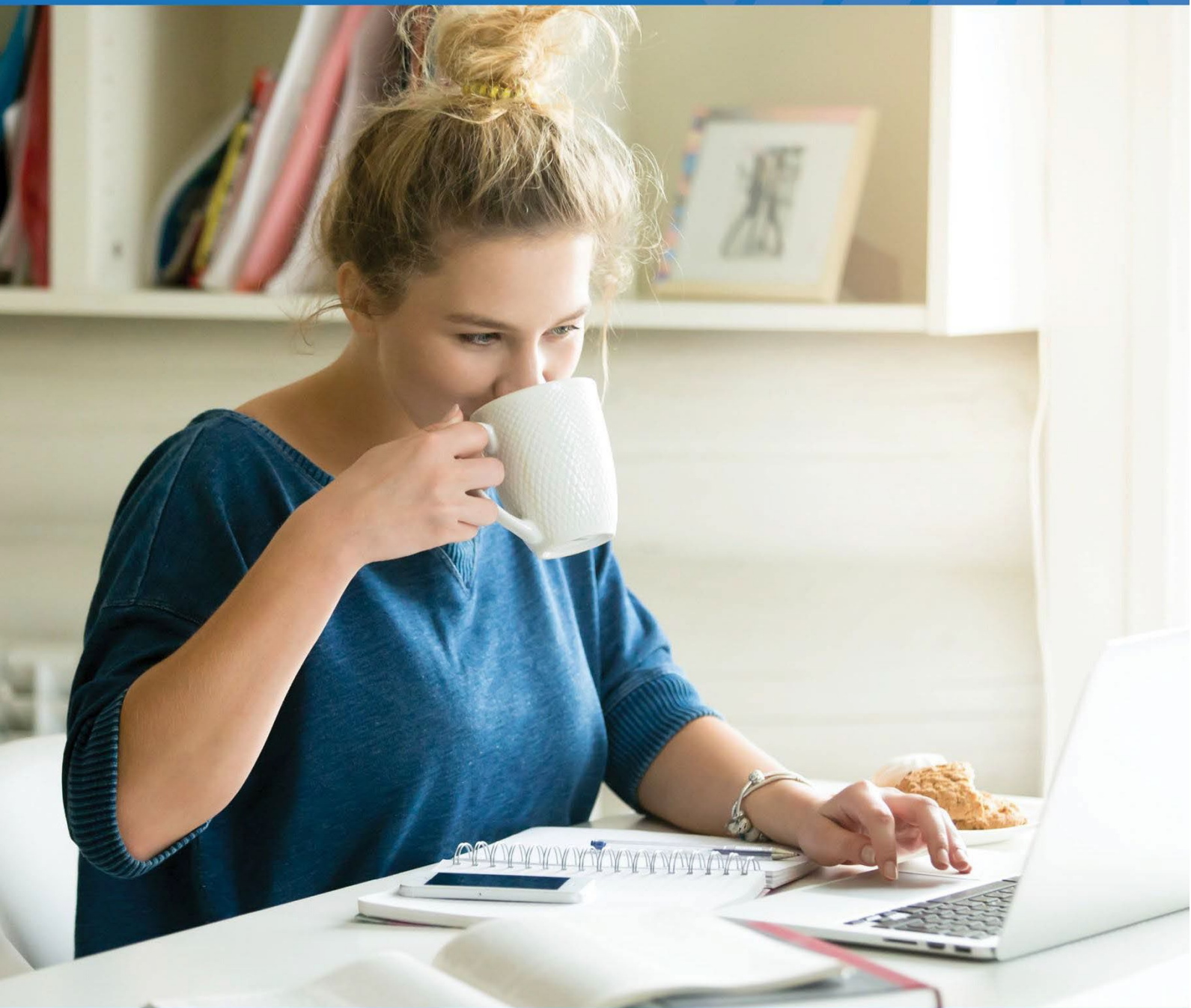


STUDENT HANDBOOK





ACKNOWLEDGEMENT OF TRADITIONAL CUSTODIANS

Look Now Training and Peak College acknowledge the Traditional Custodians of the land on which we work and live and recognise their continuing connection to land, water and culture. We pay respect to Elders past, present and those who will follow in the future as the holders of memories, traditions and culture

Welcome

Welcome to Look Now Training and Peak College

On behalf of the entire team at Look Now Training, we extend a warm and sincere welcome to you.

To support your journey and help you get the most out of your studies, we provide this **Student Handbook**. It outlines how our organisation operates and includes key information relevant to your training. We encourage you to read it thoroughly, and should any part be unclear, please don't hesitate to speak with your trainer—they're here to help.

Please take time to review the handbook and sign the **Acknowledgement Form** confirming you have read and understood its contents.

Our trainers are committed to keeping students updated about any changes to relevant legislation or Look Now Training policies. Any updates that affect your studies or learning environment will be communicated by email to all currently enrolled students. To ensure you receive important information without delay, please keep us informed of any changes to your contact details.

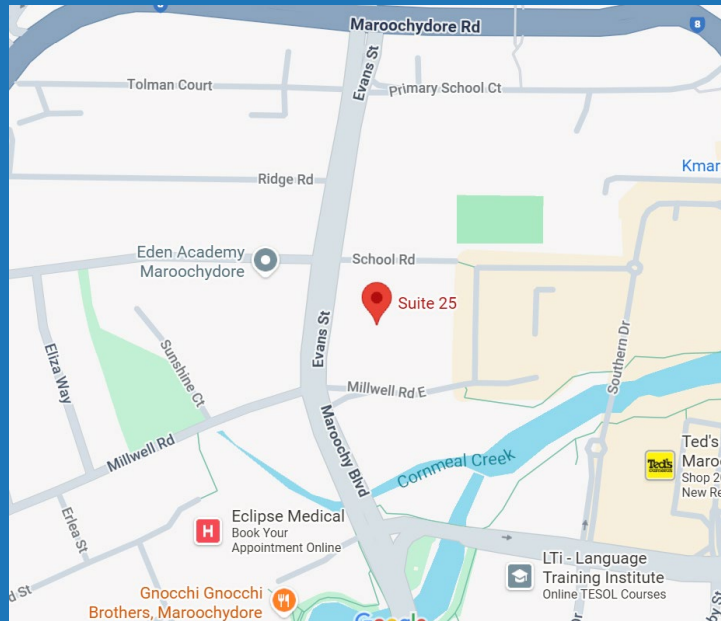
At Look Now Training, our staff are here to support you. Whether you have questions, concerns, or need assistance with your learning, we encourage open communication and are always happy to help.

We hope your time with us is both enriching and enjoyable, and that the skills you gain will serve you well in your chosen career path.

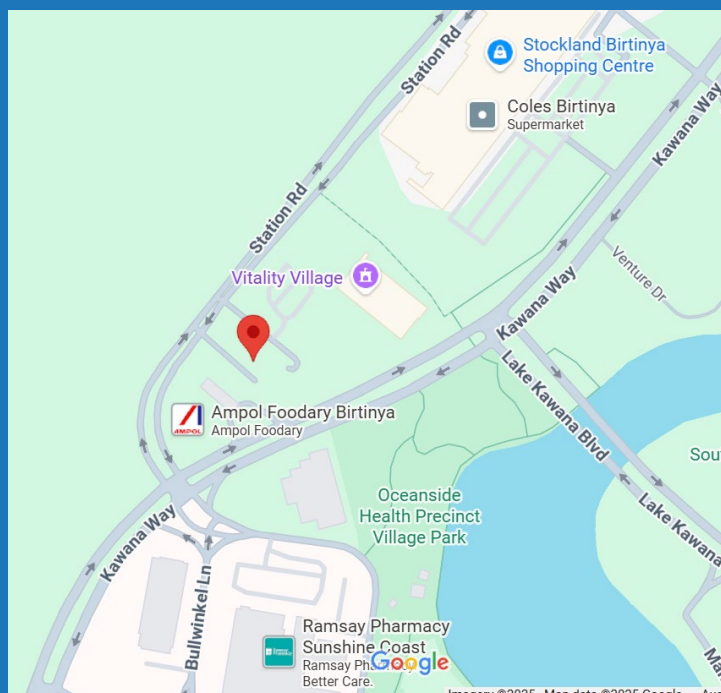
Warm regards, **The Management Team Look Now Training**

Find us at our locations:

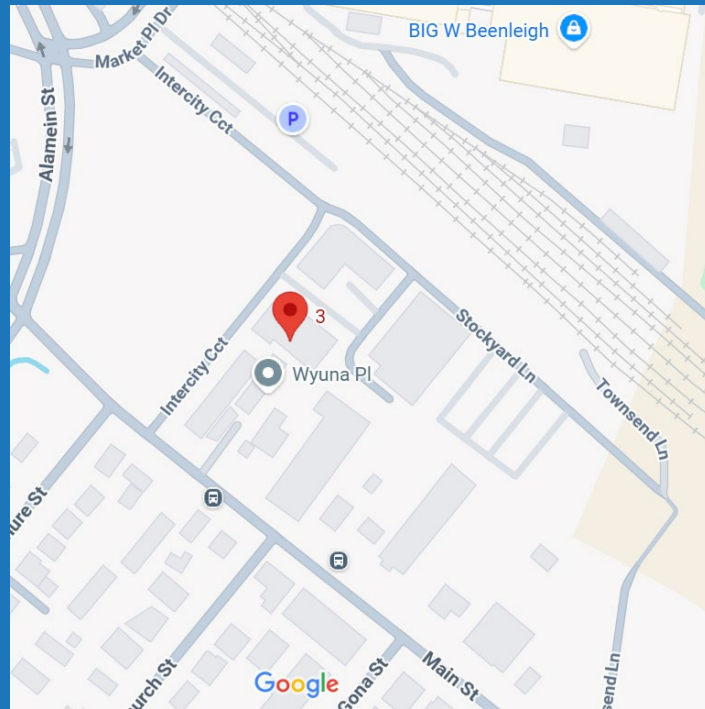
Suite 25, 27 Evans Street, Maroochydore Qld 4558



