EduSmart
INSTITUTE

STUDENT HANDBOOK

Nationally Recognised Training

Future. Value. Success.

EduSmart Institute | Registered Training Organisation 45984

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A simple guide to your rights, responsibilities, support and key processes while studying with EduSmart Institute.

Welcome to EduSmart

Choosing to build new capability is an investment in your future. We want your experience with EduSmart to be practical, professional and worthwhile. This handbook gives you the key information you need as a VET student without repeating the detail already controlled in our policies and your course-specific information.

Your course information matters

This handbook applies across EduSmart Institute. Your Course Essentials and Pre-Enrolment Information tells you the details for your qualification, including delivery, duration, workload, entry and technology requirements, assessment, fees and any course-specific conditions. Read both before you enrol or pay fees.

RTO	EduSmart Institute | RTO 45984
Website	www.edusmart.au
Student support	Use the contact details and support channels in your enrolment confirmation and learner platform.
Policies and forms	Current versions are available through the EduSmart website and/or learner platform.
If something is not right	Raise it with us early, or use the Feedback, Complaint & Appeal process described in this handbook.

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1. Before you enrol

Before you enrol, and before EduSmart requires you to pay course fees, we provide information so you can make an informed choice. Your course-specific information covers:

- the qualification or training product code and title, delivery mode, location, duration, commencement, scheduling and expected workload
- entry and completion requirements, assessment requirements, and any work placement or licensing requirements where applicable
- fees, payment terms, refunds and any student costs or liabilities
- technology, equipment or other resources you need
- available training and wellbeing support, and any third-party delivery arrangements
- RPL, Credit Transfer, withdrawal, complaints and appeals, and your key responsibilities.

Suitability

We review each prospective student against the needs of the training product. This may include relevant experience, language, literacy and numeracy, digital literacy, technology access, study readiness and support needs. The outcome may be suitable, suitable with agreed support or conditions, or not currently suitable. If you disagree with an adverse enrolment decision, you may appeal it.

USI

A verified Unique Student Identifier (USI) is required for nationally recognised training unless a lawful exemption applies. Your USI must be verified before certification is issued.

2. Learning, assessment and AI

EduSmart provides training and practice before assessment so you have a genuine opportunity to build the required skills and knowledge. Assessment is competency-based. A qualified assessor decides whether you have demonstrated the full requirements of each unit.

What you can expect from assessment

- clear instructions and performance expectations before you start
- assessment methods that match the training product and required conditions
- feedback where evidence is not yet satisfactory
- a reasonable opportunity to resubmit or be reassessed where appropriate, with further training or practice if needed
- the right to appeal an assessment decision.

Your evidence must be valid, sufficient, authentic and current. Reassessment does not lower the competency standard.

Responsible use of AI

EduSmart supports responsible use of AI where it suits the learning or assessment purpose. Each assessment tells you whether AI is permitted, restricted or not permitted. Where AI is allowed, you remain responsible for checking the work, protecting privacy and confidential information, and demonstrating your own knowledge, skills, judgement and contribution. AI-generated material cannot be used as proof that you personally completed a required practical or workplace task.

3. Support, inclusion and wellbeing

Ask for help early. Support may include orientation, trainer contact, clarification of learning activities, study planning, technology guidance, additional practice, learning resources or an agreed adjustment. Your course information and learner platform explain how to contact trainers, assessors and support staff.

Reasonable adjustment

You may tell us about a disability or other support need if you choose. We will consider reasonable adjustments that help you access and participate in training and assessment while keeping the integrity and inherent requirements of the training product. Adjustments may include changes to timing, format, communication, assistive technology or an equivalent way of providing evidence. If an adjustment cannot be made without compromising a competency requirement, we will explain why and consider other available options.

Inclusive and culturally safe learning

EduSmart aims to provide a respectful, inclusive and culturally safe learning environment. Harassment, discrimination and disrespectful conduct are not accepted.

Wellbeing

For our online business programs, wellbeing support is primarily referral-based. EduSmart staff do not provide professional counselling, medical or crisis services unless separately qualified and engaged to do so. If a wellbeing issue is affecting your study, contact us so we can discuss learning support or suitable external options.

Immediate danger	Call 000.
Lifeline	13 11 14, 24/7 crisis support.
Beyond Blue	1300 22 4636, 24/7 support service.

4. RPL and Credit Transfer

You do not need to repeat learning unnecessarily. Tell us about relevant previous study or experience before or during enrolment.

Recognition of Prior Learning (RPL)

RPL is an assessment pathway that recognises current skills, knowledge and competencies you already have, regardless of how or where you developed them. RPL is optional and is assessed with the same rigour as other assessment. Screening or approval to proceed does not guarantee a Competent outcome. You will be told any RPL fees before formal assessment begins.

Credit Transfer

Credit Transfer recognises prior successful completion of an equivalent nationally recognised unit or training product. We verify the evidence and equivalence before granting credit. Standard Credit Transfer processing is not separately charged.

5. Fees, payments and withdrawal

Your current course information and enrolment terms show the total fee, payment schedule, inclusions, any additional charges and the refund arrangements before you commit to enrolment. EduSmart uses a low-upfront-payment model and manages prepaid fees in accordance with the applicable RTO requirements.

If a payment is missed

We will notify you and give you a reasonable opportunity to correct the payment or contact us. If an amount remains overdue, access to future training or assessment may be paused until an arrangement is made. You can still access your records, complain or appeal, and request withdrawal.

