

ACA Training

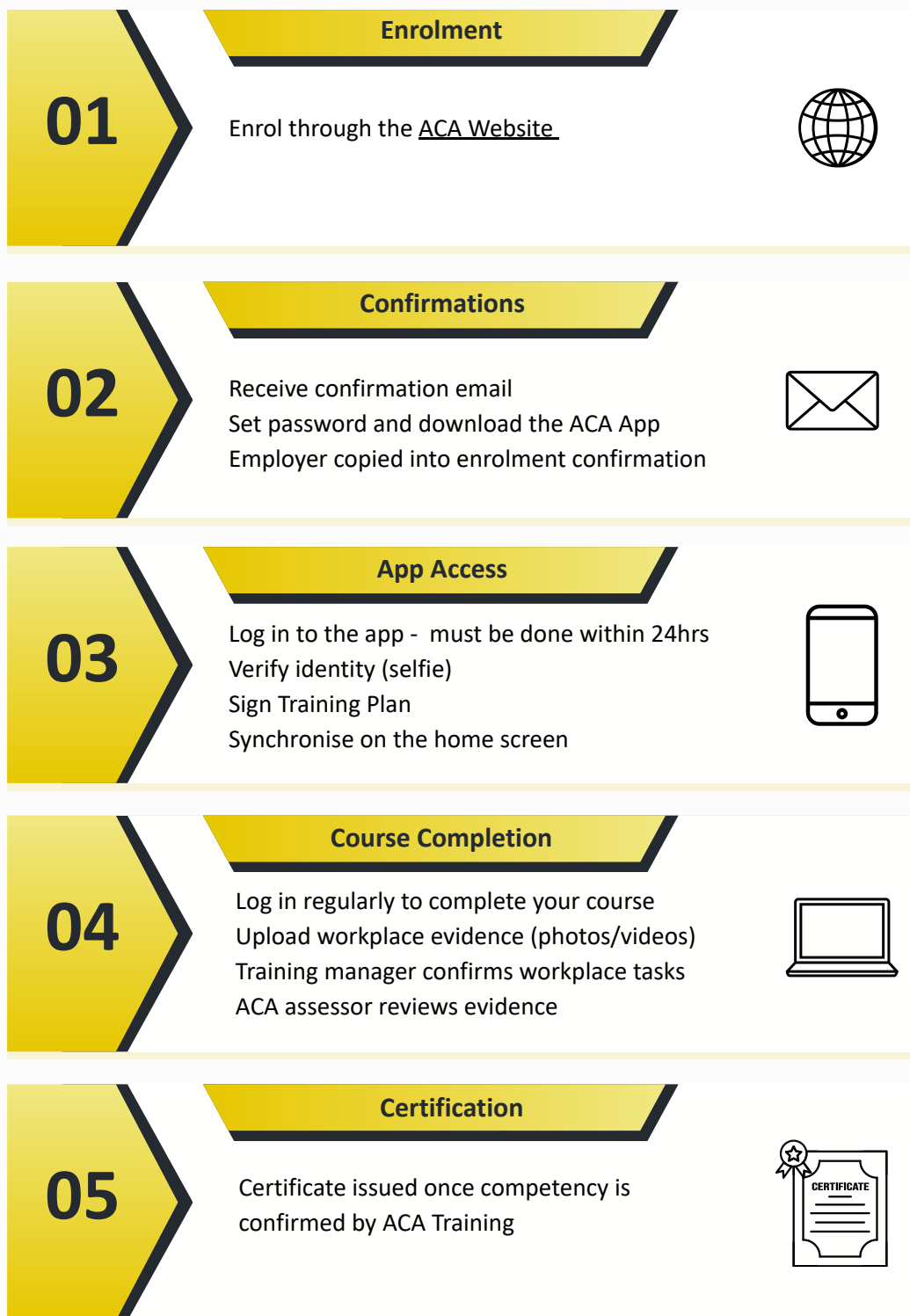
Student Handbook

Enrolment Process

Is this course suitable for you?

