

# ASSESSMENT SUPPORT

## *Handbook*

YOUR GUIDE TO UNDERSTANDING, COMPLETING  
AND SUCCEEDING IN ASSESSMENTS

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 [nationaltraining.edu.au](http://nationaltraining.edu.au)

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## 1. Welcome to the Assessment Support Handbook

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Congratulations on beginning your studies with **National Training**.

This Assessment Support Handbook is a comprehensive guide for students undertaking Vocational Education and Training through self-paced online study. The document covers the complete learning journey from introduction to course completion, including assessment types, submission procedures, academic integrity requirements and support services. It concludes with extensive resources including frequently asked questions, websites to support the learning experience and a directory of Australian adult learning support services to help students succeed in their vocational training.

Assessments are an essential part of your learning journey. They allow you to:

Demonstrate your knowledge and skills

Apply your learning to practical situations

Receive feedback from your Trainer and Ssessor to improve and succeed

### What you will find in this handbook

- An overview of the assessment process and how competency is determined
- