experience, current skills, and future career goals.
2. The title and code of the nationally recognised course you want to enrol in, so that you can research further information about it;
3. Comprehensive information on the delivery of your training program and the support services available to assist you in completing your course, including:
 - a. The expected duration of the course;
 - b. The location(s) where training and assessment will take place;
 - c. The mode(s) of delivery used for the course;
 - d. Details of any third-party organisations or individuals, other than Greenhouse Education, who may be involved in your training and assessment;
 - e. Whether a work placement is a mandatory component of your course.
4. Information about Greenhouse Education's obligations in delivering your training and assessment, including ensuring the quality of your course, meeting all regulatory requirements, and issuing you with a nationally recognised qualification upon successful completion.
5. Information about your obligations as a student upon enrolment, including the requirement to demonstrate any prerequisite skills and knowledge, to pay your course fees (and, where applicable, repay any debt incurred through a loan scheme), and to supply any equipment necessary for your studies.
6. Information about your rights as a student, including your entitlement to access Greenhouse Education's complaints and appeals policy, as well as the safeguards in place should Greenhouse Education be unable to deliver your course for any reason.
7. Full details of any available funding or loan programs that may be accessed to pay for your training, including the implications that accessing such programs may have on your future entitlements.

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If you believe you have not received, or do not fully understand, any of the information outlined above in relation to your chosen course, please contact our administration team. They will provide clarification and guidance to ensure you are fully informed and prepared to proceed with your application.

3.1.2 Fees and Charges

Greenhouse Education charges fees for its training services, and you may be required to pay a fee when enrolling in your chosen course. To ensure you are protected as a consumer, all relevant fee information will be provided to you before any payment is required. This information will include:

1. The total fee payable for your course;
2. The payment terms, including the timing and method of required payments;
3. Your rights as a consumer under Australian law; and
4. Your right to a refund in specific circumstances, such as if Greenhouse Education is unable to deliver your course.

If you do not fully understand any of the above information, please contact the Greenhouse Education administration team. They will be able to provide clarification or issue an additional copy of your fee information to ensure you are fully informed.

In some cases, your employer or another third party may pay fees on your behalf. Where this occurs, both you and the employer will be clearly advised of who is responsible for payment and the amount to be paid. Greenhouse Education may also offer payment plans where appropriate. If you would like to discuss this option, please contact the administration team.

As a Registered Training Organisation (RTO), Greenhouse Education has obligations to protect student fees. These measures are in place to ensure you can enrol with confidence, and we take these responsibilities very seriously.

The primary protection is the **pre-paid fee limit (If you are fee for service students or an existing student)**:

- Students will never be required to pay more than **\$1,500 in advance**.
- At no time will your pre-paid balance exceed **\$1,500**.

This fee protection mechanism applies to all students and is fully compliant with the **2025 Standards for RTOs**.

If you would like further information on how your fees are protected, please contact the Greenhouse Education

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administration team.

3.1.3 Refunds

Greenhouse Education has a clear and consistently applied Withdrawal, Deferral, and Cancellation Policy. This ensures you are fully informed about the circumstances under which you may be entitled to a refund before making any fee payments.

Refunds are determined by the timing of a student's withdrawal or cancellation. If the withdrawal or cancellation occurs before the designated census date*, the student will be eligible for a refund.

*Census date - The last day a student may withdraw from a Unit of Competency (UoC) in which they are enrolled without incurring a liability for tuition fees. The census date is usually 20% of the study period of UoC, calculated from start date to the completion date for each UoC.

3.2. Course Entry Assessment

Greenhouse Education is dedicated to ensuring that all students have the best possible chance of success in their chosen course, and in their careers. To assist with this, we will undertake careful assessment of those who seek to enrol in its courses. This ensures that you are the right fit for the course, and that the course is the right fit for you.