5 Discovery Court, Birtinya Qld 4575



3/ 12 Intercity Circuit, Beenleigh QLD 4207



1/196 Alma St Rockhampton City QLD 4700

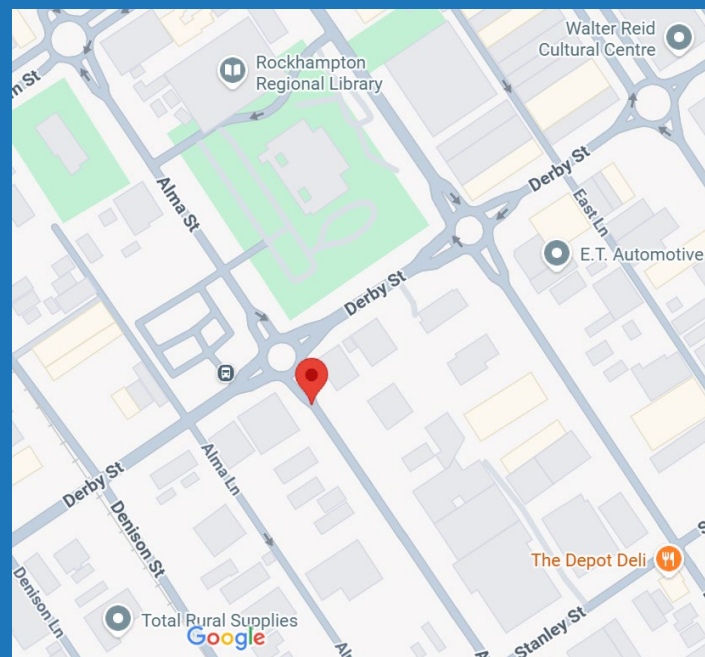


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Purpose of the Student Handbook

This handbook has been carefully developed to support individuals considering study with Look Now Training. It aims to clearly outline your rights and responsibilities as a student and ensure you are equipped with all the essential information needed to make informed decisions throughout your learning journey. If at any time you require clarification, assistance is readily available, and we encourage you to reach out.

Before commencing your course, we strongly recommend discussing your individual learning needs with your trainer or the team at Look Now Training. These conversations can help tailor your learning experience and provide access to the support services available. They also offer a valuable opportunity to share your existing skills, background, and goals so your training and assessment can be as relevant and personalised as possible.

Our mission is to empower Australians through quality education delivered in a professional, supportive, and compliant environment. We are dedicated to helping each student achieve vocational success and to playing an ongoing role in advancing Australia's leadership in training and development. At Look Now Training and Peak College, inclusiveness and accessibility are central to our approach and we strive to ensure that no student is unreasonably excluded from accessing our services.

As a registered training provider, we uphold the highest standards of ethical conduct. All activities are carried out with fairness, honesty, and transparency to ensure that our students receive genuine value. This includes our commitment to truthful marketing, responsible information sharing, and continuous improvement across all courses and service offerings.

While the information contained in this handbook is accurate at the time of publication, updates are made regularly. To ensure you have access to the most current version, please reach out to our Admin Teams at training@looknowtraining.edu.au or info@peakcollege.edu.au



Student Induction & Acknowledgement

Before completing and signing your enrolment form, it is essential that you have carefully read and understood the contents of this Student Handbook. If any information is unclear or if you require further explanation, please contact Look Now Training on **07 5434 9922** to speak with a member of our friendly team.

By finalising, signing, and submitting your enrolment form, you formally acknowledge that you have reviewed this handbook in full and understand the expectations outlined within.

To safeguard your learning experience, Look Now Training maintains strong governance across all aspects of its operations. The Chief Executive Officer is responsible for ensuring that the organisation complies with all regulatory requirements under the nationally endorsed frameworks governing vocational education and training.

Look Now Pty Ltd trades as Look Now Training and Peak College Australia– RTO #31827. We are a National Vocational Education and Training Regulator (NVR) Registered Training Organisation. We are registered with the NVR and the Australian Skills Quality Authority ([ASQA](#)) to deliver vocational education and training (VET) and issue nationally recognised qualifications.

This commitment ensures that your training meets rigorous standards for quality, relevance, and integrity. Look Now Training continuously reviews and improves its courses, systems, and services to uphold its standing as a trusted Registered Training Organisation.

Decisions made by our senior leadership team are guided not only by regulatory compliance but also by feedback from students, trainers, and broader industry stakeholders. We value your input and use it as a foundation for growth and continuous improvement.

For current details regarding course fees and payment options, please refer to the official [Look Now Training](#) and [Peak College](#) website, where pricing information is updated regularly.

Welcome to Look Now Training and Peak College

At Look Now Training and Peak College, we are proud to be a trusted Registered Training Organisation (RTO) dedicated to providing personalised support across all our nationally accredited training programs. Our deep understanding of local industry needs allows us to deliver training that prepares students for real employment outcomes, while empowering them with relevant skills for life.

What We Offer

We deliver training that is not only aligned with industry expectations but also responsive to the evolving needs of the communities we serve. Our programs are built to be practical, engaging, and relevant—designed to support employability and lifelong success.

Quality You Can Rely On

Our trainers and assessors work collaboratively with students to understand their learning goals and tailor the educational experience accordingly. You can rely on our team—across both training and student support—to provide guidance, encouragement, and expertise throughout your studies.

Real-World Experience

Our educators bring current, first-hand industry experience to the classroom. Each trainer holds nationally recognised qualifications and maintains strong professional connections within their field. Through ongoing professional development and active industry engagement, our staff ensure that course content remains current, meaningful, and impactful.

Passion for Learning and Outcomes

We are driven by a shared passion for Vocational Education and Training (VET) and the transformative outcomes it creates. Our trainers are committed to partnering with each student on their learning journey, helping them achieve their goals through dynamic, high-standard training.

Support Every Step of the Way

We believe that strong support systems underpin successful learning. At Look Now Training and Peak College, students have access to a comprehensive range of support services—from enrolment to graduation. Whether you need academic guidance or pastoral care, our team is here to ensure you're supported at every stage of your development.

Introduction

Course Accreditation and Completion Outcomes

Your enrolment in this course may lead to the attainment of a nationally recognised qualification. Upon successful completion of all training and assessment requirements, you will be issued with a Certificate. If you withdraw before fulfilling the entire qualification, you will receive a Statement of Attainment for any units you have successfully completed up to that point.

Course content, delivery, and assessment methodologies are aligned with nationally endorsed frameworks to ensure consistency, quality, and integrity across the vocational education and training sector. Independent regulatory bodies audit Registered Training Organisations (RTOs) to ensure ongoing compliance with these quality benchmarks, which promote high standards of education, learner support, and accountability.

These measures form the foundation of a robust and credible national training system that delivers outcomes tailored to industry needs and enhances learners' employment and further education pathways.

Commitment to Quality and Continuous Improvement

Look Now Training takes its responsibilities as an RTO seriously and continually works to uphold rigorous training and assessment standards. Feedback from students, trainers, and industry partners plays a vital role in shaping course delivery and ensuring it remains responsive, effective, and learner centered.

Throughout your training journey, you may be asked to complete feedback forms included in assessment booklets, submit course evaluations, or respond to post-completion surveys. These touchpoints allow Look Now Training to identify areas for enhancement—not only in terms of the quality of instruction and assessment but also in the broader support services provided to students.

Student Feedback Obligations

If you are receiving training under a funded program or government-supported entitlement, such as Career Start or Career Boost, you will be invited to complete a formal departmental survey within three months of concluding your training. Your participation in this process is essential in helping ensure the integrity, transparency, and value of publicly funded training outcomes.

Legislation and Organisation Procedures

Look Now Training and Peak College will do all within its power to adhere to all legislative requirements, especially those that may affect a student's learning such as:

- National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- QLD Further Education and Training Act (2014) ("FET Act 2014")
- Australian Qualification Framework 2013
- Access and Equity
- Alcohol and Other Drugs
- Privacy
- Work Health and Safety

National Vocational Education and Training Regulator Act 2011

National Vocational Education and Training Regulator Act 2011 was introduced and is regulated by The Australian Skills Quality Authority (ASQA) to provide a legislative foundation for flexible high- quality training for both now and in the future. The legislation has introduced better regulation of the apprenticeship and traineeship system and a more effective structure for providing advice on vocational education, training, and employment matters to the government.

The objectives of the National Vocational Education and Training Regulator Act 2011 are:

- To establish a system for the effective and efficient provision of high-quality vocational education and training to meet the immediate and future needs of industry and the community.
- To provide mechanisms for employees, employers, associations of employees or employers, and the community, to advise government on vocational education and training needs and priorities to meet those needs.
- To support the continued development of high-quality training by and within industry.
- To facilitate the provision of vocational education and training that is relevant to employment and encourages the generation of employment opportunities.
- To regulate the registration of training organisations within the State.
- To meet the State's obligations under national training arrangements about vocational education and training.



Student Code of Conduct

The Student Code of Conduct outlines the standards of behaviour and responsibilities expected of students enrolled with Look Now Training and Peak College. It is designed to foster a safe, respectful, and inclusive learning environment where all individuals can achieve their training goals.