To complete this course you must:

- ✓ be employed in a relevant industry role
- ✓ have access to workplace equipment to complete tasks
- ✓ have basic English and digital skills
- ✓ be able to record evidence using a mobile phone



Mobile App Screens

1 Menu





Access your units, assessments and app features.
Sync after completing questions to submit them.

2 Progress Bar

Shows how much of the course you've successfully completed and how long you have left

3 Status Icons

See if your work is:

-  In progress/ Submitted
-  Satisfactory
-  Unsatisfactory
-  Feedback/Message

4 Questions & Evidence

Answer questions one at a time and submit evidence as you go.

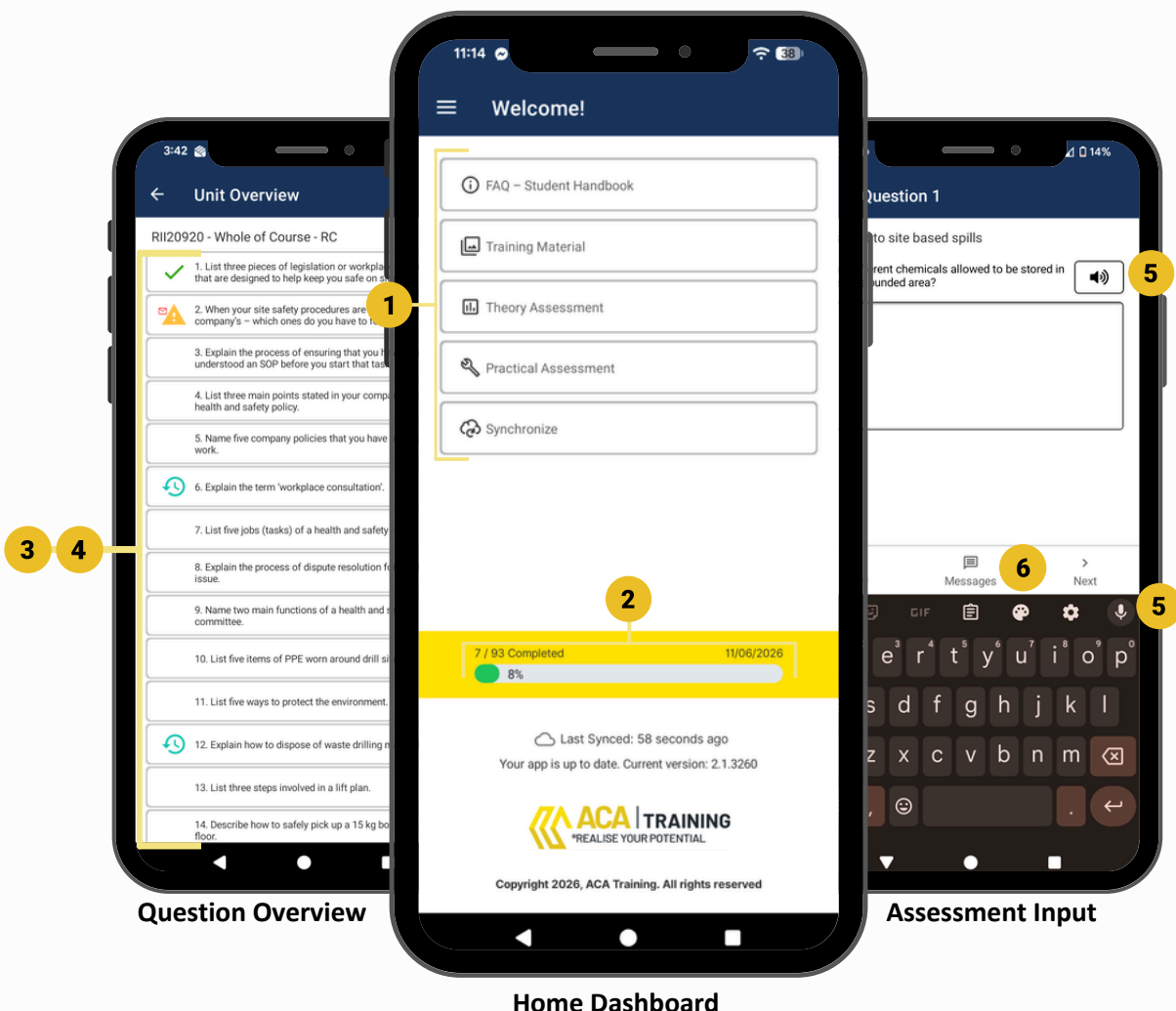
5 Evidence Tools

- Text
- Voice input
- Photos
- Videos

6 Messages

Message your assessor directly inside the app.