Greenhouse Education undertakes its course entry assessment through several different processes. These include:

1. A suitability discussion with an Greenhouse Education representative; and
2. A formal pre training assessment

The suitability discussion will be conducted with a Greenhouse Education staff member and is designed to ensure that you have a clear understanding of your chosen course, including its structure, delivery methods, assessment requirements, and other relevant details. This discussion will also explore your career goals and determine whether the course aligns with them. In addition, it will identify any additional support you may require to successfully complete the course, as well as any potential barriers that could affect your progress. If additional support needs are identified, a Student Support Form will be completed to document the required assistance and agreed strategies.

The formal Pre-Training Assessment is designed to ensure that you possess the appropriate level of LLND (language, literacy, numeracy, digital skills) and study skills to successfully undertake your chosen course. This is not a pass or fail assessment; rather, it is an opportunity for both you and Greenhouse Education to confirm the

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suitability of the course and to identify any additional support that may assist you in achieving success.

Following these processes, a decision will be made regarding your course entry. In most cases, this will result in admission to the course, as Greenhouse Education's marketing and recruitment procedures are designed to ensure a strong alignment between students and their chosen programs. In some instances, admission may be granted with additional support. Where support is required—such as to address a learning barrier or the effects of a disability—a tailored strategy will be discussed and agreed with you prior to commencement or on your first day of training.

In very rare circumstances, an application may be declined. However, Greenhouse Education will never reject an application without first discussing the situation with you and exploring all possible options to support your participation in training.

3.3 Your Privacy and Personal Information

Greenhouse Education takes the privacy of your personal information very seriously and maintains a clear, well-enforced Privacy Policy. This ensures that the information you provide during enrolment is collected, used, and stored with full transparency, so you are always informed about how your data is protected and managed.

Our Privacy and Student Information Policies comply fully with the Privacy Act 1988 and the Australian Privacy Principles (APPs). These policies are publicly available, and copies can be obtained at any time by contacting the Greenhouse Education administration team.

3.4 Induction

Induction is the first step of your learning journey with Greenhouse Education. Its purpose is to ensure that you clearly understand your course requirements, your rights and responsibilities, and the support services available to you. Induction also introduces you to the policies and procedures that will guide your training and assessment and helps you become familiar with the systems and processes you will use during your studies.

The induction process is designed to:

- Provide you with important information about your qualification and Greenhouse Education, including structure, delivery, and assessment methods;
- Ensure you are aware of key policies and procedure such as code of conduct, withdrawal, complaints and appeals, and student support;
- Confirm that you understand your responsibilities as a student; and

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- Prepare you to successfully begin your course with confidence.

Once the enrolment process is complete and a confirmed start date has been provided, you will receive an induction link along with an Induction PowerPoint presentation. You are required to review the PowerPoint and complete the questions provided through the link.

This step is mandatory and must be completed before the commencement of your qualification, as it ensures that you are fully informed, prepared, and ready to begin your training.

3.5. Apprenticeships and Traineeships

Some courses offered by Greenhouse Education may be delivered as part of an Australian Apprenticeship or Traineeship. In these cases, additional requirements apply. For example, your training contract must be approved by an Australian Apprenticeship Support Network (AASN) Provider, and your employer—who will be engaging you as an apprentice or trainee—will also be required to participate in your enrolment process.

The specific process for enrolling in an apprenticeship or traineeship may differ depending on the state or territory in which you are located. A Greenhouse Education staff member will guide you through the requirements relevant to your jurisdiction to ensure you understand what is needed.

For more information about the Australian Apprenticeships and Traineeships program, visit the official government website: www.australianapprenticeships.gov.au

3.6 Funding Programs

Some courses offered by Greenhouse Education may be supported by state government funding. Where this applies, additional requirements may be in place—for example, completing a more detailed pre-training review or registering your application for funding.

The process for enrolling in a state-funded course varies depending on your state or territory, as well as the specific funding program you are accessing. A Greenhouse Education staff member will guide you through the requirements relevant to your circumstances to ensure you understand each step of the process.

3.7 Unique Student Identifier

3.7.1 What is a Unique Student Identifier?

If you are undertaking nationally recognised training in Australia, you are required to have a Unique Student

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Identifier (USI), unless you qualify for an exemption under the Student Identifiers Act 2014.

