



STUDENT HANDBOOK

RTO #45690

Address: 204-212 Fern Rd, Munruben, QLD

4125

Contact Number: 0415 030 095

Email Address:

info@eagletrainingacademy.com.au

Website: www.eagletrainingacademy.com.au



TABLE OF CONTENTS

TABLE OF CONTENTS	2
ACKNOWLEDGEMENT OF UNDERSTANDING	4
INTRODUCTION	5
Mission Statement	5
Vision Statement	5
Training Programs	5
Eagle Training Academy Team	6
Student Support	6
Trainers	6
Student Selection	8
Enrolment	8
Pre – Enrolment	8
Access to the Learning and Assessment Resources	9
Payment Terms	9
Unique Student Identifier	9
Visa Requirements	10
Transfer to Another Course	10
STUDYING AT Eagle Training Academy	11
Student Support	11
Language/Literacy and Numeracy	11
Flexible Learning and Assessment	12
Assessment Requirements	12
Code of Conduct	14
Change of Personal Details	16
Evaluation and Feedback	16
Making the Most of your Training	16
COURSE INFORMATION	17
Training Programs	17
Competency Based Training	17
Mode of Delivery	17
Computer Specifications and Requirements	18
Evidence Requirements	18
Assessment	19
Principles of Assessment	20
Rules of Evidence	20



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

Assessment Results	21
Reasonable Adjustment	21
Extensions for Assessment	21
Additional Submission and Support	21
Awards	21
Course Delivery	21
Recognition of Prior Learning (RPL)	22
Recognition Process	22
Recognition Decision	23
Credit Transfer	23
POLICIES AND PROCEDURES	25
Access and Equity	25
Complaints and Appeals Policy	25
Complaints	25
Appeals	26
Transition of Superseded Courses	27
Student Records	28
Procedure	28
Record Keeping Policy for Assignments and Student Information	28
Fee Payment and Refund Policy	29
Cancellation and Refunds	29
Special Consideration	29
Exceptions	30
Privacy Policy	30
Workplace Health and Safety (WHS)	31
Infection Control	31
VERSION CONTROL	33
RTO INFORMATION	33



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

ACKNOWLEDGEMENT OF UNDERSTANDING

To support informed decision-making, and to provide the opportunity for potential students to raise issues, concerns and questions prior to commencement of training, Eagle Training Academy makes the Student Handbook available to potential students. All students are provided a copy, or it can be accessed online at www.eagletrainingacademy.com.au

Eagle Training Academy requires each student to read and understand the information contained in this Student Handbook prior to enrolment or commencement of training.

For any concerns, questions or clarifications please contact us at:

- **Address:** 204-212 Fern Rd, Munruben, QLD 4125
- **Email:** info@eagletrainingacademy.com.au
- **Contact number:** 0415 030 095



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

INTRODUCTION

Welcome to Eagle Training Academy! The goal is to help you achieve your training objectives. You will receive training from dedicated, passionate and qualified trainers who are experienced in your vocational areas. This ensures that the training you will receive is current, relevant and easy to understand.

To ensure that your learning experience will be a positive one, the RTO's courses are delivered using excellent quality and innovative course materials. Student Services is committed to delivering an excellent experience to you. Wishing you all the best in your studies and looking forward to helping you achieve your goals.

This Student Handbook sets out the policies and procedures around the training and assessment that you will receive. Please read the Student Handbook before enrolling in any of our courses.

Eagle Training Academy is a Registered Training Organisation (RTO No. #45690) and is recognised by the Australian Skills Quality Authority as a deliverer of nationally recognised training for the courses on its scope of RTO registration.

Mission Statement

Eagle Training Academy is committed to providing affordable and high-quality heavy vehicle driving training services to individuals who want to become professional truck drivers and upskill in the field of driving operations and road transport. By providing supportive learning environment, Eagle Training Academy establishes itself as an organisation delivering flexible and empowering training in the field of driving operations and road transport.

Eagle Training Academy aims to produce highly skilled, and equipped individuals who can rise to the top of the industry, improve their employment, and contribute to the local workforce and industry needs

Vision Statement

Eagle Training Academy aims to become an established, profitable, and reputable RTO that delivers compliant and quality training to its learners. It aims to become the leading training provider in the vocational education training sector in driving operations and road transport.

Eagle Training Academy will strive to deliver culturally sensitive and flexible training to diverse individuals, to empower them and help them reach their full potential. Eagle Training Academy aims to contribute to the community and industry by producing highly skilled heavy vehicle drivers to answer to the industry needs.

Training Programs

As a registered training organisation (RTO) in the vocational education and training (VET) sector, Eagle Training Academy offers the following nationally recognised training products:

- **TLIC4006 Drive multi-combination vehicle**
- **TLIC3004 Drive heavy rigid vehicle**
- **TLIF0005 Apply a fatigue risk management system**



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

For more information on the offered courses, please refer to the website: www.eagletrainingacademy.com.au

Eagle Training Academy is committed to providing current and accurate information for students to be able to make informed decisions about undertaking training. The organisation ensures the quality of the training and assessment in compliance with the Standards for RTOs 2025, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.

Student Guarantee

Eagle Training Academy guarantees to advise students of any changes to the services provided under the agreement within 7 days via email, including any changes of ownership.

The RTO guarantees that if, for whatever reason, the organisation is unable to deliver the agreed training for a student, it will make the necessary arrangements for the training to be delivered by another Registered Training Organisation.

The RTO is committed to providing accurate and accessible information to prospective and current students related to its services and the training products on its scope of registration.

The RTO does not guarantee the following:

- a student will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner that does not meet the requirements of Outcome Standards 1.1, 1.3 and 2.2, or
- a student will obtain a particular employment outcome where this is outside the control of the RTO.

Eagle Training Academy Team

Students may contact the RTO at 0415 030 095.

Student Support

Students completing a training program will be supported by Student Services. The RTO's knowledgeable team will work with you to help you achieve success in your chosen field.