All communication is saved for assessment records.



FAQ's & Troubleshooting

App issues – Fix steps

Most issues are caused by no internet, an outdated app, or security software.

Please try the following in order:

1. Synchronise the app
2. Update your phone software and ensure the ACA App is up to date.
3. Check app permissions - In settings, confirm access to photos, video, and audio.
4. Check security or restriction software
 - VPNs, ad blockers, virus/security software, parental controls, or company phone security can block the app - Please turn off or uninstall then, then restart your phone.
5. Send a screenshot of the issue if possible.
6. Use "Report a Problem" Open the app and select "Report a Problem" via the ☰ menu (top left); This allows developers to access app logs.

Still not resolved? Email enquiries@aca-training.com.au

Can I use a computer or web browser?

No. The ACA Training App is mobile-only and works offline. Manuals can be downloaded and emailed to a second screen if needed.

How do I use the app?

Watch the setup videos : Training Material | Theory Assessment | Practical Assessment | **Presenting Your Skills**
Still stuck? Contact support.

Can I upload documents?

No - If you're enrolled in a Cert IV or higher, you may need to email your evidence directly to your trainer.

Changed rigs or equipment?

Let us know. We'll update your electives.
If you already started the unit, you don't need to complete the old one.

How long does marking take?

Usually within 1 week after submission.
Make sure you Sync the app after completing questions.

We must assess every task, even if it's simulated.

To simulate:

- Use the correct or similar equipment
- Explain to the camera what you're simulating and why
- Demonstrate the task step-by-step

Talking only is not enough — you must show the task.

Need an extension?

Speak to your Training Manager.

When do I get my certificate?

After your Training Manager approves completion.
We'll email it to you.
Hard copies can be requested by replying to that email.

Welcome

Welcome to ACA Training.

ACA Training delivers nationally recognised qualifications designed for people working in the drilling, mining and civil construction industries.

Our training model is different from traditional classroom courses. Most ACA students complete their learning and assessment while working in their normal job role, using real workplace tasks to demonstrate competency.

Students complete theory questions and upload practical evidence such as photos or videos through the ACA Training mobile application. This allows learners to complete training flexibly while continuing their normal work duties.

Workplace supervisors and employers provide day-to-day task guidance and access to equipment, while ACA assessors review submitted evidence and make the final assessment decisions.

ACA Training is committed to providing a learning environment that is:

- Safe
- Fair
- Supportive
- Aligned with industry needs

If at any stage you have questions about your training or assessments, you can contact ACA Training for assistance.

With kind regards,

Peter Milne
CEO
0431 272 535
Peter.milne@aca-training.com.au

Introduction

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

Our mission

ACA's mission is to deliver quality training assessment that meets the needs of learners and industry.

Our objectives

In recognition of this mission, our objectives are:

- People. We strive to attract, recruit and retain talented, competent and committed people. We promote excellent performance through leadership and professional development.
- Safety and equality. We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- Integrity and ethics. We conduct ourselves in accordance with shared and agreed standards of behaviour which hold ethical conduct and integrity as our highest priorities.
- Quality committed. We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- Learner centred. We thrive on providing training and assessment that is learner centred and which supports lifelong learning. We respect our clients and strive to attract them time after time through high quality training and assessment experiences.

Our expectation of you

ACA expects you:

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

Assessment Guide for Students

COMPLETING YOUR ASSESSMENT

Students complete assessment activities through the ACA Training App while performing real workplace tasks.

Assessment activities may include:

- Answering theory questions
- Completing workplace tasks
- Uploading photo or video evidence
- Assessor feedback and review

All evidence is reviewed by a qualified ACA Training assessor.

THEORY QUESTIONS

Theory questions are completed through the ACA Training App.