Your USI is linked to an online account that records all of your nationally recognised training achievements completed from 1 January 2015 onwards. This provides you with secure and easy access to your training history and results at any time.

A USI is often required when applying for employment or enrolling in further study, as employers and training providers may request evidence of your qualifications and units of competency. One of the key benefits of the USI system is its ability to provide a single, reliable source of your verified training records.

If you have an exemption, it is important to note that your training results will not be available through the Commonwealth system and will not appear on any authenticated VET transcript prepared by the Registrar.

3.7.2 What are the Benefits of the Unique Student Identifier?

A key benefit of holding a Unique Student Identifier (USI) is that it consolidates details of all nationally recognised training you have completed since 1 January 2015. This information is drawn from data submitted by your training providers to the National Centre for Vocational Education Research (NCVER).

Training organisations are required to report this information to NCVER at least once each year. Following the annual data collection in February, you will be able to:

- Log into your USI account to view your verified training history online; and
- Generate authenticated transcripts that can be provided to prospective employers, licensing bodies, or further training providers.

Please note that the records available through your USI will only relate to nationally recognised training undertaken after 1 January 2015.

3.7.3 How to get a Unique Student Identifier

Obtaining a Unique Student Identifier (USI) is free and straightforward. Creating your USI only takes a few minutes and can be done online.

To apply, visit the official website: www.usi.gov.au

4. Support and Progression

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4.1 Student Support Services

Greenhouse Education is committed to ensuring that all students admitted to a course receive the support they need to successfully complete their studies.

- The suitability discussion provides an opportunity to identify any potential barriers to course completion.
- The Pre-Training Assessment helps to identify any language, literacy, numeracy, and digital (LLND) barriers, as well as possible support arrangements to address them.

If additional support is required, the type of support will be discussed and confirmed with you prior to course commencement. This will be documented using a Student Support Form. Examples of available support include:

- Language, literacy, numeracy, and digital assistance – such as additional foundation skills training or extra contact hours with the trainer;
- Physical access support – including accessible classroom facilities, large print or audio resources, or screen-reading technology;
- Information technology support – such as user guides, instructional videos, or one-to-one assistance in using learning platforms and tools;
- Mentoring, coaching, or tutoring – extra one-to-one learning support outside of the classroom;
- Personal counselling – to support students facing personal challenges that may affect their studies;

Please note: Not all services are available for all courses, and some services may attract additional fees. Any agreed support services, including details of applicable fees, will be confirmed before you commence your course.

For further information about available support and assistance, please contact the Greenhouse Education administration team to request a copy of our Access and Equity Policy.

4.2 Responsibilities of the Parties

4.2.1 Responsibilities of the Student

By enrolling as a student with Greenhouse Education, you are entering into an agreement with Greenhouse Education. This agreement outlines the responsibilities of both parties, including your obligations as a student.

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You will be provided with a copy of the Student Code of Conduct as part of this process.

To ensure you have the best possible opportunity to successfully complete your course, you are expected to:

- Come adequately prepared for all training sessions, including completing any required readings or out-of-class activities;
- Actively participate in the learning process, including seeking clarification when you do not understand something;
- Acknowledge that learning may progress at a different pace than expected and be patient with the process;
- Monitor your own progress throughout the course and raise any concerns with your trainer promptly;
- Notify your trainer if you are unable to attend a training session or if you expect to be late in submitting any work;
- Submit only work that you have personally completed, in accordance with the instructions of your trainer and assessor;
- Communicate directly with your workplace supervisor (if you are enrolled in a workplace-based course) about any issues you may be experiencing, and ensure your trainer is aware of these discussions;
- Inform our administration team promptly of any changes to your personal details, circumstances affecting your ability to complete your course, or if you need to withdraw from study; and
- Consistently abide by the Student Code of Conduct provided to you at enrolment.