Student Services can assist students through a variety of activities, which include but are not limited to:

- Assisting with logging in the Learning Management System (LMS) and with accessing the resources;
- Supporting flexible learning and processing extensions where applicable;
- Arranging contact between trainer/assessor and student where required; and
- Assisting students with finding and understanding their trainer's feedback.

Trainers

Your trainers are qualified industry professionals, ready to guide you through your learning. Their feedback and guidance will ensure that you are job-ready for your chosen industry.

All Eagle Training Academy trainers must follow the below requirements as outlined in the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 3.1-3.3 and Credential Policy Section 1.

Training and assessment are delivered by trainers and assessors who have:

1. have relevant credentials as specified by the Credential Policy
2. undertakes continuing professional development to maintain current skills and knowledge in training and assessment, including engaging and supporting VET students.
3. have industry competencies, skills and knowledge that are relevant to, and at least to the level of, the training product being delivered and/or assessed
4. maintain an understanding of current industry practices

Industry experts may also assist in training delivery and/or the assessment judgement, working alongside the trainer and/or assessor to conduct the training and/or assessment.

5. The RTO's training and assessment is delivered only by persons who have one of the following credentials:
 - *TAE40122 Certificate IV in Training and Assessment* or its successor,
 - *TAE40116 Certificate IV in Training and Assessment*,
 - *TAE40110 Certificate IV in Training and Assessment*,
 - A secondary teaching qualification and one of the following credentials:
 - *TAESS00011 Assessor Skill Set*, or
 - *TAESS00019 Assessor Skill Set* or its successor, or
 - *TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set* or its successor, or
 - A diploma or higher-level qualification in adult education or vocational education and training.
6. Where a person conducts assessment only, the RTO ensures that the person has one of the following credentials:
 - As above; or
 - *TAESS00019 Assessor Skill Set* or its successor,
 - *TAESS00011 Assessor Skill Set*,
 - *TAESS00001 Assessor Skill Set*,
7. Where a person may be actively working towards a training and assessment credential, provided that they:
 - are enrolled in and have commenced training in one of the following training and assessment credentials:
 - *TAE40122 Certificate IV in Training and Assessment* or its successor, or
 - *TAE50122 Diploma of Vocational Education and Training* or its successor, and
 - Are making satisfactory progress to enable the credential to be completed within two years of commencement

8. Where a person may deliver training and conduct assessment under direction, the RTO ensures that the person has one of the following credentials:
- TAESS00021 Facilitation Skill Set or its successor,
 - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor,
 - TAESS00030 Volunteer Trainer Delivery and Assessment Contribution Skill Set or its successor,
 - TAESS00029 Volunteer Trainer Delivery Skill Set or its successor,
 - TAESS00020 Workplace Trainer Skill Set or its successor,
 - TAESS00028 Work Skill Instructor Skill Set or its successor,
 - TAESS00022 Young Learner Delivery Skill Set or its successor,
 - TAESS00015 Enterprise Trainer and Assessor Skill Set
 - TAESS00003 Enterprise Trainer and Assessor Skill Set,
 - TAESS00008 Enterprise Trainer – Mentoring Skill Set,
 - TAESS00013 Enterprise Trainer – Mentoring Skill Set,
 - TAESS00007 Enterprise Trainer – Presenting Skill Set,
 - TAESS00014 Enterprise Trainer – Presenting Skill Set, or
 - A secondary teaching qualification.

The RTO also ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment, including competency-based training and assessment.

Student Selection

Eagle Training Academy recruits students in an ethical, fair, and responsible manner using various methods.

The RTO is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into a training program includes but is not limited to the following:

1. The VET student meets any pre-requisite qualifications or work experience
2. The VET student meets any age requirements that may be in place for a particular course.

Student enrolments are subject to the availability of places in the training program. This is based on the maximum number of participants who can be accommodated, type of course, learning structures, student needs, etc. The RTO shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Enrolment

Pre – Enrolment

Before enrolment confirmation, students must complete a Pre-Enrolment Assessment and submit required documents, including but not limited to:

- a) Pre-Enrolment Assessment Form (sent via email upon course enquiry)
- b) Necessary course requirements / pre-requisite requirements
- c) ID and supporting documents for processing and filing
- d) USI Number



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

Students are required to go through an initial pre-enrolment interview, where they will be asked to do tasks and answer questions to confirm sufficient computer skills, including knowledge to operate video-communication services, with the Eagle Training Academy trainer and/or assessor.

This pre-enrolment interview will be done via online platforms such as Zoom and Microsoft Teams.

While the organisation will endeavour to complete the enrolment process as quickly as possible, please allow up to 5 business days from confirmation of your payment for enrolment. Upon enrolment, students will receive via email course information and personalised logins.

Access to the Learning and Assessment Resources

The learning and assessment resources necessary to complete the selected course will be made available to the student before the start of the course.

Learning and assessment resources may be accessible through one of the following methods depending on which course you are enrolled in:

- Student online portal accessed with the student's personalised logins
- In-person through the initial classroom-based component of the course

Please contact Student Services if you need assistance with accessing the required learning and assessment resources for your course.

Students can request hard copies or additional copies of the resources at any time during their training period. These requests may incur a fee and shipping costs. Delivery will occur within 10 business days or longer, depending on the student's location.

Payment Terms

All fees and payment terms are available to students before and during enrolment through the enrolment form and course brochures. Students should refer to their enrolment form and course brochure for specific payment terms related to their chosen course.

Full Upfront Payment (Short Courses):

For short courses, full payment is required upfront prior to the commencement of training. This ensures that students have secured their place in the course and have access to all necessary materials and resources.

Unique Student Identifier

An initiative of the Australian Government is the requirement for all students of Vocational Education and Training to supply a Unique Student Identifier number to their VET provider. Students will be assisted by Student Services to apply for and supply their USI if authorised by the student. The RTO can verify each USI before the issuance of any certification. All students should be aware that Eagle Training Academy and no VET provider can issue a certificate for a VET qualification without being supplied with a student's USI.