If a response is incorrect or incomplete:

- Feedback will be provided
- Students may resubmit their answer
- Additional clarification may be requested

Students should ensure they understand the answers they submit.

PRACTICAL EVIDENCE

Students demonstrate workplace skills by uploading photos or video evidence.

Some tasks may need to be completed more than once to demonstrate consistency.

Make sure your photos/videos are:

- Clear and easy to see
- Stable (not shaky)
- Showing the full task

If we can't see it clearly, we can't mark it

ASSESSOR REVIEW

ACA Training assessors review all submitted evidence and may:

- Mark answers and tasks
- Request additional evidence
- Ask follow-up questions
- Provide feedback through the app, email or phone where required.

Final competency decisions are made by ACA Training assessors

RPL

If you have experience in the drilling industry and would like to apply for RPL, please contact ACA Training for an alternative assessment method.

ASSESSMENT RESULTS

Assessment results are recorded as:

Satisfactory (S) – the required evidence has been demonstrated

Not Yet Satisfactory (NYS) – additional evidence or clarification is required

Once all assessment requirements for the qualification have been completed, the final result will be recorded as:

Competent (C) or Not Yet Competent (NYC)

Learner Responsibilities in Workplace-Based Training

ACA Training delivers courses using a workplace-based training model. This means students complete training and assessment while performing tasks in their normal workplace environment.

As a learner, you play an important role in your own training and development.

Students are expected to:

- Participate actively in workplace learning activities
- Complete theory questions and assessment tasks through the ACA Training App
- Submit accurate and genuine evidence of workplace tasks
- Ask their workplace supervisor or ACA assessor for assistance if unsure about a task
- Maintain regular progress in their course
- Follow all workplace health and safety requirements

Students are responsible for ensuring that the evidence they submit reflects their **own work and workplace experience**.

Workplace Participation

Because training occurs in a real workplace environment, students must have access to relevant workplace tasks and equipment required to complete their assessments.

Students should work with their **supervisor or training manager** to ensure they have opportunities to perform the required activities.

Communication

Students should communicate with their employer and ACA Training if they experience difficulties completing their course.

This may include situations where:

- Workplace tasks are not available
- Additional time is required
- Technical issues occur with the training application

Early communication helps ensure students receive appropriate support and can continue progressing through their course.

Health and Safety

Students must follow all workplace health and safety requirements while completing training and assessment activities. Site rules may vary depending on the workplace and must always be followed.

Access and Equity

ACA Training (ACA) is committed to providing a fair, inclusive, and culturally safe training environment for all students, including those enrolled through our corporate and industry partners.

As a business-to-business training provider, we recognise that students are typically selected and supported by their employer. However, ACA maintains full responsibility for ensuring all students are treated equitably and without discrimination throughout their training and assessment journey.

All staff and contractors are expected to uphold professional conduct and treat learners with dignity, respect, and cultural sensitivity at all times. Discrimination, harassment or bullying will not be tolerated under any circumstances, and any suspected criminal behaviour will be reported to authorities immediately.

If you are experiencing discrimination or harassment:

- You are encouraged to speak with your trainer or a trusted ACA staff member.
- We will follow a fair, confidential complaint-handling process that:
 - Protects your privacy
 - Respects your right to be heard
 - Follows guidance from the Australian Human Rights Commission

We also work with employers to identify and support learners who may require reasonable adjustments—for example, due to language, literacy, disability or learning preferences. Support can include verbal assessments, extended timelines, or flexible training approaches. These are arranged in consultation with you and your employer, and handled with confidentiality and respect.

If you prefer to raise concerns externally, you may contact the Australian Human Rights Commission at:

Complaints Info-line: 1300 656 419

Website: www.humanrights.gov.au

Privacy & Your Records

ACA Training respects your privacy and handles your information in line with the Privacy Act 1988.

Your information is only used for:

- Training and assessment
- Communication with you and your employer (where applicable)
- Meeting regulatory reporting requirements

We do not share your personal information without your consent unless required by law.

You can request access to your student records at any time by contacting ACA Training.

Feedback

Feedback & Surveys

ACA Training is committed to improving our training and assessment services.