4.2.2 Responsibilities of the RTO

By accepting your enrolment into a course, Greenhouse Education undertakes a number of obligations to you as a student. Some of these obligations are established under national standards and regulatory requirements, while others arise from our direct agreement with you as a learner. These responsibilities include:

- Conducting a comprehensive course entry process to confirm both your suitability for the course and the suitability of the course for your goals;
- Developing a tailored training plan that outlines your study pathway;
- Ensuring that any workplace arrangements, such as apprenticeships or traineeships, are properly

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organised and monitored;

- Monitoring your progress throughout the course and implementing appropriate support strategies where required;
- Keeping you informed of any changes to legislation, our policies, or other matters that may affect your enrolment or progression;
- Maintaining accurate records of your training and assessment, and providing access to those records upon request;
- Issuing a Certificate or Statement of Attainment once you have been assessed as competent in one or more units of competency from a training package or accredited course; and
- Providing fair and transparent administrative processes, including access to complaints, appeals, refunds, and support services.

4.2.3 Responsibilities of the Trainer

You will be allocated a dedicated trainer who is responsible for overseeing your progression throughout your course. While other staff may contribute to your learning journey at different stages, one trainer will always remain your primary point of contact.

Your trainer's responsibilities include:

- Ensuring you know who they are and that they are your allocated trainer;
- Delivering high-quality training and skill development opportunities that meet the requirements of your enrolled course;
- Monitoring your progress, assisting you with planning to stay on track, and recording your progress in your training plan;
- Providing advice, guidance, and support if you experience difficulties in completing tasks or understanding course requirements.
- Assess your completed work promptly and provide opportunities for reassessment where required; and
- Act as the first point of contact in your course support network, available to assist you whenever you encounter an issue.

4.2.4 Responsibilities of the Employer (if applicable)

Some courses delivered by Greenhouse Education may be workplace-based. In these cases, your employer—the business that employs you—agrees to take on certain responsibilities. If you are enrolled as an apprentice or trainee, your employer will also have additional obligations, which will be outlined to them by the Australian Apprenticeship Support Network (AASN) Provider.

Employer responsibilities for all workplace-based training include:

- Providing you with lawful employment at the appropriate training wage in accordance with your award or workplace agreement;
- Ensuring a safe working environment and access to a qualified, competent supervisor;
- Allowing both you and your supervisor sufficient time to participate in training activities and to discuss your progress; and
- Maintaining regular contact with Greenhouse Education.

4.2.5 Responsibilities of the Workplace Supervisor (if applicable)

If you are completing your course in the workplace, your day-to-day supervisor also has an important role. While supervisors are not authorised by Greenhouse Education to deliver training or conduct assessments on our behalf, they may assist in your learning journey by mentoring you and helping to collect evidence of your competence.

The responsibilities of a workplace supervisor include:

- Allowing you agreed time away from routine duties to participate in training and assessment;
- Coordinating your training and assessment activities so they do not negatively impact your role as an employee;
- Mentoring and supporting you in connecting what you learn during training with the skills required in your job; and
- Maintaining communication with Greenhouse Education to ensure any issues relating to support or progression are addressed promptly.

4.3 Changes to Services

During your training, events might occur which could have an impact on your progression and completion. These are not always within your control or that of Greenhouse Education. Examples of these types of events include changes in the:

- Training package on which your course is based, which are released by the Australian government;
- Apprenticeship and traineeship system, which are made by the Australian government
- Ownership or in the management of Greenhouse Education;
- Industry expectations of a qualified member of the trade or profession which you are training to join;
- Your trainer and assessor might be changed;
- Third-parties who are taking a role in your training program, including those who are providing educational support services; and
- The addition of new third-parties to your training program.

If such a change occurs, Greenhouse Education will make every effort to notify you in advance. Where this is not possible, you will be informed as soon as practicable after the change. Notification will be provided in writing and will outline both the nature of the change and its potential impact on you.

For any **material changes** to your course of study, Greenhouse Education will discuss the matter with you, and the implications will be agreed upon before implementation. This includes adjustments to existing support services or the introduction of additional support services where required.