Exemptions to the USI requirements may apply, including for international students studying onshore and outside of Australia. For any student exempt from supplying a USI, completion results and records will not be available through the Commonwealth Registrar. The RTO can use the following links to search for or create USIs (ONLY with student permission):



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

- <http://usi.gov.au/Pages/default.aspx>
- <https://portal.usi.gov.au/org/>

Visa Requirements

Eagle Training Academy is not a registered CRICOS provider. It is the student's obligation to advise us of their visa requirements. Students should contact the appropriate Government Department regarding their visa conditions and restrictions.

Transfer to Another Course

Clients who wish to transfer to another course offered by Eagle Training Academy must submit their request in writing within 28 days from enrolment application date and/or within 7 days prior commencement of training.

Transfer approvals are subject to course availability. No refund is applicable where a student chooses to transfer to another course of lesser value. Workshop components of a course cannot be transferred to another course enrolment, for courses with workshop components.

The original course end date is transferred to the new course, and if the student wishes to extend the new course beyond the original course enrolment expiry, extension fees will be payable in accordance with Eagle Training Academy's extension fees.

Upon transferring to another course, a student relinquishes their enrolment in the original course.



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

STUDYING AT Eagle Training Academy

Eagle Training Academy conducts training courses to suit student needs, course types, and learning styles. The following student guidelines will help foster a healthy learning environment for all students.

Student Support

Eagle Training Academy acknowledges the importance of supporting students in achieving successful outcomes. Student Services is ready to assist you with any questions you may have Monday to Friday, 8am - 5pm. Our Trainers are also available to offer guidance via phone and email. Help and support are just a phone call away:

Email: info@eagletrainingacademy.com.au

Contact number: 0415 030 095

The RTO conducts an assessment of needs as part of the pre-enrolment process and throughout the duration of the course. In such cases, the RTO will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed.

Student support may include but is not limited to any disability or impairment that restricts access and equity, as well as computer literacy, digital literacy or English language, literacy and numeracy (LLN) information obtained from VET students prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;
- equipment, resources and/or programs to increase access for VET students with disabilities and other students in accordance with access and equity;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace;
- wellbeing services;
- reasonable adjustments for any disability or impairment, and
- any other services that the RTO considers necessary to support VET students to achieve competency.

Where appropriate, Eagle Training Academy will seek external assistance to ensure additional support services are available. You will be informed in case additional costs may be incurred to arrange access to external additional support services.

Language/Literacy and Numeracy



RTO #45690 | ABN 63 639 826 814

Eagle Training Academy makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

During the enrolment process, all students complete a brief non-invasive language, literacy and numeracy assessment for the RTO to identify any issues that may need to be addressed prior to the commencement of training. Strategies to address these issues will be negotiated with students and may include adjusting learning and assessment modes and methods.

The RTO will provide materials, resources and assessment tasks at a level of complexity required and also provide opportunities for repeated and supported practice.

Where can I get help with language, literacy and numeracy?

Individuals who want to get help with their literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506.

What is the Reading Writing Hotline?

The Reading Writing Hotline is funded by the Australian Government Department of Education, Science and Training. The project is managed by TAFE NSW - Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy.

What happens when I call the Hotline?

You will speak to an experienced adult literacy teacher who will advise you on ways you can access classes in your local area to improve reading, writing, spelling and maths skills. The information you give about yourself is confidential and will not be given to anyone else.

When can I call the Hotline?

You can call the Hotline at any time. If a teacher is unavailable to take your call, your name and number will be taken by the hotline paging service, and your call will be returned.

Flexible Learning and Assessment

Eagle Training Academy will develop a unique training plan for each student to assist with time management and fitting studying around your work and life commitments.

If you've already completed a qualification, it may be possible to apply for credit transfer and/or recognition of prior learning (RPL) as long as sufficient and current evidence is provided as required. To learn more about credit transfer and recognition of prior learning please refer to the RPL and Credit Transfer Policy located in the Course Information section of the handbook.

For further information on how to apply for credit transfer and RPL, you can contact Student Services.

Assessment Requirements

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you may discuss it with your trainer/assessor well in advance of the due date. This way, the trainer/assessor may be able to provide support or grant additional time. Please note there may be conditions to gaining an extension.

Students are advised to keep a copy of their assessments prior to submission. Eagle Training Academy does not accept responsibility for lost assessment tasks.

Please note: Students will have to complete assessment tasks again if their work goes missing, and therefore, it is important to keep a copy of their original assessment tasks.

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

Eagle Training Academy regards the integrity of assessment as critical to our professional responsibilities as an RTO and, therefore, strives to ensure the assessment processes are not compromised. The RTO has policies and procedures in place for dealing with assessment malpractice.

What is cheating?

Cheating within the context of the study environment means dishonestly presenting an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating are:

- Submitting someone else's work as your own whether you have that person's consent or not.
- Submitting another author's work as your own without proper acknowledgement of the author.
- To allow someone else to submit your own work as theirs.
- To use any part of someone else's work without the proper acknowledgement.

There are other forms of cheating not contained in this list. These are merely given as examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your trainer prior to submitting your assessment work.

What is Collusion?

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have the opportunity to copy your work.

What is Plagiarism?

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however is not limited to copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, websites and computer programs.

What are the Penalties for Plagiarism or Cheating?

If a trainer suspects that you are cheating, they will investigate further to gather evidence supporting their suspicion. This may involve reviewing learning resources, conducting online searches, and comparing previous or current students' work. If sufficient evidence is found, the trainer will report their concerns to the Training Manager. From there, the following process will be followed:

1. The RTO assessor will contact you in writing, outlining their concerns with your submitted work.
2. You will then have an opportunity to respond to any allegations of cheating or plagiarism.
3. If the Training Manager's investigation confirms that you have engaged in cheating or plagiarism you will be advised of one of the following consequences:
 - If it is determined that your offence committed is minor or unintentional, you will be asked to resubmit your work and be given a formal warning in writing by our Training Manager OR
 - If it is determined that your offence committed is of a serious and intentional nature you will be un-enrolled in that unit immediately and have to re-enrol if you wish to complete that unit. Your result for that unit will be recorded as Not Competent. A cheating/plagiarism note will also be recorded against your student file. Notification of any such decision will be made in writing by our Training Manager.
4. If the conduct is repeated or if the initial conduct is of a very serious nature (as determined by our Training Manager), such as knowingly falsifying assessment evidence, the student's enrolment may be terminated. In cases of termination, all fees paid will be non-refundable.