You may receive a short survey during or near the end of your course, usually via SMS or email.

Why We Ask for Feedback

Your feedback helps us:

- Improve the student experience
- Keep training relevant to industry
- Meet national reporting requirements

Surveys are optional but highly valued and help improve training for future students.

How Feedback is Used

Feedback may be reviewed by:

- ACA Training
- Regulatory bodies
- National reporting organisations

All responses are handled confidentially.

Have Feedback Now?

You don't need to wait for a survey — you can provide feedback at any time by contacting ACA Training.

Your language, literacy, numeracy and digital skills

Language, literacy, numeracy and digital skills (LLND) are critical to almost all areas of work. This is particularly true in many vocations where language, literacy, numeracy and digital skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach, ACA will:

- Assess a student's language, literacy, numeracy and digital skills during their enrolment to ensure they have adequate skills to complete the training.
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable for the level of the workplace skills being delivered.
- Refer students to external language, literacy, numeracy and digital support services that are beyond the support available within ACA and where this level of support is deemed necessary.
- Negotiate an extension of time to complete training programs if necessary.

NOTE: If a student's LLND skills require assistance beyond the capabilities of ACA assistance, the cost of the assistance external to ACA is borne by the student.

Failure to deliver services

If ACA Training is unable to deliver any educational service, we will find an alternative provider for you at our expense. This is to ensure that no student is inconvenienced

Fees and Charges

ACA Training charges fees for training and assessment services delivered as part of nationally recognised qualifications and units of competency.

Course fees include:

- Course materials
- Access to the ACA Training App
- Training and assessment services
- Administrative support
- Student support services

ACA Training regularly reviews course fees to ensure they remain fair and competitive.

Payment of Fees

Students are generally required to pay:

- **50% of the course fee at enrolment**
- **50% upon completion of the course before certification is issued**

An invoice will be issued with payment terms of no more than 7 days.

Once enrolment has been processed, students will receive:

- A receipt for payment
- Access to the ACA Training App
- Enrolment confirmation and course information

Fee Protection

ACA Training protects student fees in accordance with regulatory requirements.

ACA Training will not collect more than **\$1500 in advance from an individual student prior to the commencement of training or assessment services.**

Any additional payments will only be requested once training and assessment services have commenced.

Refund Policy

Students who wish to cancel their enrolment must notify ACA Training in writing.

Refund requests may be submitted via email.

Refund eligibility will depend on:

- The stage of training or assessment
- Whether access to course materials or the ACA Training App has been provided
- Exceptional circumstances affecting the student

Where a refund is approved, payment will be processed via electronic transfer within 14 days.

Withdrawal or Cancellation

If a student withdraws from a course after training or assessment has commenced, a refund may not be available.

However, ACA Training will consider individual circumstances and may offer:

- A partial refund
- Transfer to a future course
- Additional time to complete the course

Enrolment

Students are provided the following information/conduct the following activities at enrolment:

- Student Handbook
- A training plan which contains the qualification title and units of competency in which you are enrolled.
- Complete an enrolment form which includes consent to disclose information relating to AVETMISS information and training outcomes to employers. (if applicable)
- Enrolments may be completed on line.
- Pay any remaining fees associated with enrolment and receive a receipt.
- Complete the LLND assessment (if applicable)
- Offered the following services:
 - Recognition of previous studies – i.e. nationally recognised training
 - Arrangements for the recognition of prior learning
 - Language, literacy and numeracy advice and support

Once enrolled you will receive a confirmation of enrolment containing the following information:

- Course duration
- Name and contact details of any third parties (If applicable)
- Any work placement arrangements (If applicable)

Change of Personal Details

Should any of your details (name, address, phone numbers, email address) change during the course of your study, you are required to notify ACA as soon as possible in writing.

Student's Duty

You have a duty to:

- Protect your own health and safety and to avoid adversely affecting the health and safety of any other person
- Not wilfully or recklessly interfere or misuse anything provided by ACA in the interests of health, safety and welfare
- Ensure you are wearing appropriate clothing for the course being delivered
- Ensure that you are not affected by the consumption of illicit drugs or alcohol.