4.4 Complaints and Appeals

A complaint is a grievance about something or someone that you believe has breached rules or has unfairly impacted your learning experience. An appeal is a formal request to review a decision that has been made.

As a student, you have the right to:

- Make a complaint about Greenhouse Education, any member of staff, another student, a third party involved in your training and assessment, or any other aspect of your studies; and
- Appeal any decision made by Greenhouse Education, including assessment decisions.

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Greenhouse Education has a formal Complaints and Appeals process, designed in line with the principles of natural justice, to ensure all matters are handled fairly and transparently.

For more information, or to access the full Complaints and Appeals Policies and Procedures, please contact the Greenhouse Education administration team.

5. Training and Assessment

5.1 How are Qualifications and Courses structured?

In Vocational Education and Training (VET), all courses are built from units of competency. Each unit of competency outlines a specific skill or task you must learn and demonstrate in order to be assessed as competent.

A qualification is made up of multiple units of competency. These consist of:

- Core units – mandatory units that all students must complete, regardless of the RTO delivering the qualification; and
- Elective units – units chosen in consultation between the student and the RTO, allowing for some flexibility to suit career goals or industry needs.

To be deemed competent in a unit of competency, you must successfully complete the assessment tasks for that unit. This will involve demonstrating required skills and knowledge and will always include at least two different assessment methods.

Once you have been assessed as competent in all units of competency for your chosen qualification, you will be awarded the full Certificate. There is no single final exam. If you withdraw from your qualification before completing all required units, you will receive a Statement of Attainment for the units you have successfully completed.

In some cases, training may not lead to a full qualification. Instead, you may complete one or more units of competency for a specific purpose. For example, the unit Provide First Aid leads to a first aid certificate. Programs like these are called skill sets. Once you complete all units within a skill set, you will be awarded a Statement of Attainment for that skill set.

In addition, some highly specialised programs are delivered as accredited courses. If you are considering enrolment in an accredited course, Greenhouse Education staff will explain what this means and provide all

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relevant details prior to your enrolment.

5.2 How are Courses Delivered?

One of the greatest strengths of the Australian Vocational Education and Training (VET) system is its flexibility. Registered Training Organisations (RTOs) can deliver courses in a range of ways to meet the needs of both industry and students.

At Greenhouse Education, courses are delivered through two main modes:

- Classroom Training – Traditional face-to-face learning delivered in a classroom or simulated workplace environment, like what you might experience in a school or university setting.
- Apprenticeship and Traineeship Training – Structured, employment-based training that involves a formal agreement between you, your employer, Greenhouse Education, an Australian Apprenticeship Support Network (AASN) provider, and the Australian Government.

5.3 Greenhouse Education's Commitment to you

Greenhouse Education is committed to supporting every student to successfully complete their training program. This commitment includes ensuring that:

- Adequate and appropriate support services are available to meet individual student needs; and
- The course selection and entry process places students into the most suitable program for their goals and abilities.

Details of the specific support services available, and how to access them, are provided elsewhere in this guide.

In the highly unlikely event that Greenhouse Education is unable to continue delivering your course of study, every effort will be made to assist you in transferring to an alternative training provider so you can complete your qualification. In such cases, you will be issued with a Statement of Attainment for all units of competency you have successfully completed to date. This ensures you will not be required to repeat work unnecessarily.

Please be assured that this information is provided only to outline the process in a worst-case scenario. Greenhouse Education is fully dedicated to ensuring that this policy will never need to be applied.

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5.4 The Difference between Training and Assessment

Training and assessment are two distinct but closely related parts of your learning journey, and it is important to understand the difference.

Training is the process of receiving instruction and engaging in practice to develop new skills and knowledge. Examples of training include classroom sessions, self-study, workplace practice, trainer-led instruction, and practical activities. The key feature of training is that it provides a safe space for learning—you cannot “get it wrong” because no judgment or grading takes place during this stage.

Assessment is the process of measuring how effective your training has been and determining whether you can perform tasks at the required standard to be deemed competent. Examples of assessment include completing a written test, performing a task observed by an assessor using a checklist, or submitting a workplace project for review. Every unit of competency requires assessment, and you will be advised at the start of each unit what assessments will occur and when.