Commitment to Learning

Students are expected to:

- Engage actively in their training and assessment activities.
- Take ownership of their progress and participate in scheduled learning sessions.
- Seek clarification and support whenever required.
- Respect timelines and meet agreed deadlines for assessments and participation.

Respectful Behaviour and Communication

Students must:

- Treat fellow students, trainers, assessors, and staff with courtesy and respect.
- Avoid disruptive behaviour or offensive language in all learning environments, including face-to-face, online, and workplace settings.
- Recognise and celebrate diversity by fostering an inclusive and culturally aware training environment.
- Communicate concerns constructively and responsibly through appropriate channels.

Compliance and Integrity

All students are expected to:

- Adhere to the policies, procedures, and conditions set by Look Now Training and Peak College.
- Uphold honesty and integrity in all forms of assessment and learning activities.
- Refrain from plagiarism, cheating, or any form of academic misconduct.
- Comply with legislative requirements affecting training (e.g. health and safety, privacy, anti-discrimination).

Use of College Resources

Students are responsible for:

- Using learning resources, facilities, and equipment appropriately, respectfully, and only for their intended purpose.
- Maintaining the confidentiality and security of systems, information, and fellow students' data.
- Not engaging in conduct that may damage, misuse, or disrupt the college's systems, reputation, or learning environment.

Attendance and Participation

Students must:

- Maintain regular attendance for scheduled learning activities and training placements.
- Notify their trainer or support staff of any absences or changes that may affect their learning.
- Engage in course requirements in a manner consistent with their enrolment and delivery mode (face-to-face, blended, or online).

Workplace-Based and Industry Training

Students undertaking vocational placements or workplace training must:

- Follow the host employer's policies and procedures.
- Demonstrate professionalism and respect in workplace settings.
- Adhere to site-specific safety instructions, confidentiality obligations, and codes of conduct.

Feedback and Continuous Improvement

Students are encouraged to:

- Provide timely and honest feedback via surveys, evaluation forms, and direct communication.
- Participate in quality assurance activities as required, including government-initiated surveys (for funded programs).
- Engage in respectful dialogue to support ongoing improvements in training delivery and student experience.

Breach of Conduct

Any breach of this Code may result in:

- Warnings, mediation, or formal investigations.
- Suspension from training activities or cancellation of enrolment, depending on severity.
- Referral to external authorities, where appropriate.

Look Now Training and Peak College will respond to misconduct promptly and fairly, ensuring all students are afforded procedural fairness and the opportunity to be heard.

Acknowledgement

By enrolling with Look Now Training and Peak College, students confirm they have read, understood, and agree to abide by this Code of Conduct.



Rights and Responsibilities of Students and Staff

Student Rights

All students enrolled with Look Now Training and Peak College are entitled to:

- Receive high-quality training and assessment services that recognise individual learning styles, prior knowledge, and support needs.
- Access fair, transparent information on courses—including fee structures, funding eligibility, and enrolment conditions—prior to enrolling.
- Participate in training free from discrimination or exclusion, regardless of personal background, identity, belief, or ability.
- Have previous qualifications, skills, and professional experience considered when determining training and assessment pathways.
- Be informed of course outcomes, expectations, and assessment tasks prior to the commencement of learning.
- Appeal decisions relating to assessments through a transparent review process.
- Achieve published learning outcomes when actively engaged in training and meeting course requirements.
- Learn in a clean, safe, and supportive environment that is free from bullying, harassment, or discrimination.
- Be taught by qualified, knowledgeable, and respectful trainers who conduct assessments ethically and equitably.
- Be treated with dignity and fairness by all staff and representatives of Look Now Training and Peak College.
- Expect responsible, transparent communication and ethical conduct across all service and promotional activity.
- Have personal records managed securely and in accordance with privacy legislation and organisational policies.
- Receive timely administrative support for matters including enrolment, payment, refunds, student surveys, and concessions.

Students are reminded that respectful behaviour is essential at all times. Trainers reserve the right to intervene should a student's behaviour compromise the safety, engagement, or integrity of the learning environment.

Student Responsibilities

Students enrolled with Look Now Training and Peak College are expected to:

- Provide accurate information during your Pre-Enrolment Assessment Interview. This is crucial to us being able to provide you with the necessary support you may require,
- Understand and accept the terms and conditions of enrolment prior to commencing training.
- Provide accurate personal information and notify the college of any changes to contact details within seven days.
- Pay course fees and provide necessary materials and documentation as required.
- Respect the rights, dignity, and safety of staff and peers across all learning and communication channels.
- Maintain regular attendance and punctuality to meet participation and learning requirements.
- Attend training drug-free and refrain from smoking in restricted areas or near others.
- Take responsibility for personal belongings while participating in training activities.
- Report any harassment, safety concerns, or incidents to their trainer or the Student Support Team immediately.
- Treat college property and resources with care and use equipment according to stated guidelines.



- Clarify questions about policies, procedures, or entitlements when unsure.
- Avoid all forms of misconduct, including bullying, cyber bullying, discrimination, harassment, or unlawful behaviour during any activity associated with Look Now Training and Peak College.
- Complete all learner survey requirements, especially if participating in subsidised programs such as Career Start or Career Boost initiatives.
- ASQA at times, may contact you in regard to your training experience. They may contact you via email or phone call.

Staff Responsibilities

All trainers and assessors engaged by Look Now Training and Peak College must:

- Hold the appropriate qualifications as per the [Credential Policy for RTOs 2025](#).
- Provide accurate information and guidance to students, consistent with [The Outcome Standards for RTOs 2025](#) and internal policy.
- Our staff will complete the mandatory Inclusions Micro-Credential course.
- Maintain accurate records of student attendance and report absences as per compliance guidelines.
- Deliver classes according to scheduled times and notify the organisation of any required adjustments promptly.
- Communicate increases in class sizes or changes in delivery needs to course coordinators for appropriate classroom allocation.
- Refrain from altering classroom allocations without prior authorisation.
- Keep Look Now Training informed of additional qualifications earned, including submission of certified copies for verification.

Induction & Fire Safety

During your course induction and at the commencement of training, your trainer will outline housekeeping responsibilities as well as fire and emergency evacuation procedures specific to your training venue. This information is essential and will be provided at the start of your course. If, for any reason, this information is not covered, please notify your trainer immediately, as its delivery is a mandatory part of the induction process.

Manual Handling

Manual Handling is always undertaken during class under supervision. Certain assessment tasks may require a degree of physical capability. However, students and assessors are advised not to lift or carry any items associated with training or assessment unless they do so willingly and are fully responsible for managing any risk of injury.

Individuals must never attempt to lift objects that exceed their physical limitations. When lifting is necessary, proper technique should always be used: bend at the knees, maintain a straight back, and avoid twisting the body.

If you have a history of back or mobility issues, refrain from lifting altogether. Instead, seek assistance from a colleague, trainer, or support staff member and please advise us during your Pre-Enrolment Assessment questions.

Your safety is paramount, and appropriate precautions should be always taken to minimise the risk of injury.

Privacy

Privacy and Personal Information

Look Now Training and Peak College Australia are committed to protecting your personal information in accordance with the **Privacy Act 1988**, the **Australian Privacy Principles (APPs)**, and the **VET Quality Framework**.

We collect personal and sensitive information to:

- Support your learning needs and course suitability.
- Deliver education and training services.
- Meet regulatory and reporting requirements.
- Improve our services and communications.

Information we collect may include:

- Personal details (e.g. name, date of birth, contact info).
- Education and employment history.
- Unique Student Identifier (USI), tax file number.
- Sensitive data (e.g. health, ethnicity, language needs) with your consent.

How we collect and store your information:

- Directly from you via enrolment forms and assessments.
- From third parties where legally permitted.
- Stored securely in electronic or physical formats.

Use and disclosure:

- Shared internally to support your training.
- Disclosed to authorised third parties and government agencies as required.
- Never shared without your consent unless required by law.

Retention:

- Personal records: duration of training + 7 years.
- Assessment evidence: 2 years.
- AQF documentation: 30 years.

Access and correction: You may request access to or correction of your personal information at any time by contacting our Compliance Officer. No fee applies unless copies are requested.

Privacy concerns or complaints:

Please direct any concerns in writing to:

RTO Manager

PO Box 5279, Maroochydore BC QLD 4558

Email: training@looknowtraining.edu.au

For full details, refer to our [Privacy Policy](#) available on our website.



Incident Reporting

All accidents must be promptly reported and documented using the official Incident Report Form. This form must be signed by the designated staff member responsible for overseeing the incident. Any actions taken in response to the accident must also be clearly recorded within the report. Please ask your trainer for an Incident Report Form for you to complete.

Change of enrolment details

Students are required to promptly notify Look Now Training of any changes to their name, residential address, or employment status that occur during the course of their studies. All updates must be submitted within **seven (7) days** of the change to ensure accurate records and effective communication.

Course Withdrawals

Students who wish to withdraw from their full-time or part-time course prior to completing the scheduled training period must provide formal notice of withdrawal in writing. Eligibility for any refund will be assessed in accordance with [Look Now Training and Peak College's Refund Policy](#).

Upon withdrawal, students will be issued a nationally recognised Statement of Attainment for any units in which they have been deemed competent at the time their enrolment concludes.

Feedback, complaints and appeals

Look Now Training and Peak College are committed to delivering high-quality education and maintaining respectful, responsive relationships with its students and stakeholders. As part of this commitment, we provide accessible channels for feedback, complaint resolution, and formal appeals. These processes are designed to uphold fairness, encourage continuous improvement, and ensure that all individuals feel safe and confident in communicating concerns without fear of negative consequences. Feedback and insights received through these channels are actively used to strengthen organisational performance and student outcomes.