Mentoring and Guidance

ACA is here to provide mentoring, coaching and guidance on course content as well as effecting learning and study techniques. Please contact us by phone, email or in person to discuss any concerns you may have.

ACA reserves the right to cancel an enrolment at any stage if an individual's behaviour is deemed inappropriate due to misconduct or assessment malpractice.

ACA refers students who require additional assistance to:

People Sense – Employee assistance program

1300 307 912

www.peoplesense.com.au

Flexible Learning

ACA training programs are designed to offer students the benefit of flexible learning pathways, activities and assessments. Reasonable adjustments can be made to course work, delivery modes and activities and assessments when deemed necessary by trainers and assessors. Reasonable adjustments can be made in order to reflect the needs of the student in line with industry requirements.

Copyright

Written permission to use ACA resources must be gained in writing from the CEO in writing prior to any use of such material. Any reasonable use of excerpts from existing works will include attribution of its origin.

Applying for an Extension

Students are expected to consider due dates for assignments such as deadlines for completion of tasks/ activities at work. Whilst this may not be a formal specification of a unit of study, it is understood that students are able to meet competencies within industry timeframes, hence the emphasis on the importance of students meeting assessment due dates. If you believe you may need more time please contact ACA as soon as possible.

Student Satisfaction Surveys

At any time during the course students are invited to complete two questionnaires relating to ACA performance. There is no obligation to participate in the surveys, but ACA would very much like all students to do so. This will allow ACA to monitor feedback from students and make any necessary adjustments to maintain a professional service.

Recognition

ACA provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

What is recognition?

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses informal learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Recognition guidelines

The following guidelines are to be followed when making an application for recognition (RPL):

- Contact your employer to see if they support your application. If so; contact ACA with your request and your resume showing your work experience
- ACA will verify your application with your employer.
- If approved, you will have to complete all questions in the course and complete all the practical tasks only once – not the normal twice.

Getting credit for your current competence

ACA acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and academic records. This applies to only current and equivalent units of competence.

Evidence requirements

If you are seeking credit you are required to present your statement of attainment or qualification for examination by ACA. These documents will provide the detail of what units of competence the applicant has been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. You are required to submit copies which are only certified as a true copies of the original.

Recognition

ACA Training provides students with the opportunity to apply for Recognition of Prior Learning (RPL).

RPL allows previously gained skills, knowledge and industry experience to be assessed against the requirements of a unit of competency.

RPL may reduce the amount of training required if a student can demonstrate they already meet the competency requirements.

Students interested in applying for RPL should contact ACA Training and provide details of their relevant work experience and supporting evidence. ACA Training may consult with the student's employer as part of the assessment process.

If an RPL application is approved, students may be required to complete theory questions and practical tasks to confirm competency.

Credit Transfer

ACA Training recognises qualifications and Statements of Attainment issued by other Australian Registered Training Organisations (RTOs).

Credit transfer applies when a student has previously completed the same or an equivalent unit of competency.

To apply for credit transfer, students must provide a copy of their qualification or Statement of Attainment issued by an Australian RTO.

Credit transfer:

- Applies only to units that match those on ACA Training's scope of registration
- Must be supported by valid certification documentation
- Applies to whole units of competency only

Credit transfer does not attract any additional fees.

ACA Training does not issue qualifications made up entirely of credit transfer.

Academic Integrity and Plagiarism

Students are expected to complete all assessment activities honestly and demonstrate their own knowledge and workplace skills.

Plagiarism occurs when a student presents another person's work, ideas or responses as their own.

This may include copying content from:

- Other students
- Websites or online sources
- Textbooks or training materials
- Artificial intelligence (AI) tools without understanding the content

Use of Artificial Intelligence (AI)

ACA Training recognises that students may use digital tools, including AI tools, to assist with learning and understanding course material.

However, students must ensure that all responses submitted for assessment reflect their own knowledge and workplace experience.

Assessors may ask additional questions or request further evidence to confirm a student's understanding of submitted responses.

Verification of Assessment

ACA Training assessors may verify assessment evidence by:

- Asking follow-up questions
- Requesting additional practical evidence
- Discussing answers with the student

These steps help ensure that assessment outcomes are authentic and meet competency requirements.