In summary: training builds your skills and knowledge, while assessment confirms to the RTO that you can apply them confidently and to workplace standards.

5.5 Duration of Training

Every course offered by Greenhouse Education has a defined duration, which is published on our website and in all marketing materials. This duration serves as a guide and may be adjusted based on your individual progress throughout the course.

Your training may be:

- Shortened, if you are granted Recognition of Prior Learning (RPL) or if your trainer determines that you are able to progress at a faster pace; or
- Extended, if you are assessed as not yet competent in one or more units of competency, or if you are unable to attend scheduled training sessions.

If you have any questions about the expected duration of your training, please speak with your trainer. They will explain the course length, any adjustments that may apply, and other relevant details specific to your learning journey.

5.6 How are Courses Assessed?

Each course is assessed differently, as assessment must reflect the unique requirements of the qualification or units of competency. The assessment methods that apply to your course may include:

- Practical demonstrations of skills;
- Portfolios of completed work;
- Third-party reports from workplace supervisors;
- Group projects or presentations;
- Written assessments of knowledge;
- Verbal assessments of knowledge; and
- Written projects or reports.

If you have any questions or concerns about your assessments, please speak with your trainer. Greenhouse Education has a detailed Assessment Policy that allows for adjustments to be made to meet individual student needs. While the required standard of performance cannot be reduced, assessments can be adapted to ensure they are more accessible.

For further details on what constitutes reasonable adjustment and how these adjustments are applied, please contact the administration team to access our Access and Equity Policy and Assessment Policy.

5.7 What do competent and not-yet-competent mean?

In the Australian Vocational Education and Training (VET) system, traditional grading scales (such as “A” or “D”) and percentage marks (such as 5/10 or 77%) are not used. Instead, assessment outcomes are based on competency.

When you complete the assessment requirements for a unit of competency, you will be deemed either:

- **Competent (C):** You have demonstrated the skills and knowledge required by the unit of competency to a standard that is acceptable in the workplace. Competency represents the minimum benchmark for workplace readiness. While you may continue to develop beyond this level to become advanced or highly skilled in a particular area, the role of the RTO is only to assess whether you have met the

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standard of competency.

- **Not Yet Competent (NYC):** You have not yet demonstrated the required skills and knowledge for the unit of competency. This may mean that you possess the skills and knowledge but did not show them during assessment, or that you still need further development. In either case, your trainer will work with you to identify the reason and provide you with opportunities to improve. If you already have the skills but did not demonstrate them, you will be reassessed. If additional training is required, this will be arranged.

At the level of individual assessment tasks, results are reported as:

- **Satisfactory (S)** – the task was completed to the required standard, or
- **Not Yet Satisfactory (NYS)** – the task was not completed to the required standard.

Once all required assessment tasks for a unit of competency have been completed satisfactorily, you will be deemed Competent for that unit.

5.8 Recognition of Qualifications and Statements of Attainment

Greenhouse Education is required to recognise Statements of Attainment and Qualifications issued by other Registered Training Organisations (RTOs). In the same way, other RTOs must also recognise those issued by Greenhouse Education.

The purpose of this mutual recognition is to support Credit Transfer, ensuring that you are not required to repeat training or assessment for the same units of competency you have already completed.

5.9 Credit Transfer

Credit Transfer is the process of recognising Qualifications and Statements of Attainment issued by another Registered Training Organisation (RTO).

For example, if you enrol in a qualification with 12 units of competency but have already completed two of those units with another RTO and received a Statement of Attainment, you may apply for Credit Transfer for those two units.

To process your application, Greenhouse Education will require a copy of your Statement of Attainment, Qualification, or USI transcript. The authenticity of this document may be verified with the issuing RTO, or by scanning the QR code if one is provided. Once verified, you will receive credit for those units, and you will only

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be required to undertake training and assessment for the remaining units.