Feedback and Complaints

Students and stakeholders can raise concerns about any aspect of our operations, including services delivered by third parties or representatives—by submitting feedback or complaints. These can be lodged via completing the form on the [Look Now Training](#) or [Peak College](#) Website.

- Submissions are received respectfully and without prejudice.
- No student is disadvantaged or penalised for raising concern.
- All feedback and complaints are acknowledged within **two business days**.
- All parties are offered the opportunity to be heard and to present relevant information.

The Complaints form is available for all students who are not satisfied with any aspect of their training journey, including the delivery of their assessment outcomes. Please refer to the [Look Now Training](#) website for further information and to download the complaints form.

Appeals

Students have the right to formally appeal decisions that negatively impact their training experience. This includes decisions regarding enrolment, assessment outcomes, credit transfer, recognition of prior learning, or progression.

- Appeals must be submitted in writing and are acknowledged within a reasonable timeframe.
- An impartial reviewer, not involved in the original decision, will oversee the process.
- Procedural fairness is upheld by all parties.
- If dissatisfied, students may request an independent review, which is offered at no or low cost.
- All appeal records are securely maintained and used to enhance future decision-making and support services.

Please use these links to access the Feedback, Complaints and Appeals Policy – [Look Now Training](#) and [Peak College](#) -



Competency Based Training and Assessment

At Look Now Training and Peak College, our training and assessment practices are guided by the principles of **Competency-Based Training (CBT)**. This approach focuses on what a student can demonstrably do at the conclusion of their training, rather than how, where, or when they acquired the skills or knowledge.

As long as a student can present authentic and quality evidence that clearly demonstrates the achievement of required competencies, the pathway they followed to reach that outcome—whether formal instruction, prior experience, or independent study—is secondary. Our priority is ensuring students meet nationally endorsed standards through performance-based demonstrations.

Assessment Standards and Commitment

All assessments conducted by Look Now Training and Peak College are aligned with nationally recognised guidelines and reflect the requirements set forth in the Training and Assessment Training Package. Each assessment is conducted within a structured competency-based framework and adheres to the following principles:

1. Competency-Based Assessment

All evaluation is performed within an approved competency-based system that ensures outcomes are consistent with the prescribed units and qualifications from the relevant National Training Packages.

2. Validity

Assessment methods must be valid. They are designed to directly measure what they claim to assess—whether it be a skill, knowledge area, or practical application—and are mapped accurately to the relevant competencies.

3. Reliability

Reliability is essential to maintaining consistency. Our assessments produce dependable results regardless of when or by whom they are conducted, ensuring fair interpretation across different contexts and student cohorts.

4. Fairness

We are committed to providing fair assessment processes that do not disadvantage any learner. Fairness is upheld through:

- Culturally and linguistically inclusive practices
- Transparency regarding criteria and expectations
- Opportunity for students to participate actively in the assessment process
- Availability of flexible arrangements for assessment timing and venue where necessary

5. Flexibility

Assessment methods are designed to accommodate individual student circumstances. Our trainers apply a range of strategies to suit different learning needs, including workplace observation, practical tasks, verbal questioning, and portfolio submission.

This competency-based framework ensures that students receive fair and rigorous opportunities to demonstrate capability and achieve recognised qualifications. It reflects our commitment to outcomes-based education and upholds the standards expected of a high-performing Registered Training Organisation.

Assessment Statement

At Look Now Training and Peak College, we are committed to delivering training and assessment services of the highest quality across all nationally recognised qualifications within our scope of registration. Our approach is supported by robust strategies for continuous improvement, ensuring that delivery and assessment practices remain responsive, consistent, and aligned with industry expectations.

All assessments are conducted in accordance with the **Principles of Assessment** and the **Rules of Evidence**, and are designed to ensure fair, reliable, and valid measurement of student competence. We maintain the integrity and security of our assessment tools and uphold nationally endorsed standards for skills recognition and regulatory compliance.

Students may be assessed using a combination of methods including, but not limited to:

- direct observation
- oral questioning
- case studies
- multiple-choice tasks
- written short answer activities
- project-based assignments

Prior to commencement of training, students will be informed of the specific assessment methodologies that will apply to their course or unit of study.

Look Now Training and Peak College provides access to reassessment opportunities and an appeals process where assessment outcomes are disputed. Additionally, we monitor and evaluate assessment delivery standards through regular and systematic feedback collection from students throughout their learning journey.

Re-assessment

Students who are deemed 'Not Satisfactory' for an assessment task, must be allowed two (2) further attempts. No additional fees will be charged. In addition to completing all tasks satisfactorily, students will also be required to demonstrate satisfactory foundation skills and abide by Look Now Training Policies.

Stage 1: Student deemed 'Not Satisfactory'

- Students who are deemed to be 'Not Satisfactory' are to be provided with information identifying the areas where they failed to achieve competency.
- Students can repeat the assessment task as soon as can be practically arranged, ideally, on the same day of the course.
- Where possible, the student will be reassessed on the day of the course. If the student is deemed 'Satisfactory' after the additional attempts, the final outcome of the assessment is captured as 'Competent'.

Stage 2: Student deemed 'Not Competent'

- Students who are deemed 'Not Satisfactory' after the additional two (2) attempts, the final outcome will be recorded as 'Not Competent', and the assessor must provide information identifying the areas in which they failed to achieve competency.
- If required, the student can access the LMS to view the tasks they were deemed to be satisfactory and 'Not Satisfactory'.

- The student should be re-enrolled in the course to undertake the required gap training and assessment. The training and assessment may include the complete knowledge and skills component of the course, or just the areas/topics where the student has demonstrated gaps in their knowledge.
- If a student is deemed satisfactory for the assessment tasks previously deemed 'Not Satisfactory' and all assessment requirements are met, the student must be marked as 'Competent'.

Our goal is to ensure that every student has a fair and supportive opportunity to demonstrate competency and achieve recognised outcomes.

Academic Misconduct

Look Now Training and Peak College Australia uphold the highest standards of academic integrity. Academic misconduct is a serious breach of policy and includes, but is not limited to:

- **Plagiarism** – presenting another person's work or ideas, including content generated by AI tools, as your own without proper acknowledgment.
- **Cheating** – using unauthorized materials, information, or devices during assessments.
- **Collusion** – collaborating with others on individual assessments without permission.
- **Fabrication** – falsifying data, results, or information in academic work.
- **Impersonation** – having someone else complete assessments or attend training on your behalf.
- **Misuse of AI tools** – using AI-generated content in assessments without disclosure or approval, or using AI to bypass learning and assessment requirements.

Students are expected to complete all work honestly and independently unless collaboration or the use of AI tools is explicitly permitted by their trainer or assessor. Breaches of academic integrity may result in disciplinary action, including suspension or cancellation of enrolment.

At Look Now Training and Peak College, we know that Artificial Intelligence (AI) tools—like ChatGPT, Copilot, Grammarly, and others—can be helpful for learning and researching. But when it comes to assessments, it's important that your work shows **your own understanding**, not something copied or written by AI.

AI can help you get ideas, check your grammar, and understand tricky terms—but it **must not** be used to write full answers for assignments or tasks. Submitting something created by AI without changing it or making it your own is not acceptable. We randomly use AI detection software to check for the incorrect use. If you are found to have copied directly from AI, your answer will be rejected and you will be given one more chance to

You CAN use AI to:

- Brainstorm or organise your thoughts
- Check spelling or grammar
- Understand concepts or look up definitions
- Support your research (like using a textbook or website)

You MUST NOT use AI to:

- Copy and paste full answers into your assignment
- Submit an essay or report written by AI
- Say things like "ChatGPT says... etc."
- Use AI to complete assessment tasks without rewriting and personalising your response

Every assessment you submit should be written in your own words, showing your understanding and using examples from your course or workplace. If you use AI, that's fine—but you need to reword the content and make it your own. Think of AI as a research assistant: helpful, but it doesn't do your homework.

Trainers will check that your work is authentic, and if something seems copied or not personalised, you may be asked to explain your answers or resubmit. There are no penalties for using AI appropriately—but **misusing it may be considered a breach of academic integrity**, and that's something we take seriously.

If you're unsure about what's allowed, just ask your trainer—they're here to help.

Recognition of Prior Learning (RPL) Access and Support

Recognition of Prior Learning (RPL) – What You Need to Know

If you've already got skills or experience from past work, training, or life, you might not need to study certain parts of your course again. At Look Now Training and Peak College, we give you the option to apply for Recognition of Prior Learning (RPL)—this means we review what you already know to help you move through your course faster.

We'll talk about RPL during your enrolment meeting and help you decide if it's right for you. If you're interested, we'll email you an RPL Application Kit along with the official steps and policies to guide you through the process.

It's important to start your RPL application at the beginning of your course—right after you enrol—so we can assess everything properly and make sure your past experience matches the requirements of your current qualification.

Credit Transfer (CT)

If you've already completed study somewhere else—like at another training organisation or university—you might not need to redo the same units at Look Now Training and Peak College. This is called **Credit Transfer**, and it means we'll recognise your past study and count it toward your current course.

We'll look at what you've previously completed and compare it with the course you're enrolling in. If it matches, you'll get credit for it. Just keep in mind: Credit Transfer is not the same as **Recognition of Prior Learning (RPL)**. RPL looks at your skills and experience; Credit Transfer looks specifically at completed courses and official certificates.

Here's how it works:

- During your enrolment meeting, we'll explain how Credit Transfer works and ask if you'd like to apply.
- If you say yes, we'll email you the application kit and policy documents.
- If we later find you're eligible through our internal check, we'll contact you and send the same information.
- To apply, you'll need to give us a copy of your qualification or Statement of Attainment showing you've already completed the unit/s.