What if I don't agree with the decision?

If you disagree with the decision or the penalty imposed, you are entitled to lodge an appeal in accordance with the Appeals Policy and Process. For more information, you may refer to the Complaints and Appeals section of the Student Handbook.

How do I avoid Plagiarism or Cheating?

Students are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.

Code of Conduct

All Eagle Training Academy participants are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breach of discipline will result in the participant being given a 'written warning.' Further breach will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment. Where a breach is deemed as of a serious nature, as determined by the Training Manager, the student's enrolment may be terminated. In instances of dismissal and termination of enrolment, all fees paid will be non-refundable.

Personal interaction such as staff-to-student and student-to-student, is expected to be respectful. An aggressive manner or degrading and abusive language will be considered contrary to the Code of Conduct and a breach of discipline. Following are further instances of breaches to the Code of Conduct.

Discrimination

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Sexual orientation
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National origin

Harassment

Harassment is any behaviour that is unwelcome, offends, humiliates or intimidates the person being harassed. Eagle Training Academy does not tolerate harassment. Disciplinary action will be taken against any employee or student involved in such behaviour. From a staff perspective, this may include termination of employment. From a student perspective, enrolment may be terminated, and all fees paid will be non-refundable.

Examples of verbal harassment

- Racist comments or jokes.
- Spreading rumours.
- Comments or jokes about a person's disability, pregnancy, sexuality, age, religion etc.
- Threats, insults or abuse.
- Offensive obscene language.

Physical Assault/Abuse

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm. Physical abuse will not be tolerated, and instances of physical abuse will result in instant termination of the student's enrolment.

Some examples of physical abuse include:

- Striking
- Punching
- Pushing, pulling
- Slapping
- Striking with an object
- Excessive pinching on the body
- Kicking
- Tripping
- Kneeing
- Strangling
- Head-butting



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

- Placing in stress positions (tied or otherwise forced)
- Cutting or otherwise exposing somebody to something sharp
- Throwing or shooting a projectile
- Blinding a person or causing impairment of sight.
- Biting
- Eye poking

Change of Personal Details

Students are required to ensure their personal details that are recorded with Eagle Training Academy are always up to date. Students must inform Student Services of any changes in personal details immediately in writing. If the student has an applicable loan and/or financial arrangement, it is the student's direct responsibility to notify the financial service provider (e.g. Debit Success) of any change in personal details that may adversely affect payment arrangements.

All certification documentation will be sent to the email address and posted to the mailing address provided by the student.

Evaluation and Feedback

As a matter of quality assurance and continuous improvement, Eagle Training Academy relies heavily on the feedback from students. The RTO requires all students to complete various feedback and evaluation forms.

At the end of the training, students will be asked to provide feedback by completing a Learner Questionnaire and Course Feedback Form. The Learner Questionnaires may also be emailed to a student. Participation in the survey is highly valued but voluntary. The RTO will fully protect the student's anonymity and the confidentiality of the student's response within the limits of the law.

Making the Most of your Training

It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your own learning and successful completion, the RTO encourages you to do the following:

1. Attend all training sessions and complete all required reading and learning activities;
2. Prepare well in advance of each training session;
3. Be a willing participant;
4. Work with fellow VET students;
5. Respect other people's opinions;
6. Ensure you have a clear understanding of the assessment requirements;
7. Take responsibility for the quality of evidence that you submit to your assessor;
8. Keep track of your progress;
9. Complete and submit all assessments on time, tasks using clear and concise language;
10. Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

COURSE INFORMATION

All training programs Eagle Training Academy provides are registered under nationally endorsed training packages. These training programs are competency-based, which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Training Programs

The specific skills and knowledge required for particular activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in training packages. These can be viewed at www.training.gov.au.

Competency Based Training

All programs delivered by Eagle Training Academy are assessed under the principles of Competency-Based Training. The aim of Competency-Based Training is to assess the student's ability to complete the activities in each unit.

The RTO will assess the student's ability (or competence) to carry out the activities in each unit of competency.

Competencies are normally expressed in terms of a unit of competency. For example, if you were working in a retail store, a unit of competency might include "use point of sale equipment." Competencies include the skills and tasks that are required in the workplace. When a student is being assessed on these activities, the student will be required to perform the activity to the level required in the workplace.

All assessment results are recorded in the Student Management System. Students have access to their assessment outcomes via the student portal or by request.

Certification documents are issued from the results recorded in our Student Management System.

Mode of Delivery

Eagle Training Academy provides flexible and student-centric training tailored to each student's needs. Eagle Training Academy's courses are offered through various modes to best accommodate the student's diverse requirements.

Eagle Training Academy offers courses through face to face, blended and online delivery. Please refer to relevant course brochures and website for course information/delivery options available.

Online Distance

The Online Distance mode of delivery is designed for students who prefer a remote learning environment, allowing them to study at their own pace from any location. In this mode, students receive comprehensive online access to:

- Course learning materials
- Assessment tools
- Student forums



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

- Additional resources

Students have the flexibility to progress through the material according to their schedules, making it ideal for those with work or family commitments.

Blended

The blended mode of delivery combines in-person classroom sessions with online components. The classroom sessions provide essential face-to-face instruction, while the online part offers flexibility for students to complete their coursework at their own pace. This approach provides the best of both worlds, with structured guidance and flexible learning.

Face-to-Face

Face-to-Face mode of delivery involves in-person training conducted at designated training centres or other approved locations. Students receive direct interaction with trainers and peers, fostering an environment conducive to learning through immediate feedback and support.

Please refer to the specific course brochures and our website for more information on the delivery options available for each program. Student services are available to answer any questions regarding our course offerings and mode of delivery.