If you withdraw

You may withdraw through the published withdrawal process. Once withdrawal takes effect, future scheduled instalments are cancelled. Fees already paid are not automatically refundable merely because you did not participate, did not complete learning or assessment, or changed your mind. You remain responsible for fees already due for services or payment periods that commenced before the effective withdrawal date. Your rights under Australian Consumer Law are not limited by this policy.

If EduSmart cannot deliver

If EduSmart cancels a course or cannot provide services you have paid for, we will offer an appropriate remedy. This may include transfer to an equivalent service by agreement or a refund for services not delivered, together with any applicable prepaid fee-protection arrangement.

6. Progress and changes to your enrolment

We monitor participation and progress so support can be offered early. If we notice extended inactivity, missed milestones, repeated incomplete or unsatisfactory assessment attempts, technology difficulty or another concern, we may contact you and agree a support or progress plan.

Please tell us promptly if your contact details, circumstances, support needs or ability to continue change. Requests for deferral, extension, transfer or withdrawal are considered against the training product, course arrangements and your individual circumstances.

EduSmart may cancel or discontinue an enrolment where permitted by the published terms and policies, including serious misconduct, persistent non-participation after reasonable contact and support, or non-payment. If a decision adversely affects you, we will tell you the reason and how to appeal.

If you withdraw after successfully completing one or more units, any applicable Statement of Attainment is issued subject to the normal certification requirements.

7. Complaints and appeals

We want concerns raised early and handled fairly. You will not be disadvantaged for making a genuine complaint or appeal. You may have a support person and ask for reasonable communication or accessibility support.

Complaint

Use a complaint when you are dissatisfied with a service, action, behaviour, omission or experience involving EduSmart, a staff member, trainer, assessor, contractor or a third party delivering services on our behalf.

Appeal

Use an appeal when you want us to review a decision that adversely affects you, including an enrolment, assessment, RPL, Credit Transfer, progress, withdrawal or other RTO decision. Appeals should normally be lodged within 20 business days after you are notified of the decision, although a later appeal may be accepted where there is a reasonable basis.

How to lodge

You may use the EduSmart Feedback, Complaint & Appeal Form, email us using the published student contact channel, or ask for another accessible format. Informal resolution is optional. You do not have to approach the person involved first.

Acknowledgement	Normally within 3 business days.
Target resolution	We aim to resolve a complete matter within 20 business days after we have enough information to review it.
Longer matters	If the matter is likely to take more than 60 calendar days from lodgement, we will explain the delay in writing and provide progress updates.

If you are dissatisfied with EduSmart's internal appeal outcome, you may request an independent review. EduSmart will arrange access to an appropriately independent person or body at no or low cost, and any cost to you will be explained before the review proceeds.

8. Your responsibilities and conduct

A good learning experience depends on both EduSmart and the student doing their part. We ask you to:

- provide accurate enrolment information and keep your contact details current
- participate in agreed learning and assessment activities and tell us when you need help

- complete your own assessment work and provide genuine evidence of your contribution
- follow assessment instructions, including any rules about AI use, privacy and confidentiality
- communicate respectfully and not bully, harass, discriminate against, threaten or intimidate others
- protect passwords, systems, course materials and confidential workplace or client information
- respect copyright, licences and intellectual property
- meet agreed payment arrangements or contact us promptly if circumstances change.

Serious or repeated misconduct may lead to restrictions, suspension or cancellation in accordance with EduSmart policies. Procedural fairness and appeal rights apply to adverse decisions.

9. Privacy, records and certification

EduSmart collects and keeps information needed to manage enrolment, suitability, training, assessment, support, fees, certification, VET reporting and compliance. We use approved systems and limit access to people who need the information for legitimate purposes. Information may be disclosed where required by law or VET reporting requirements. You may ask to access or correct personal information we hold, subject to applicable law.

Certification

When you have met the relevant training product requirements, all agreed fees associated with the training product have been paid where payment is a condition of issue, and your USI has been verified, EduSmart issues the applicable AQF certification documentation within 30 calendar days after completion of assessment.

Qualifications and VET Statements of Attainment are retained in EduSmart records for the required period and can be made available to current or former students on request, subject to identity verification and any lawful administrative process.

Training product changes

Training products can be superseded, deleted or expire. If a change affects your enrolment, EduSmart will tell you as soon as practicable and explain the available completion or transition pathway.

10. Key policies and quick help

This handbook is the plain-English summary. The current approved policies contain the detailed rules. The main student-facing policies are:

Policy	What it covers
M01	Training, Assessment, RPL, Credit Transfer & Validation Policy and Procedure
M02	Student Information, Entry, Enrolment, Support & Withdrawal Policy and Procedure
M03	Fees, Payments, Refunds & Student Financial Protection Policy and Procedure
M04	Complaints & Appeals Policy and Procedure

Quick help

I need help with my course: Contact your trainer or the support channel shown in your learner platform or enrolment confirmation.

I need an adjustment: Contact student support as early as possible so we can discuss your needs.

I want RPL or Credit Transfer: Contact EduSmart before completing unnecessary training or assessment.

I need to pause or withdraw: Use the published student change/withdrawal process and check the fee implications.

I disagree with a decision: Use the appeal process. Assessment, RPL, Credit Transfer, enrolment and other adverse decisions can be appealed.

I want to make a complaint: Use the Feedback, Complaint & Appeal Form or the published student email/contact channel.

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