Once you apply, we'll carefully review your documents to make sure they match our course standards. All decisions are made fairly, consistently, and in line with national training rules.

Pre-Enrolment Assessment

Before commencing training, all prospective students must complete a Pre-Enrolment Assessment. This process ensures that the chosen qualification aligns with the student's current skills, learning needs, and career goals.

The assessment helps us to:

- Identify any language, literacy, numeracy, or digital skills support required.
- Confirm that the course is suitable and achievable for the student.
- Determine eligibility for funded training programs and concessions.

Tailor the Individual Training Plan (ITP) to reflect the student's learning pathway.

Completion of the Pre-Enrolment Assessment is a mandatory step in the enrolment process and supports compliance with the Standards for RTOs 2025, ensuring students are set up for success from the outset.

Reasonable Adjustment

Getting Support with Assessments – Reasonable Adjustment

At Look Now Training and Peak College, we understand that every student learns differently, and sometimes you might need a bit of extra help with training or assessments. If you have a disability, learning difficulty, or any personal circumstance that affects how you learn, we'll work with you to make fair adjustments—this is called reasonable adjustment.

You can speak privately with your trainer or assessor if you're feeling unsure or need support. They'll talk with you about what might help, and together you'll agree on what adjustments can be made. These could include:

- Changing how information is delivered (like using visuals or larger text)
- Giving you extra support or resources
- Using technology that makes learning easier
- Making info available before you start or during your course

Any adjustments we make will be recorded so they're consistent—and they'll never affect the standard you need to meet. You'll still need to show you've got the right skills and knowledge for your qualification, but in a way that works for you.

Our goal is to make sure the assessment is:

- Fair, flexible, and based on the same rules for everyone
- Clear and based on enough evidence
- A true reflection of what you can do and what you know



Access to Student Training Records

Look Now Training and Peak College is committed to protecting your personal information in accordance with Commonwealth and Queensland privacy laws.

Access to your training records is strictly limited to:

- You, as the student, requesting your own records
- Third parties you've authorised in writing
- Look Now Training staff who need access as part of their role
- Officers from ASQA or their representatives for regulatory purposes
- Officers from DESBT or their representatives for contract and funding compliance
- Legal authorities where required by law (e.g. subpoenas, warrants, or evidence requests)

If you'd like to check your progress or request a copy of your records, simply contact us. We aim to respond within **three working days**. If there's a delay, we'll let you know and provide a revised timeframe.

Training Record Book – Apprentices and Trainees

If you're an apprentice or trainee, you'll receive a **Training Record Book** within **14 days** of your training plan being finalised. This book helps track your progress and shows evidence of your learning and workplace experience. Your responsibilities include:

- Keeping the book safe and up to date
- Recording your work activities regularly
- Showing the book to your employer, trainer, or department officer when asked
- Reviewing the units listed in your training plan
- Discussing your progress with your employer
- Signing off each unit once completed
- Taking the book with you if you change employers

Your trainer and employer will review the book at least **every three months** to make sure you're progressing and receiving the full range of workplace experience.

The book helps you:

Record tasks linked to each unit of competency

- Show what training you've completed
- Track your progress against your training plan
- Prepare for job applications
- Spot any gaps in your workplace learning
- Support wage progression based on competency

Once you complete a unit, it must be signed by:

- Your employer (confirming you meet workplace standards)
- You (confirming you're confident in your skills)
- Your trainer/assessor (confirming you've completed the off-the-job training)

Need More Info?

For more details about apprenticeships and traineeships, visit the QLD Department of Employment, Small Business and Training or call:

- **Department Info Line:** 1800 210 210
- **Australian Apprenticeship Support Network:** 133 873

Academic Progress

At Look Now Training and Peak College, students are expected to make steady progress toward achieving competency in all units of their course. This means actively participating in learning activities, completing online tasks, attending practical placements, and meeting all course requirements.

If you don't achieve competency on your first attempt, that's okay—your trainer will work with you to identify areas for improvement and provide support. You'll be given opportunities to resubmit your assessment and continue working toward success.

How We Monitor Progress

To ensure you're on track, your trainer will regularly monitor your engagement with course activities, including online learning and scheduled tasks. If you're falling behind or not meeting key milestones in your training plan, we'll take the following steps:

- **First Notice** – You'll receive a formal notification outlining what needs attention and how to get back on track.
- **Second Notice** – If no action is taken, a second notice will be issued and relevant stakeholders (such as a parent or guardian if you're under 18) will be informed.

These steps are part of our commitment to supporting your learning journey while meeting the quality and accountability standards required under the Skills Assure Supplier framework and the 2025 RTO Outcome Standards.

Unique Student Identifier (USI)

Your Unique Student Identifier (USI) – What It Is and Why You Need It

If you're studying a nationally recognised course in Australia—like the ones offered at Look Now Training and Peak College—you'll need a **Unique Student Identifier (USI)**. It's a special 10-character code made up of letters and numbers that acts like your personal education number for life.

Here's why it matters:

- Your USI keeps track of all your accredited training achievements in one secure online record.
- You'll need a verified USI before we can issue your official certificate or Statement of Attainment.
- You can log in anytime to view your training history, download your records, or share them with other training providers or employers.

You only need to create your USI once, and it's free. You can do it online at usi.gov.au using a valid form of ID like your driver's licence, passport, or Medicare card.

During the Pre-Enrolment Assessment, and with your permission, Look Now Training and Peak College can access your USI record to:

- Check what training you've already completed
- Help with credit transfers or Recognition of Prior Learning (RPL)
- Confirm your eligibility for government-funded training

This makes your enrolment smoother and helps us tailor your learning journey to what you've already achieved.

If you're not sure whether you have a USI or need help creating one, just ask our team—we're here to support you every step of the way.

Support Services - Educational

Language, Literacy, Numeracy and Digital Support (LLND)

Language, Literacy, Numeracy & Digital Skills – What You Need to Know Before You Start

At Look Now Training and Peak College, we want every student to feel confident and supported in their learning. That's why we ask all students to complete a **Language, Literacy and Numeracy (LLN) Assessment** and a **Digital Literacy Assessment** before enrolling. These help us understand your current skill levels and make sure you're set up for success in your course.

These assessments must be completed by you alone—without help from others—and mobile phones can't be used during the process. They're designed to be fair and give us a clear picture of your strengths and any areas where you might need extra support.

The **LLN Assessment** checks five key skills based on the Australian Core Skills Framework (ACSF):

- Learning
- Reading
- Writing
- Oral Communication
- Numeracy

Your results help us match your skills to the course you're applying for. If the assessment shows you might need support, we'll provide personalised resources to help you build those skills.

The **Digital Literacy Assessment** looks at how comfortable you are using technology for learning. It checks things like:

- Using student portals
- Sending and receiving emails
- Uploading and downloading documents
- Joining webinars or video calls

This assessment follows the Australian Digital Capability Framework (ADCF), which helps us understand your readiness for online learning and digital tools. Based on your results, we'll know what support you might need and how to help you succeed.

Once both assessments are complete, you'll receive a report showing whether you meet the benchmark for your chosen course. If there are major challenges, we'll talk with you about other options. If the challenges are small, one of our trainers will reach out to discuss strategies and may create a personalised support plan just for you.

All conversations and support are handled with care and confidentiality. We're here to help you every step of the way.

LLND Support Providers

Getting Support Outside of Training

At Look Now Training and Peak College, we know that sometimes students may need help with things that go beyond their course or our areas of expertise. If this happens, our staff will do their best to guide you and suggest external support services that match your specific needs—whether that's for personal wellbeing, mental health, financial advice, or something else.

We're here to help you find the right support so you feel safe, confident, and well cared for throughout your training journey. Just reach out to your trainer or student support team if you're unsure where to turn.

Literacy Support:

Reading Writing Hotline

1300 655 506

readingwritinghotline.edu.au

A free national service that connects adults with local literacy and numeracy programs.

Autism Hub and Reading Centre

141 Merton Road, Woolloongabba QLD 4102

(07) 3328 6950

readingwritingcentre.education.qld.gov.au

Offers specialist advice for students with reading and writing difficulties, including dyslexia.

Deaf and Hearing Support:

Deaf Connect (formerly Deaf Services QLD)

deafconnect.org.au

Offers Auslan classes, interpreting services, NDIS support, and community programs across Queensland.

Deafness and Mental Health Statewide Service

(07) 3317 1080 | Text: 0427 598 076

deafness_mhs@health.qld.gov.au

Queensland Health Deafness Services Provides accessible mental health care for Deaf and hard-of-hearing individuals.

Vision Support:

Vision Australia

373 Old Cleveland Road, Coorparoo QLD 4151

(07) 3727 2345

visionaustralia.org

Offers services for people who are blind or have low vision, including mobility training, assistive technology, and employment support.

Vision Australia – Sunshine Coast Office

19 George Street, Maroochydore QLD 4558

(07) 5409 2200

Digital Literacy:

Digital Literacy Licence

digitalliteracylicence.com

Offers online programs and micro-credentials to build digital skills for education, work, and life.

State Library of Queensland – Digital and You Program

Digital Support Services Provides digital literacy programs through public libraries across Queensland.

Support Services – Study Support

Study Support at Look Now Training and Peak College

We're committed to helping you succeed in your learning journey. As a Skills Assure Supplier, Look Now Training and Peak College provides high-quality, student-centred support that meets national standards and reflects our promise to deliver training that leads to real outcomes.

Whether you're studying online, in the classroom, or on placement, we offer flexible and personalised support to help you stay on track and build confidence in your skills.