Breaches of Academic Integrity

If academic misconduct is suspected, ACA Training may:

- Request the student to revise and resubmit their work
- Require additional assessment evidence
- Issue a formal written warning
- Withdraw the student from the course in serious or repeated cases

All cases will be handled fairly and in accordance with ACA Training's policies.

Assessment Outcomes

In some circumstances, a student may not initially demonstrate the required skills or knowledge for a unit of competency.

If this occurs, ACA Training will work with the student to identify areas that require improvement and provide opportunities for additional assessment.

This may include:

- Further practice or learning activities
- Additional workplace evidence
- Reassessment at a suitable time agreed with the assessor

If, after reasonable opportunities for reassessment, the required competency cannot be demonstrated, the student may be recorded as Not Yet Competent (NYC) for the relevant unit or qualification.

Complaints and Appeals

ACA Training is committed to providing a fair and transparent process for handling complaints and appeals.

Students are encouraged to raise concerns as soon as possible so they can be resolved quickly and fairly.

What is a Complaint?

A complaint is negative feedback about ACA Training's services, staff or processes that has not been resolved informally.

Complaints may be made by students or other stakeholders.

What is an Appeal?

An appeal is a request for reconsideration of a decision made during training or assessment.

Appeals must be submitted in writing within 28 days of the student being informed of the decision.

Resolving Issues Early

Where possible, concerns should first be discussed with the relevant ACA Training staff member or assessor.

Many issues can be resolved quickly through open communication.

Complaints and Appeals

Complaints and Appeals Process

ACA Training manages complaints and appeals in a fair, confidential and timely manner. This includes:

- Maintaining a written record of complaints and appeals
- Providing the complainant or appellant with an opportunity to present their case
- Allowing a support person to attend meetings if required
- Commencing the complaints or appeals process within 10 working days
- Providing written outcomes and reasons for decisions
- Implementing outcomes promptly

Students will remain enrolled during the complaints or appeals process where appropriate

Step 1 — Raise the Issue

If something isn't right, start by speaking with your assessor or contacting ACA Training.

Most issues can be sorted quickly with a conversation.

Step 2 — Formal Complaint or Appeal

If the issue isn't resolved, you can submit a formal complaint or appeal.

Once received, ACA Training will:

- Acknowledge your complaint promptly
- Review the situation fairly and objectively
- Keep your information confidential
- Involve the appropriate team member to assess the issue

Outcome

You'll be informed of the outcome in writing, including any actions taken.

If required, we may contact you for more information during the process.

Not Happy with the Outcome?

You can request a review or escalate the matter to an external organisation.

ACA Training will provide guidance on the next steps if needed.

Your Protection

You will not be disadvantaged for raising a complaint or appeal.

All matters are handled respectfully, fairly, and without bias or disadvantage.

External Review

If a complaint or appeal cannot be resolved internally, students may contact an independent external body.

This includes:

ASQA (Australian Skills Quality Authority)

or the National Training Complaints Hotline.

Timeframes

ACA Training aims to resolve complaints and appeals as quickly as possible. If the process takes longer than 60 days, ACA Training will inform the student in writing and provide updates on progress.

Student Support

ACA Training is committed to providing a learning environment that is safe, fair and supportive for all students. Because ACA Training delivers courses using a workplace-based training model, students may receive support from both their employer and ACA Training assessors during their course.

Support may include assistance with:

- Understanding theory questions
- Clarification of assessment requirements
- Technical support with the ACA Training App
- Language, literacy, numeracy or digital skills

Reasonable adjustments to assessment where appropriate

Students are encouraged to contact ACA Training if they require assistance at any stage of their course.

Accessing Support

Students can contact ACA Training through:

- The messaging function in the ACA Training App
- Email
- Phone

ACA Training aims to respond to student enquiries within two business days.

Training managers or workplace supervisors may also contact ACA Training on behalf of a student if assistance is required.

Workplace Support

As most ACA Training students are employed in relevant industry roles, workplace supervisors and training managers may assist students with day-to-day task guidance while completing practical activities.