Computer Specifications and Requirements

The software requirements to ensure the course materials are accessible are as follows:

- Latest versions of Word and Adobe Reader are required
- Some applications (videos) will require the latest version of Flash-Player
- The RTO recommends Google Chrome as an Internet Browser most compatible with the student portal.

The RTO recommends an internet speed of at least 5mpbs. You can check your internet speed with free speed checkers such as this [one](#). Slower connections may suffice for accessing your materials through Adobe Reader. However, you may experience quality and downloading issues with other multimedia resources. The RTO aims for maximum operational efficiency with its high-quality SMS; however, from time-to-time outages may occur, but these will be attended to as quickly as possible.

For Webinar-based Blended/Online courses in specific qualifications (please refer to website). There are important requirements to be able to participate in a Webinar-based course and these are as follows:

- Internet (Minimum 5 Mbps Downloads & 1.5 Mbps Uploads)
- Google Chrome Web Browser (available as free download)
- Latest Adobe Flash Player and Adobe Acrobat Reader
- Microsoft Word, PowerPoint, Excel 97 or later (equivalent)
- Webcam (optional)
- Headset with microphone (noise cancelling preferable)
- Comfortable seating at PC or Mac and suitable area for breaks

Evidence Requirements

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill

requirements, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms, and you will be required to present more than just one piece of evidence.

Assessment tools that the RTO will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

1. Specific assessment tasks set by your assessor
2. Observation reports
3. Certificates and awards
4. Examples of work completed or special projects
5. Current licenses
6. Position descriptions and performance reviews
7. Third party reports
8. Question responses
9. Tests

Your evidence must also demonstrate the following:

- That you can do the job or task to the required standard
- Understand why the job should be done in a particular way
- Handle unexpected issues or problems
- Work with others 'in a team'
- Do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- Know the workplace rules and procedures

Assessment

Assessment is defined as the process of collecting evidence and making judgements on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgement as to whether competency has been achieved.

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. To be marked as '**Competent**' (C), you must receive a '**Satisfactory**' (S) mark in *every* assessment task. You will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. You have to demonstrate that you can do the task safely and with confidence to the required industry standard as outlined in the Unit of Competency.

An assessment of '**Not Yet Satisfactory**' (NYS) is not a failing mark. It is simply a request for more information or further confirmation of the knowledge and skills required. Your trainer will provide feedback if you receive

this mark to guide your resubmission. You will be allowed to resubmit the assessment with the required rectifications or repeat the task until you achieve a **'Satisfactory' (S)** result. You will be given a limit of three (3) attempts.

Assessment, within competency-based approaches to learning, is criterion-referenced. This means it identifies an individual's achievements of defined outcomes rather than relating their performance to that of other VET students or trainees.

Assessment methods used may include:

- Demonstration.
- Observation.
- Work samples.
- Workbook activities.
- Oral presentations.
- Role plays or simulation.
- Projects

Principles of Assessment

There are four key principles that are a part of the assessment process:

Fairness	assessment accommodates the needs of the VET student, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary
Flexibility	assessment is appropriate to the context, training product and VET student, and assesses the VET student's skills and knowledge that are relevant to the training product, regardless of how or where the VET student has acquired those skills or that knowledge
Validity	assessment includes practical application components that enable the VET student to demonstrate the relevant skills and knowledge in a practical setting
Reliability	assessment evidence is interpreted consistently by assessors and the outcomes of assessment are comparable irrespective of which assessor is conducting the assessment

Rules of Evidence

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity	assessment evidence is adequate, such that the assessor can be reasonably assured that the VET student possesses the skills and knowledge described in the training product
Sufficiency	the quality, quantity and relevance of the assessment evidence enables the assessor to make an informed judgement of the VET student's competency in the skills and knowledge described in the training product
Authenticity	the assessor is assured that a VET student's assessment evidence is the original and genuine work of that VET student
Currency	the assessment evidence presented to the assessor documents and demonstrates the VET student's current skills and knowledge



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

Assessment Results

Eagle Training Academy provides assessment results to students as soon as possible. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable Adjustment

Students with disabilities or learning difficulties are encouraged to discuss with Eagle Training Academy any 'reasonable adjustment' to learning and assessment processes that they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and where reasonably practicable, such adjustments will be made. There may, however, be circumstances where it will not be reasonable or reasonably practicable for us to accommodate or where other adjustments may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment, you must communicate with your assessor and apply for an extension. Standard extension fees are as follows: **\$125 for each additional month** requested beyond the student's original course end date. No refund will be approved for any extension period not utilised.

Additional Submission and Support

Further submission attempts may be provided only at the discretion of Eagle Training Academy. This discretion will rely on the quality of previous submissions and the consideration of the study making progress through extra effort of the student to address the feedback required.

Should the assessment submissions be insufficient to gain competency OR if a discretionary attempt is not granted due to insufficient evidence of extra work, students will have the opportunity to purchase re-submissions/re-assessments for **\$600 per submission**. The student is advised to speak to a student support officer to assess the need for course extension and/or support services provided by the Eagle Training Academy.

Awards

Once a student has successfully completed all assessment requirements for their applicable course, the student will be issued with certification documentation.

Statement of Attainment will be emailed to the current email address and mailed to the current address noted in the Student Management System. The student should allow 30 calendar days from the date of completion of the course for the issuance of your award.

Certification documents can be re-issued to a student upon written request. Replacement certification documentation will incur a fee of **\$99 per request**.

See the Certificate Issuance Policy for more details.

Course Delivery

Eagle Training Academy ensures the following resources are in place:



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

- Trainer and assessor with appropriate qualifications and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

The training and assessment methods the RTO uses meet specific quality requirements and are chosen to best suit the unit of competency while considering the learning style of the student.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace-based training
- case studies.

Recognition of Prior Learning (RPL)

All students have the right to seek recognition of prior learning. This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified assessor without completing the training. Clear guidance on the RPL process, including eligibility and requirements, can be found in the RPL and Credit Transfer Policy and Procedure.

Eagle Training Academy believes that no student should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course. All RPL assessments must align with Eagle Training Academy's assessment system and comply with the Principles of Assessment and Rules of Evidence.