One-on-One Support

You can book a one-on-one catch-up with your **Trainer or Assessor** at any time. These sessions are great for:

- Reviewing assessment feedback
- Clarifying course content
- Getting help with study techniques
- Planning your progress toward competency

To make an appointment, simply contact your Trainer or Assessor directly via email, phone, or through your student portal.

Learning Assistance

If you're finding any part of your course challenging—whether it's reading, writing, math, or using digital tools—let us know. We'll work with you to create a **Student Support Plan** tailored to your needs. This may include:

- Extra time or flexible assessment options
- Access to learning resources or assistive technology
- Study tips and strategies
- Referrals to external support services if needed

Progress Check-Ins

Your trainer will regularly check in with you to monitor your progress and make sure you're meeting your training milestones. If you're falling behind, we'll reach out early and offer support to help you get back on track.

Open Communication

We encourage you to speak up if you're feeling overwhelmed or unsure. Our team is here to listen, support, and guide you—without judgment. Every student deserves the opportunity to succeed, and we're here to make that happen.

Study Tips for Success

Your study journey is unique—and we're here to help you make the most of it! Whether you're learning online, on campus, or in the workplace, these tips will help you stay organised, motivated, and confident as you work toward competency.

Get Set for Learning

- Know your training plan: Review your units, learning goals, and important dates so you're clear on what's expected.
- Create a quiet study space: Choose a place where you can focus and minimise distractions.
- Set a routine: Schedule study sessions into your week like appointments. Consistency helps build momentum.

Stay Organised

- Use a planner or calendar: Keep track of due dates, catch-ups, and practical placements.
- Break tasks into steps: Large assignments are easier to manage when you split them into smaller parts.
- Tick off achievements: Celebrate each unit you complete—it's a sign you're moving forward!

Learn Actively

- Ask questions: Whether it's in class, online, or during one-on-one sessions, never hesitate to speak up.
- Take notes in your own words: This helps you understand and remember key concepts.
- Use real examples: Link your learning to your workplace or life experiences, that's what competency-based training is all about.

Use Your Support Network

- Book trainers catch-ups: Our trainers and assessors are here to help. Reach out for personalised guidance.
- Talk to student support: If you're facing challenges with your studies, technology, or personal life, we're here to help connect you with solutions.
- Join discussions and group sessions: Sharing ideas with others can deepen your understanding and make learning more fun.

Stay Digitally Connected

- Log in regularly: Make the most of your student portal, learning resources, and digital tools.
- Stay on top of communication: Check your messages for updates, feedback, and announcements.
- Use assistive technology if needed: Let us know if you'd benefit from extra digital support—there are great options available.

Reminder: Progress is all about consistency and commitment, not perfection. Focus on improving, keep asking questions, and use the support around you. You're never on your own at Look Now Training and Peak College.

Support Services – Wellbeing

Wellbeing Services – Supporting Your Health and Success

At Look Now Training and Peak College, we care about your wellbeing—inside and outside the classroom. We want you to feel safe, supported, and ready to take on your studies with confidence.

If you're navigating challenges in your physical or emotional health, we encourage you to reach out to your trainer or our student support team. They can connect you with trusted external services that are equipped to assist with your specific needs.

This link will help you to understand your wellbeing needs. It is provided by The Australian Red Cross: [Wellbeing Toolkit](#).

Physical Health and Lifestyle Support Maintaining your physical health is an important part of succeeding in your course. We encourage students to explore healthy routines that promote energy, focus, and overall wellbeing. You may choose to join fitness activities or schedule regular health check-ups through local healthcare providers.

For tips and resources about nutrition and healthy living, visit the Queensland Government's *Staying Healthy* page: <https://www.qld.gov.au/health/staying-healthy>

Mental Health and Emotional Support Mental wellbeing plays a key role in your learning success. If you feel stressed, anxious, or need someone to talk to, support is available. While we don't provide counselling services directly, our staff can guide you to professional support services in your local area, including free or low-cost options. You can also access confidential support through services such as:

- Lifeline: 13 11 14
- Beyond Blue: 1300 22 4636
- Headspace (for students aged 12–25): headspace.org.au
- 13YARN – 139276. 13yarn.org.au
- 1300 MH CALL (Queensland Mental Health Access Line): 1300 642 255
- Kids Helpline (support for ages 5-25): 1800 55 1800 <https://kidshelpline.com.au/>

Your Wellbeing Is Your Foundation Taking care of yourself helps you perform better in your training and prepares you for success in work and life. Please don't hesitate to ask for help—we're here to support your journey every step of the way.

Emergency Contacts

Emergency Services: 000

Suicide Call Back Service: 1300 659 467 <https://www.suicidecallbackservice.org.au/> Alcohol and Drug Information Service (ADIS): 1800 177 833

Daily Wellness Tips for a Balanced Life

- 1. Create a Simple Routine** Build structure into your day—wake, study, move, eat, and sleep around the same time. Consistency helps reduce stress and improves focus.
- 2. Fuel Your Body** Eat meals that give you energy, not just convenience. Whole foods like fruits, vegetables, lean proteins, and grains are your brain's best friend. And stay hydrated—your water bottle is your secret weapon.
- 3. Move Your Muscles** You don't need to be a gym junkie. Just a walk between classes, stretches during study, or dancing to your favourite song can boost your mood and circulation.
- 4. Protect Your Peace** Set healthy boundaries with social media, relationships, and time. Say no when you need to—and yes to things that recharge you.
- 5. Sleep Like You Mean It** Aim for 7–9 hours of quality sleep. A good night's rest improves memory, decision-making, and emotional regulation. Bonus: it helps you retain what you study.
- 6. Ask for Help Early** Wellbeing includes emotional health. Whether you feel anxious, overwhelmed, or stuck—talk to someone. Trainers, peers, or professionals can offer support. You're never alone.
- 7. Get Out of Your Head** Mindfulness, journaling, breathing exercises, or simply going outside and noticing the world around you can help keep you grounded.
- 8. Celebrate Progress** Every finished assignment, passed unit, or new skill learned is a win. Acknowledge your growth—you're doing something amazing.



Access and Equity

Fairness, Respect, and Equal Opportunity for All

At Look Now Training and Peak College, we believe every student deserves to feel safe, respected, and supported—no matter who they are or where they come from. We are committed to creating an inclusive learning environment where everyone has equal access to education and opportunities.

We follow **access and equity principles**, which means:

- Resources are shared fairly
- Everyone has the same chance to succeed
- No one is treated unfairly or left out because of who they are

Our team is trained to understand and apply these principles in everything we do—from teaching and assessments to student support and workplace interactions.

We do **not tolerate discrimination** of any kind. This includes unfair treatment based on:

- Gender or gender identity
- Disability or learning difficulty
- Pregnancy or breastfeeding
- Race, colour, nationality, or ethnic background
- Marital or parental status
- Religion or beliefs
- Sexual orientation
- Age
- Political views or activity
- Medical history
- Social or economic background

We also follow important laws that protect your rights, including:

- **Anti-Discrimination Act 1991 (Qld)**
- **Racial Discrimination Act 1975 (Cth)**
- **Sex Discrimination Act 1984 (Cth)**
- **Disability Discrimination Act 1992 (Cth)** and the **Disability Standards for Education**
- **Privacy Act 1988 (Cth)**
- **Privacy Act (QLD) 2009**
- **Age Discrimination Act 2004 (Cth)**
- **Commonwealth Racial Hatred Act 1995 (Cth)**
- **Disability Services Act 2006 (Qld)**

If you ever feel uncomfortable or believe you've been treated unfairly, please speak with your trainer or student support team. We're here to listen and help.



Issuing Qualifications and Statements of Attainment

At Look Now Training and Peak College, we're committed to recognising your achievements in a timely and professional way. Once you've successfully completed your training program and been assessed as competent in all required units, we will issue your **Australian Qualifications Framework (AQF) qualification or Statement of Attainment** within **21 calendar days**.

All qualifications and statements we issue:

- Meet the requirements of the **2025 Standards for Registered Training Organisations (RTOs)**
- Align with the **Australian Qualifications Framework (AQF)**
- Are issued only for training products within our **approved scope of registration**

You'll receive:

- A **Certificate or Diploma** once you've achieved competency in all units of your course
- An **Academic Transcript** listing the units you've completed and achieved
- A **Statement of Attainment** if you've completed one or more units but not the full qualification

We only issue nationally recognised credentials that reflect your achievement of competencies from:

- Nationally endorsed **training packages**
- Accredited **vocational courses**
- Industry or enterprise **competency standards**

This process ensures your qualification is valid, recognised across Australia, and reflects the high standards expected under the Skills Assure Supplier framework.

Students can download the Employability Skills for the training package qualification they are completing by visiting employabilityskills.training.com.au.

Refund Policy

Refunds for Funded Learners

Before enrolment, learners will be provided with:

- The total co-contribution amount payable.
- Full details of costs, payment methods, refund processes, and any applicable exemptions.

Refund conditions:

- A **full refund** of co-contribution fees will be granted if the learner cancels their enrolment **before training commences**.
- If a learner **withdraws after training has started**, a **partial refund** may be issued based on the proportion of training completed.
- Employers or third parties who have paid additional fees beyond the co-contribution and government subsidy may be eligible for a refund of those excess amounts.
- If a course is **cancelled before commencement** by Look Now Training or Peak College, a **full refund** of any fees paid in advance will be issued.
- Learners who do not return **loaned resources** upon withdrawal, completion, or cancellation may be charged a **replacement fee**.