Employers may support students by providing:

- Access to workplace equipment
- Supervision of workplace tasks
- Guidance on workplace procedures

ACA Training assessors remain responsible for reviewing assessment evidence and making final competency decisions.

Monitoring Student Progress

ACA Training monitors student progress through the training application.

If a student becomes inactive or experiences difficulty completing assessments, ACA Training may contact the student or their employer to offer assistance.

Students may also receive automated reminders through the ACA Training App encouraging them to continue their training.

Complaints and Appeals

Reasonable Adjustments

ACA Training recognises that some students may require adjustments in order to demonstrate competency.

Reasonable adjustments may include:

- Verbal responses instead of written answers
- Additional time to complete assessments
- Alternative evidence methods where appropriate
- Assistance with understanding assessment questions

Any adjustments will be implemented in consultation with the student and will not compromise the competency requirements of the unit.

Additional Support Services

If a student requires support beyond the services available within ACA Training, they may be referred to appropriate external organisations.

Examples of support services include:

- Language, literacy and numeracy support
- Digital skills support
- Mental health and counselling services

Some external services may incur costs which are the responsibility of the student.

ACA Training is committed to providing a safe and fair learning environment. If you experience any issues that affect your learning, please contact ACA Training and we will assist where possible.

Language, Literacy, Numeracy and Digital (LLND) Support

Students who require assistance with language, literacy, numeracy or digital skills may wish to contact the following organisations.

Reading Writing Hotline

Information about local LLND providers
1300 6 555 06
www.readingwritinghotline.edu.au

Read Write Now

Free one-to-one literacy support in
Western Australia
1800 018 802
www.read-write-now.org

AMEP

Adult Migrant English Program
English language tuition for eligible
migrants
www.education.gov.au/adult-migrant-english-program

WAALC

Western Australian Adult Literacy Council
Literacy and numeracy support services
www.waalc.org.au

ACAL

Australian Council for Adult Literacy
Adult literacy resources and support
www.acal.edu.au

Black Dog Institute

Mental health information and support
www.blackdoginstitute.org.au

Certification and Qualifications

ACA Training issues qualifications, Statements of Attainment and Records of Results to students who successfully demonstrate competency in accordance with the requirements of the relevant training package.

Certification is issued only after all assessment requirements have been completed and competency has been confirmed by a qualified ACA Training assessor.

Assessment Completion

For students completing assessment using the ACA Training App, certification generally occurs once:

- All theory questions have been completed
- All required practical evidence has been submitted
- The assessor has reviewed and confirmed the evidence
- Any additional clarification or reassessment has been completed where required

In some cases, workplace verification may be used as supporting evidence to confirm that workplace tasks have been performed. However, all final competency decisions are made by ACA Training assessors.

Issuing Qualifications

Students will receive a qualification when they have:

- Met the packaging rules for the qualification as defined in the relevant training package
- Demonstrated competency in all required units of competency
- Paid any outstanding course fees

Certificates and Statements of Attainment are normally issued within two weeks after competency has been confirmed.

Statement of Attainment

A Statement of Attainment is issued when a student successfully completes one or more units of competency but does not complete the full qualification.

The Statement of Attainment will list all units of competency achieved.

Record of Results

A Record of Results may be issued when a student has been enrolled in a qualification but has not achieved competency in all units of competency.

Replacement Certificates

ACA Training can reissue qualifications or Statements of Attainment upon request.

To obtain a replacement certificate, students must:

- Provide proof of identity
- Submit a written request
- Pay the certificate reissue fee

Certificates are issued electronically by default, with printed copies available upon request.

Regulatory and Legislative Responsibilities

ACA Training operates in accordance with relevant Australian legislation and regulatory requirements applicable to Registered Training Organisations (RTOs).

These may include:

- Vocational Education and Training Act
- Privacy Act
- Competition and Consumer Act
- Copyright Act
- Work Health and Safety Act
- All Australian Discrimination Acts
- Australian Intellectual Property laws
- All Australian Standards

ACA Training is committed to ensuring that its training and assessment services are delivered in a safe, fair and compliant manner.

If you have questions about regulatory or legislative matters related to your course, please contact ACA Training for assistance.