Credit Transfer can only be granted for units of competency that have the same code or that have been formally determined to contain equivalent content. As training packages are updated over time, the likelihood of receiving Credit Transfer is higher if your Statement of Attainment or Qualification is recent.

For further information on the Credit Transfer process, including how to apply, please contact the administration team to access Greenhouse Education's Credit Transfer Policy and Procedure.

5.10 Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a form of assessment that allows you to demonstrate skills and knowledge you already possess, without holding a Statement of Attainment or Qualification as evidence. In simple terms, RPL is like "going straight to the exam without attending the class."

When you apply for RPL, an assessor will work with you to develop a portfolio of evidence that demonstrates your competence. This may include:

- Samples of completed work;
- A professional conversation or interview with the assessor;
- Practical demonstrations of skills;
- References or statements from current or previous employers; or
- Any other evidence that clearly shows you meet the requirements of the unit of competency.

The assessor will then compare your portfolio against the requirements of the unit of competency and determine whether you are:

- Competent – meaning you have met the standard and the unit is completed; or
- Not Yet Competent – meaning further evidence is required, or you will need to undertake training and assessment in the unit.

If you have any questions about RPL, including how to apply, please contact the Greenhouse Education administration team for more information.

6.Completion

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6.1 Issuance of Qualifications

As a Registered Training Organisation, Greenhouse Education is obligated to issue a Qualification and an accompanying Record of Results to every student who has been assessed as meeting all the requirements of that qualification.

Issuing may be delayed in circumstances where:

- Course fees remain outstanding; or
- The student has not yet provided their Unique Student Identifier (USI) (unless an exemption applies).

Once all fees have been paid and a valid USI has been supplied, Greenhouse Education must issue the Qualification and Record of Results without delay.

All Qualifications and Records of Results are issued in accordance with the requirements of the Australian Qualifications Framework (AQF). Further information about the AQF can be found at www.aqf.edu.au.

As a condition of registration, all RTOs are required to recognise and accept verified Qualifications and Records of Results issued by other RTOs.

6.2 Issuance of Statements of Attainment

When a student successfully completes one or more units of competency, but not an entire qualification, Greenhouse Education is required to issue a Statement of Attainment.

A Statement of Attainment holds the same status within the Australian Qualifications Framework (AQF) as a Qualification in that:

- All RTOs are required to recognise and accept them; and
- They follow a nationally consistent format.

The key difference is that a Statement of Attainment does not represent the completion of a full qualification.

Statements of Attainment may be issued for:

- Partial completion of a qualification;
- Partial or full completion of a skill set; or
- Completion of an accredited short course.

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Issuing may be delayed if:

- Fees remain outstanding; or
- The student has not provided their Unique Student Identifier (USI) (unless an exemption applies).

Once all fees have been paid and a valid USI has been provided, Greenhouse Education must issue the Statement of Attainment without delay.

6.3 Timeframe for Issuance

All Qualifications, Records of Results, and Statements of Attainment will be issued within 30 calendar days of the date of final assessment, in line with the Standards for RTOs.

6.4 Unique Student Identifier

You must have a Unique Student Identifier (USI) in order to receive your Qualification, Record of Results, or Statement of Attainment.

6.5 Replacement of Qualifications or Statements of Attainment

If you require a replacement Qualification, Record of Results, or Statement of Attainment, Greenhouse Education can provide one upon request.

To request a replacement certificate or Statement of Attainment, please email: admin@greenhouse.edu.au

7.Key policies

The main policies that students should be aware of are available upon request from the administration team at admin@greenhouse.edu.au :

1. Code of conduct
2. Complaints and appeals policy
3. Fee and charges policy
4. Access and Equity policy
5. Credit Transfer Policy
6. Withdrawal, Deferral and Cancellation policy

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8. Contact Details

For any questions regarding your training, or to request a replacement Qualification, Record of Results, or Statement of Attainment, please contact Greenhouse Education by emailing admin@greenhouse.edu.au

If you have a grievance and wish to lodge a complaint, you may also do so by email, in line with the process outlined in the Complaints and Appeals Policy.

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