Refunds for Full Fee Paying Learners

- Learners who **formally withdraw in writing within five (5) days** of the course start date are eligible for a **full refund**.
- Withdrawals made **after the 5-day period** are **non-refundable**.
- If a learner is unable to commence a pre-paid short course, they must provide **at least 48 hours' notice**.
- Failure to provide notice will result in the **full fee being charged**.
- Where notice is provided, course fees paid will be refunded **minus an administrative handling fee**.
- **Special consideration** may be granted for unforeseen circumstances, subject to **Manager approval** and supporting documentation.
- If Look Now Training and Peak College are unable to deliver the agreed services, a **full refund** will be provided.

Queensland Government Subsidised Training – Course Fees

Student Fee Obligations – Queensland Government Funded Training

Look Now Training and Peak College Australia are approved **Skills Assure Suppliers**, delivering Queensland Government-subsidised training under the **Career Start** and **Career Boost** programs

1. How Fees Are Calculated

Your fees depend on:

- **Course selection** – each qualification or skill set has a set co-contribution rate.
- **Credit transfers** – previously completed units may reduce your total fee.
- **Eligibility for concessions or exemptions** – you may pay less if you meet specific criteria.

All fees are payable in advance and may change in line with Queensland Government policy. Full fee schedules, eligibility rules, and payment instructions are available in the Course Information section on our website.

2. Apprenticeship and Traineeship Funding

If you're undertaking an **apprenticeship or traineeship**, your training may be subsidised under:

- **Career Start** – for job seekers and school-based students accessing entry-level (Certificate II or III) qualifications. You may access up to **two funded apprenticeships or traineeships**
- **Career Boost** – for workers and career changers accessing Certificate IV and above qualifications. You may access **one funded apprenticeship or traineeship**, provided you haven't already accessed two under Career Start

To be eligible, you must:

- Be employed in Queensland under a registered training contract.
- Be undertaking a qualification listed on the **Queensland Subsidised Training List**.
- Train with a **Skills Assure Supplier** like Look Now Training or Peak College Australia.

3. Student Co-contribution Fees

For funded apprenticeships and traineeships:

- The standard co-contribution fee is **\$1.60 per nominal hour per unit of competency**
- **School-based apprentices and trainees (SATs)** are exempt from co-contribution fees for units commenced while at school
- Employers or third parties may pay on your behalf, but fees **cannot be waived** by the training provider.
- To support affordability, we only request **30% of the total co-contribution fee upfront**.

4. Concessions & Exemptions

You may be eligible for a **40% discount** on co-contribution fees if you:

- Are **under 17 years of age**, not at school, and haven't completed Year 12.
- Hold a **Health Care Card, Veteran Card, or Pensioner Concession Card** (or are listed as a dependent).
- Identify as **Aboriginal or Torres Strait Islander**.

Fee Conditions

The Following information is taken from the Skills Assure Supplier Policy 2025.

Appendix 1: Fee Conditions

- A. The **Co-Contribution Fee** must represent the total cost to the Student, including any enrolment charges (e.g. ID card fees), tuition, services and materials fees, and all other mandatory costs related to delivering training, assessment, and awarding the Qualification. This also includes costs such as criminal history checks, where required for Vocational placement or employment in certain occupations.
- B. Upfront charging and collection of the total Co-contribution fee is prohibited. The SAS cannot request or demand more than 30% of the total Co-contribution fee cost upfront.
- C. Where the SAS must collect a Co-contribution fee, it may be paid on behalf of the Student by their employer or a third party unrelated to the SAS but cannot be paid or waived by the SAS (whether directly or indirectly), unless approved in writing by the Department. The SAS must not refund, return, or provide cash payments (including 'referral fees' or other bonuses) to any fee payer, including third parties.
- D. The SAS must charge, collect, and report Co-contribution fees at the Unit of competency level.
Co-contribution fees must be reported in whole dollar values for each unit via the SAS's VET

activity data submission, regardless of who pays the Co-contribution fee. Unit fees must total the published Co-contribution fee and be calculated either by evenly dividing the total Co-contribution fee across payable units, or proportionally based on the relative length of each unit. The SAS must retain evidence of all Co-contribution fees charged and collected.

- E. A Student's eligibility for **Concessional status (or PPG status if an apprentice or trainee)** must be confirmed by the SAS at the time of enrolment, with appropriate evidence retained to support the higher Government subsidy. The higher subsidy enables the SAS to reduce Co-contribution fees and/or provide increased learning support for disadvantaged Students. Evidence must be retained for all Students whose circumstances have been assessed as fully or partially exempt from the requirement to pay fees.
- F. Fees cannot be charged for:
 - Outcome 60 (credit transfer);
 - Outcome 65 (transitional gap training) – when transitioning a Student from a superseded Qualification to the new Qualification and a completed Unit of competency is identified during the mapping process as similar but not equivalent, therefore gap training and assessment is required; or when a Student has completed a Unit of competency and the competency has been superseded and is similar but not equivalent, therefore gap training and assessment is required (however the Qualification code remains the same);
 - Student cohorts exempt from paying Co-contribution fees as specified below.
- G. Where the Queensland Government states in writing that the collection of Co-contribution fees is optional, the SAS may choose not to collect the Co-contribution fee. In such cases, any decision by the SAS to not collect a Co-contribution fee does not create a financial liability for the Department. The SAS is not entitled to seek reimbursement from the Department for any foregone Co-contribution fee revenue.
- H. Cost recovery: Atypical and minor charges by SAS are permitted on a cost recovery basis for services that are not required for the standard delivery of training and assessment services and awarding of a Qualification. This would apply if a Qualification had to be reissued – the SAS (or Department, if applicable) may charge the Student for this service on a cost-recovery basis.

Additional Conditions that apply to General Training

- A. Students undertaking Certificate III and above vocational Qualifications, and Skill sets, as well as non-concessional Students enrolled in lower-level vocational Qualifications, are required to contribute to the cost of their training through the payment of a Co-contribution fee. The SAS determines the Co-contribution fee amount. **Note:** The Co-contribution fee should represent a meaningful contribution toward the cost of training and must not be set at an artificially low rate to attract or incentivise student enrolment.
- B. A SAS may have different offerings for the same Qualification, which can vary based on factors such as delivery mode (e.g. face-to-face or online), location (e.g. regional or Southeast Queensland), work placements, and high-cost electives. A SAS may charge a different Co-contribution fee for each offering of a Qualification under a general training pathway.
- C. **Concessional student status** applies when the student falls into one of the following categories: Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependent of a person who holds such a card and is named on the card;
 - Holds an official form issued under Commonwealth law confirming that they, their partner, or the person of whom they are a dependent is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
 - Identifies as Aboriginal or Torres Strait Islander;
 - Has a disability;
 - Is an adult prisoner.

- D. **Full fee exemption:** The SAS must apply a full Co-contribution fee exemption where the student falls into one of the following categories:
- Skilling Queenslanders for Work or SQW participants – this training is provided fee-free to Students with any additional costs met through SQW funding;
 - Specific fee-free training programs as announced by the Queensland Government;
 - Foundation skills – this training is fee-free;
 - Lower-level vocational Qualifications for concessional Students – this training can be provided fee-free to Students, as determined by the SAS.

Additional Conditions that apply to Apprenticeships and Traineeships

- A. Co-contribution fees are set by the Department at \$1.60 per nominal hour for each Unit of competency or Module and must be calculated at the commencement of each unit or Module. The Co-contribution fee applies consistently across all SAS delivering apprenticeships and traineeships. Adjustments to the Co-contribution fee may be applied annually and will be made solely by the Department, with formal notification provided to SAS.
- B. Additional Co-contribution fees may be charged to the employer; however, these must be negotiated, agreed upon with the employer, and documented upfront, before the apprentice or trainee enrolls in training and training commences.
- C. When the individual converts from a school-based apprenticeship or traineeship (SAT) to a full-time or part-time apprenticeship or traineeship, Co-contribution fees must be charged for training and assessment for any units of competency not yet commenced. This does not apply to Free Apprenticeships for under 25s.
- D. **Partial fee exemption:** The SAS must charge only 40 per cent of the Co-contribution fee where the apprentice or trainee falls into one of the following categories:
- Was or will be under 17 years of age at the end of February in the year in which the SAS provides training, and is not at school and has not completed year 12;
 - Holds a Health Care, Veteran or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependent of a person who holds such a card and is named on the card;
 - Holds an official form issued under Commonwealth law confirming that the individual, their partner or the person of whom they are a dependent, is entitled to concessions under a Health Care, Veteran or Pensioner Concession Card;
 - Identifies as Aboriginal or Torres Strait Islander.
- E. **Full fee exemption:** The SAS must apply a full Co-contribution fee exemption where the apprentice or trainee falls into one of the following categories:
- Undertaking a Qualification as part of the Skilling Queenslanders for Work or SQW – Work Skills Traineeship program;
 - School-based apprenticeship or traineeship;
 - Specific fee-free training programs as announced by the Queensland Government;
 - Foundation skills – this training is fee-free.

Where payment would cause extreme financial hardship, the SAS may also waive the Co-contribution fee. A Co-contribution fee waiver process should be in place at the time of enrolment. The SAS must also have a reasonable internal process to manage appeals regarding Co-contribution fee waiver decisions.

- F. **Free Apprenticeships:** The SAS must not charge a fee to any individual who is eligible for a Government subsidy under the Free Apprenticeships for Under 25s initiative. The Department will cover the Co-contribution fee.