The RTO aims to maximise the recognition of a student's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study. Students who consider they already possess the competencies identified in all or part of any course/qualification the RTO offers may seek recognition.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard, you need to contact Student Services, who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal/informal training;
- work experience; and/or
- life experience.

Recognition, therefore, determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how, where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note that the student must provide evidence and demonstrate their pre-existing competence to justify a claim for recognition and satisfy each requirement of the Unit(s) of Competency they're applying for.

Any documents that you provide to support your claim of competency must be originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and, if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, the RTO assessor will ensure that your submission meets the following criteria:

- Full requirements of the Unit(s) of Competency;
- Any regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in the industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgement.

The recognition process may include the necessity to demonstrate the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the student's workplace or within a training facility.

The RTO is committed to ensuring that all judgements made by your trainer against the same competency standards are consistent. Your trainer will examine the evidence that you present and then make a judgement on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your trainer will advise you of the outcome of your application for RPL and advise where gap training and/or assessment is required.

Credit Transfer

Eagle Training Academy recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). All students have the right to seek credit transfer for previously completed units of competency. Where a student has completed a unit/s of competency prior to enrolment that



RTO #45690 | ABN 63 639 826 814

is included in the RTO's scope, the student may apply for recognition. This may result in the student not having to complete the same unit of competency again. This is known as credit transfer. Clear guidance on the credit transfer process, including eligibility and requirements, can be found in the RPL and Credit Transfer Policy and Procedure.

Should you wish to seek a credit transfer, contact Students Services for a Credit Transfer Form. All credit transfer decisions will be formally documented, and students will receive written notification of the outcome, including reasons for the decision.

In cases where licencing or regulatory restrictions impact credit transfer eligibility, these restrictions will be acknowledged, and any rejections will be justified.

To ensure fairness and consistency, Eagle Training Academy has enhanced monitoring and continuous improvement mechanisms for its credit transfer processes.

See the RPL and Credit Transfer Policy for more details.



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

POLICIES AND PROCEDURES

Access and Equity

Eagle Training Academy is committed to ensuring that all students have equitable access to education and training in a safe, inclusive, and supportive learning environment. This policy ensures compliance with the Standards for RTOs (2025) and relevant Australian legislation by embedding inclusive practices across recruitment, training, assessment, and student support services.

Eagle Training Academy supports government policy initiatives and provides access to training for all those seeking to undertake it. Student selection criteria are non-discriminatory, ensuring fair access to training, particularly for disadvantaged students.

Eagle Training Academy will take affirmative steps to remove barriers to participation, particularly for First Nations students, people with disabilities, culturally and linguistically diverse (CALD) students, neurodivergent students, and students from diverse socio-economic backgrounds. This includes implementing culturally safe, trauma-aware, and flexible learning practices to improve student retention and completion rates.

In addition, the RTO liaises with agencies and government departments to provide assistance in matters of language, literacy, and numeracy difficulties to further support student success.

Complaints and Appeals Policy

Complaints

Eagle Training Academy supports a student's right to lodge a complaint if they feel they have been treated unfairly. The organisation is committed to providing quality training and assessment services by fostering a fair, supporting and transparent environment where complaints are effectively managed. Complaints are welcomed as a means of ensuring that the organisation identifies and overcomes problems faced by students and provides an opportunity to improve the business and the delivery of its training programs.

1. Before lodging a complaint, students are all encouraged to first attempt to resolve their issues informally. This can often lead to a quicker and more satisfactory resolution.
2. If you have a concern, please talk to your trainer or contact Student Services at 0415 030 095 or via info@eagletrainingacademy.com.au. They will work with you to try and resolve the issue promptly and informally.
3. If you are not satisfied with the outcome of the informal resolution process, you have the right to lodge a formal complaint.
4. Formal complaints must be submitted *in writing* and lodged through the Complaints Lodgement Form. You can access the form through the website or our staff.
5. Upon receipt of your formal complaint, the RTO will acknowledge it *in writing* with an email response within 5 working days. This will confirm that the RTO has received your formal complaint, and the Training Manager will outline the next steps in the resolution process.

6. The Training Manager will initiate a transparent and participative process to resolve your complaint. This may involve discussions with relevant parties, review of documentation, and other necessary steps to address the issue fairly.
7. Eagle Training Academy is committed to resolving formal complaints within 10 working days, where possible. You will be kept informed throughout the process and notified by the Training Manager in writing of the outcome via email.

Where the student remains unsatisfied with the outcome:

- The student has the right to request a review of the formal complaint by an independent party.
- The student will be responsible for the costs of the independent review.
- The organisation will cooperate fully with the independent review.
- The organisation will provide information about external escalation options, such as the National Training Complaints Hotline or the Training Ombudsman.
- Confidentiality is maintained throughout the process and complainants' data is periodically reviewed to identify trends and improvements.

Eagle Training Academy will aim to complete this complaints process as quickly as possible and within a total of 30 days. Where a complaint takes more than 60 days to be resolved, the RTO will advise and inform complainant in writing. Eagle Training Academy will keep the student informed of the progress of the complaint throughout the process.

Appeals

Eagle Training Academy support the rights of a student to lodge an appeal against any decision made by Eagle Training Academy and will not impair that right in any way. The organisation ensures all appeals are handled impartially by individuals who are not directly involved in the issue, ensuring procedural fairness.

Any student wishing to appeal a decision made by Eagle Training Academy should follow the steps outlined below.