Supervising RTO (SRT0) Responsibilities for Apprenticeships and Traineeships only

As a contracted Skills Assure Supplier under the 2025 – 2028 Policy and aligned with the 2025 Outcome Standards for RTOs, Look Now Training and Peak College will deliver end-to-end support for your apprenticeship or traineeship contract:

- Work with you and your employer to develop a Compliant Training Plan that reflects agreed workplace tasks, delivery modes, and assessment arrangements.
- Keep you and your employer informed of your roles and obligations throughout the training period.
- Ensure training and assessment occur exactly as detailed in the Training Plan—on time, to standard, and with regular reviews.
- At successful completion, co-sign a Completion Agreement with you and your employer.
- Lodge the signed Completion Agreement with Apprenticeships Info Queensland within 10 business days.
- Issue your AQF qualification or Statement of Attainment once all requirements are met.

All processes are designed to focus on your learning outcomes, maintain transparent records, and meet state and federal regulatory requirements.

Personal Hardship and Special Circumstances

If personal, health, or family issues beyond your control affect your ability to continue training, please contact the Chief Executive Officer—or their delegate—immediately. We will:

- Treat each case individually, respecting privacy and the principles of fairness.
- Consider waiving or adjusting fees and refund conditions based on supporting evidence.

Our goal is to help you stay on track or work out an equitable solution if you need to pause or withdraw.

Failure to Progress Process

Apprentices and trainees are contacted by their Look Now Training trainer every six (6) to eight (8) weeks.

In situations where an apprentice or trainee is failing to progress, despite constant reminders and reasonable access to time for training and all necessary technology, the following process is followed by Look Now Training:

- The apprentice or trainee is reminded verbally of their lack of progress and overdue activities. This contact is then recorded in the Look Now Training contact log for the apprentice or trainee.
- The employer is contacted, informed, and made aware of situation. This contact is also recorded in the contact log. At this time, the employer is reminded of the requirement to release the apprentice or trainee from work to complete training.
- If there is no rectification or insufficient rectification at the time of the next contact the apprentice or trainee is told verbally and, in a letter, - copied to employer and DESBT - that they are now one (1) to two (2) months overdue.
- A date for assessment of the overdue units of competency is set for one (1) month time and an entry is made in contact log.

- If the outstanding training and assessments are not completed by the set date DESBT may then take action which can lead to them issuing the apprentice or trainee a formal reprimand and/or monetary fine.

Cancellation Process In situations where an apprenticeship or traineeship Training Contract is to be cancelled. Look Now Training needs confirmation of this from both the apprentice and employer. The process which needs to be followed includes:

- Apprenticeship or traineeship remains active until the appropriate cancellation form (signed by the parties) has been provided to DESBT.
- The employer needs to send Look Now Training written notification of the cancellation and the last day of apprenticeship or traineeship.
- To assist, Look Now Training can email the cancellation form to the employer. The employer can reply to the email stating the last day of the apprenticeship or traineeship (written notification).
- Look Now Training checks any units of competency the apprentice or trainee can be signed off in. If there is, this must be finalised before the cancellation date. After the date of cancellation, the Training Contract is not active, and results cannot be issued.

Enrolment Cancellations & Refunds

To cancel your enrolment or request a refund, you must:

- Submit written notice to the Chief Executive Officer (or their delegate), explaining your circumstances.
- Complete and attach our Refund Request Form.

All refund requests are assessed against consumer protection laws, the Skills Assure Supplier Policy, and our internal fairness principles. Final decisions are authorised by the CEO or their delegate. Our financial statements are independently certified each year to ensure transparency and compliance.

RTO-Initiated Withdrawal

If you do not engage with your Training Plan and we cannot contact you after three documented attempts—and your enrolment end date has passed—we will:

- Send you a formal withdrawal notice by email or post.
- Close your enrolment without issuing a refund.

You may re-enrol at any time to resume your qualification, following our standard enrolment procedure.

Look Now Training initiated withdrawal or cancellation in a course

When a student has made no contact with Look Now Training's office and Look Now Training have made 3 attempts to contact the student with regard to their training and assessment and the enrolment end date has lapsed, the student will then be considered withdrawn from the course. Look Now Training will provide the student with written notification (email/letter) that the student has been withdrawn from the course. There will be no refund of any course fees paid for under these circumstances. To continue with the course, the student would need to re-enrol in the course.

Fee for Service

Short Courses (up to \$1,500) – Full course fees are due on enrolment.

Full Qualifications – A non-refundable enrolment fee is payable when you enrol (amount varies by course). – The remaining balance is payable in instalments, each no greater than \$1,500, as set out in your individual payment plan.

Cancellation and Refunds – If you need to cancel after paying, notify us in writing within 14 days of the course start date. – We will retain the non-refundable enrolment fee to cover administration costs. – Any other prepaid fees will be refunded within 30 days of receiving your written cancellation. – If you do not submit written notice and simply fail to attend, no refund will be issued. You must confirm that we have received your cancellation request to ensure it is processed.

For course-specific fees, enrolment charges or payment plans, please refer to the Course Information Booklet or contact Student Services.

Requests for Deferral

Deferral of Studies

Under the Skills Assure Supplier Policy 2025–2028 and our Outcome-focused Standards, Look Now Training and Peak College will consider requests to defer enrolment only where a student can demonstrate:

- Serious illness (supported by a medical certificate)
- Compassionate or compelling circumstances beyond their control

To apply, you must submit a written request to the RTO Manager before your proposed deferral start date—or as soon as possible—detailing:

- The reason for deferral
- The period of time you wish to defer
- Any supporting evidence

Each application is assessed on its individual merits. You will receive a written decision within seven (7) business days of our office receiving your request. Approved deferrals are granted once per course enrolment. If your request is not approved, you may discuss alternative support options with the RTO Manager.

Work Health and Safety Policy

At Look Now Training and Peak College we meet our obligations under the Work Health & Safety Act 2011, ASQA's 2025 Outcome Standards, and the Skills Assure Supplier Policy by ensuring everyone shares responsibility for a safe learning and work environment:

Employers provide facilities and procedures that are safe by design, keep equipment well-maintained (including tagging electrical leads), supply personal protective equipment, and arrange appropriate infection control and hygiene measures.

Students and staff take reasonable care of their own health and safety and that of others in the space.

To uphold these duties and support quality training outcomes, we:

- Keep classrooms and workshops clean, tidy and free of hazards.
- Store and dispose of waste—chemicals, sharps and general rubbish—according to health regulations.
- Inspect all equipment before use and ensure any personal items you bring are checked and tagged by your trainer.
- Securely store tools, materials and chemicals to prevent accidents.
- Identify fire risks, maintain clear evacuation routes and practice emergency procedures.
- Use safe manual-handling techniques when lifting or carrying.

By embedding these practices into our day-to-day operations, we create a healthy, compliant space that lets you focus on your learning.



Industry Placement

Work Placement and Screening Requirements

To meet industry standards and regulatory obligations under the 2025 Outcome Standards for RTOs and the Skills Assure Supplier Policy 2025–2028, certain qualifications delivered by Look Now Training and Peak College include mandatory work placements and pre-placement screening. Detailed requirements for each qualification will be explained at your Application for Enrolment meeting.

Prior to commencing any placement you may be asked to obtain one or more of the following, as relevant to your course:

- Working with Children Check (Blue Card)
- NDIS Worker Screening Check (Yellow Card)
- Federal Police Check
- Current First Aid/CPR certification
- Vaccination evidence (as required by the host organisation)

If a screening check yields a negative notice or disqualifying history, you may be ineligible to undertake placement. Ineligibility for placement will prevent you from completing the assessment requirements for your course and may affect your final outcome.

Before you begin any placement activity, you must sign our Vocational Placement Agreement (VPA). This agreement—and a companion Vocational Placement Responsibilities form—outlines the obligations and expectations of three parties: you (the student), your host employer, and Look Now Training and Peak College. It also includes daily hygiene and workplace conduct guidelines. Placement can only proceed once all three parties have signed and acknowledged their responsibilities.

Definitions

Academic appeal – An academic appeal arises when a student is not satisfied with the outcome of an assessment decision. The student has the right for the assessment outcome to be reconsidered.

Appeal – An appeal arises when a person is not satisfied with a decision made because of an enquiry or a complaint. An escalation step is open when a person associated with Look Now Training is dissatisfied with an adverse decision or perceives an adverse outcome has been made.

ASQA – Australia Quality Skills Authority ASQA's functions include:
registering training providers as 'registered training organisations' (RTOs)
accrediting vocational education and training (VET) courses

Bullying – unwelcome and offensive behaviour that intimidates, humiliates, and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumor's about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

Complaint - A complaint is an expression of dissatisfaction that a person's rights, existing interests and/or reasonable expectations have been adversely and unjustifiably impacted because of an action, decision or omission within the control or responsibility of Look Now Training. Any circumstance related to Look Now Training's operations, services and decisions, training and assessment, or the conduct of Look Now Training's staff, its students, or people associated with Look Now Training or using Look Now Training's facilities may be the subject of a complaint.

Confidentiality - information kept in trust and divulged only to those who need to know.

Discrimination - treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. Victimisation is also treated as another ground of discrimination.

Harassment - any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Student – may also be referred to as a learner, candidate, or participant in Look Now Training documents or procedures and these terms are interchangeable.

Personnel - all employees either full-time, part-time, or contracted to Look Now Training

Racial Harassment – any occurrence of a person being threatened, abused, insulted, or taunted in relation to their race, descent, or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry, or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

Sexual Harassment - any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

Training Records - all types of documentation and information relating to training and assessment activities including but not limited to:

- commencement and completion dates for individuals of all competency units
- individual Student assessment information for each unit of competency
- information on awards issued (award, date, certificate number)
- individual Student participation data (assignments/assessments where practicable, attendance)

Victimisation - any unfavourable treatment of a person because of their involvement in an equal opportunity complaint. Unfavourable treatment could include adverse changes to the work environment, denial of access to resources or work.