1. Before lodging an appeal, students are encouraged to first attempt to resolve it informally by contacting the Training Manager at 0415 030 095 or info@eagletrainingacademy.com.au. This initial contact provides an opportunity to discuss the decision made by Eagle Training Academy, clarify any misunderstandings, and present any supporting evidence.
2. The student should clearly explain why they believe the decision made by Eagle Training Academy is incorrect and should provide evidence that supports their claim. The Training Manager will review the information and attempt to resolve the appeal informally.
3. If the student is still not satisfied with the outcome of the informal resolution process, they may submit a formal appeal in writing using our Appeals Lodgement Form on the website or to relevant staff.
4. Upon receipt of the formal appeal, our Training Manager will acknowledge the appeal within 5 working days in writing through an email response. The acknowledgment will confirm receipt of the appeal, provide a summary, and outline the next steps in the appeals process.
5. The Training Manager will initiate a fair and transparent process to review the formal appeal. This may involve:

- a. Re-examining Eagle Training Academy's original decision and the evidence provided by the student.
 - b. Consulting with relevant staff who were involved in the original decision made by Eagle Training Academy.
 - c. If necessary, engaging an independent and impartial reviewer to ensure fairness and objectivity.
6. The organisation is committed to resolving formal appeals within 30 working days where possible. The Training Manager will ensure that each step in the review process is conducted promptly and efficiently.
7. Once the review has been completed, the student will be advised by the Training Manager in writing of the outcome of their formal appeal. The written notification emailed to the student will include:
- a. The final decision regarding the formal appeal.
 - b. The reasons for the decision, including reference to the evidence and criteria used in Eagle Training Academy's decision-making process.
 - c. If applicable, information on any further actions to be taken.

If the student is still not satisfied with the outcome of the formal appeal, they can follow the process below:

- The student has the right to request a review of the appeal by an independent party.
- The student will be responsible for the costs of the independent review.
- Eagle Training Academy will cooperate fully with the independent review.
- Eagle Training Academy will provide information on external appeal options, such as relevant regulatory bodies.

Eagle Training Academy will aim to complete this appeal process as quickly as possible and within a total of 30 days. Where an appeal will take more than 60 days to be resolved, the RTO will advise and inform the appellant in writing. The organisation will also periodically review appeals data to identify trends and make necessary improvements.

See the Complaints and Appeals Policy and Procedure for more details.

Transition of Superseded Courses

The nationally recognised training courses Company delivers may be superseded by a new training product. If the Jobs and Skills Council (JSC) deems the new product equivalent, Company's scope is updated automatically.

If the replacement product is not equivalent, Company must apply for scope addition and receive approval before enrolling or transitioning VET students.

Students will be transitioned to the updated course as soon as practicable and no later than 12 months from the qualification's publication on the national register. After this period, the VET Regulator will remove the superseded product from Company's scope, and:

- No enrolments or training in the superseded product can occur.
- No qualifications/statements of attainment can be issued, except for reprints.

VET students must either:

- Complete their training within a reasonable timeframe (case-by-case basis), OR



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

- Transition to the replacement qualification.

**JSCs may recommend adjustments to transition timelines due to safety risks or licensing requirements.*

Transition fees, if applicable, will be advised.

Student Records

All student records are subject to the RTO's Privacy Policy and RTO Reporting and Records Management Policy. However, students may reasonably access their files by notifying the organisation. The management will endeavour to give students prompt access to their own files where reasonable notice is given.

Eagle Training Academy will provide students with timely access to their participation and progress throughout the training course.

Procedure

1. Students are able to view their grades, trainer feedback and the list of completed units via the student Portal. For any other requests on their course progress students are to contact student support by info@eagletrainingacademy.com.au. Students must list their full name, date of birth, address, course enrolled and Student ID.
2. Alternatively, students can send a written request to: 204-212 Fern Rd, Munruben, QLD 4125 .
3. Students will receive notification that the request has been received, and the RTO may contact them to obtain further information.
4. The RTO will then issue a letter of confirmation outlining student results for the course within 7 working days of receiving the request. Students will receive this information by email.

Record Keeping Policy for Assignments and Student Information

Eagle Training Academy has effective administrative and records management procedures to ensure student data is securely maintained. Enrolments, student records, qualifications, and Statements of Attainment are entered into the Student Management System (SMS/LMS) and archived electronically for at least 30 years. These records will remain accessible and, in the event of RTO closure, will be forwarded to a suitable site. All organisational documents and emails are stored on a secure system network (server) with regular backups.

Assessment results are recorded in the SMS/LMS and stored in the student's training file. Physical assessment paperwork is secured in a lockable cabinet for two years before being archived. Electronic copies are retained in the SMS/LMS for at least two years after a student ceases enrolment. The organisation also maintains secure records of course payment receipts, enrolment confirmations, and financial transactions, which are available upon request.

The organisation ensures all essential student data is securely stored, including course progress, attendance, provider transfer requests, complaints, appeals, course credit, deferrals, enrolment variations, and assessment outcomes. Personal details, including current residential address, contact details, and tuition payments, are also recorded in accordance with the Privacy Policy. Copies of written agreements and outstanding fees are securely maintained, along with details on fees for student record access.



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

Fee Payment and Refund Policy

Eagle Training Academy has developed a fair and equitable process for determining course fees, refunds and payment options. Please refer to the individual course brochures or our website for the course fees.

You must advise the RTO of cancellation in writing or by email. A non-refundable administration fee of **\$99**, will be subtracted from any refund granted under the terms and conditions outlined in this policy.

No refund is provided for cancellations outside of the refund period, though some cases may be considered, subject to the management's discretion. In the case of online learning, training and assessment are deemed to have commenced once the student has been issued a username and login, and these have been used to access the online material.

Cancellation and Refunds

Eagle Training Academy has a refund period whereby refunds are allowed for any reason, including change of mind, known as the 'Refund Period.' No refunds will be issued for cancellations outside of the refund period.

The 'refund period' is defined as **14** calendar days from the date the student has been 'officially enrolled'—this means all pre-enrolment and enrolment steps have been completed, and the student is deemed suitable for the course.

If you do not notify Eagle Training Academy in writing within the refund period, you will not be eligible for a refund. All refunds will be paid to the person or the organisation that originally paid the fees. Refunds will be paid within four calendar weeks of the date the request is received.

If you wish to terminate your studies before the completion of your course, you must first complete a Refund Request Form, available on the website and Student Services. In cases where fee payment instalments have been negotiated, you will still be liable to pay any and all outstanding fees to Eagle Training Academy before the termination of enrolment. 'Outstanding fees' refer to all due payments for training and/or assessment services rendered by Eagle Training Academy to the student before withdrawal of training is officially approved. Eagle Training Academy reserves the right to pursue recovery of any and all fees owed by any and all means legally allowable.

For refund applications within the refund period, the Refund Request Form must be received by Eagle Training Academy, within the refund period. A refund of the course fee, less the applicable administration fees, will only be issued if all the above criteria have been met and the student has no previous outstanding monies with Eagle Training Academy.

This refund policy does not remove your right to take further action under Australia's consumer protection laws and [Cooling-off period](#).

Special Consideration

The RTO understands that some students may experience prolonged difficulties that may impact their ability to complete their course or a significant disadvantage as a result of a course change due to updates in the training packages that may not be addressed by:

- Extending the maximum duration of your course



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

- Providing additional learning support services
- Facilitating your Transfer to a different course; or
- Providing you with the option to complete an older version of the course (subject to availability and compliance with relevant regulations)

In such cases, students should apply for special consideration via email.

Eagle Training Academy may grant special consideration in circumstances where:

- you are up to date with all course fees; and submit a special consideration request via email, including the relevant sections completed by a medical doctor (where applicable) and any other requested additional supporting documentation
- you have applied for and been granted a course deferral, and the circumstances under which you were granted a course deferral are continuing and serious circumstances which will materially affect your ability to continue with your course; or
- there has been a material change to your course resulting in material disadvantage to you which cannot be addressed as mentioned above.

If special consideration is granted, Eagle Training Academy may agree to:

- an extension of the duration of the course;
- provide you with additional support services;
- release you from the payment of future instalments; and/or
- grant a pro-rata refund of the Course Fees (considering the portion of the course that has been completed and the costs associated with the provision of learning materials).

Without limitation, special consideration will not be given if:

- you change jobs;
- your work hours change;
- you move address (including interstate or international moves);
- your course changes as a result of a regulatory change governing Eagle Training Academy;
- you find the course more difficult, time-consuming or stressful than you had expected; or
- you are made redundant, retrenched, or otherwise resign from, terminate your employment, or have your employment terminated.

Exceptions

In the unlikely event that Eagle Training Academy is unable to deliver your course in full:

- you will be offered a refund for the part of your course that has not been assessed
- The refund will be paid to you within two weeks of the date on which the course ceased being provided
- Alternatively, you may be offered enrolment in a suitable alternative course at no additional cost to you. You have the right to choose whether you would prefer a refund for the part of your course that has not been assessed or to accept a place in another course.

Privacy Policy

Eagle Training Academy will follow the Australian Privacy Principles of the Commonwealth Privacy Act 1988 in the management of all student and staff information, however, allowing access to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing Eagle Training Academy's operations as an RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that the organisation collects, holds, uses and discloses;
- outline the RTO's personal information handling systems and practices;
- enhance the transparency of the management of personal information;
- explain the RTO's authority to collect personal information, why the RTO may hold it, how it is used and how it is protected;
- notify whether the organisation is likely to disclose personal information and, if so, to whom;
- provide information on how personal information can be accessed, correct it if necessary and complain if you believe it has been wrongly collected or inappropriately handled.

See the Privacy Policy for more details.

Workplace Health and Safety (WHS)

Eagle Training Academy is committed to providing a safe and healthy learning and work environment. The safety of the organisation's students and staff is of primary importance in all its activities and operations. The RTO is committed to implementing, maintaining and continuously improving work health and safety in all of its facilities and operations.

The RTO encourages all persons to regard accident prevention and safety as a collective and individual responsibility.

The RTO recognises its responsibility under the Workplace Health and Safety and related regulations. The CEO has the responsibility for ensuring the health and safety of staff, students, contractors and visitors. This includes:

1. provide and maintain safe plant, equipment and systems of work.
2. provide, monitor and maintain systems for safe use, handling, storage and transportation of plant, equipment and substances.
3. maintain the workplace in a safe and healthy condition.
4. provide adequate facilities to protect the welfare of all employees.
5. provide information, training and supervision for all staff and contractors, helping them to integrate WHS into their work areas and roles.
6. provide information, where relevant, to students, allowing them to learn in a safe manner.
7. check WHS system compliance via ongoing auditing.
8. integrate continuous improvement into WHS performance.

Infection Control

Eagle Training Academy is committed to preventing, managing, and controlling healthcare-associated infections to ensure the health and safety of students, staff, and visitors. Providing and maintaining a safe, clean, and



RTO #45690 | ABN 63 639 826 814

healthy training environment is a priority, and all individuals must take the necessary precautions to prevent the spread of infectious diseases.

The organisation encourages all persons to view infection prevention and control as both a collective and individual responsibility.

The RTO recognises its responsibility under federal and state health regulations and is committed to implementing, maintaining, and continuously improving infection control measures. This includes:

- Following standard and additional precautions for infection prevention and control.
- Ensuring all infection control procedures and updates are communicated to staff, contractors, third-party partners, and students.
- Identifying infection hazards, assessing risks, and implementing control measures in compliance with federal and state requirements.
- Following strict protocols for managing risks, including maintaining a clean environment to minimise contamination.
- Conducting contact tracing when an infection is confirmed.



Eagle Training Academy

RTO #45690 | ABN 63 639 826 814

VERSION CONTROL

Version Control Table					
Date	Summary of Modifications	Modified by	Version	Date of Implementation	Next Review Date
19/02/2026	Document creation	Eagle Training Academy	v. 1.0	19/02/2026	20/02/2027
17/04/2026	Post-ASQA Audit	Eagle Training Academy	v. 1.1	17/04/2026	17/04/2027

RTO INFORMATION

RTO INFORMATION	
Document Name	Student Handbook v1.1
RTO/Company Name	Eagle Training Academy
ABN	63 639 826 814
RTO Code	#45690
Phone	0415 030 095
Email	info@eagletrainingacademy.com.au
Manager	Training Manager
Website	www.eagletrainingacademy.com.au
Address	204-212 Fern Rd, Munruben, QLD 4125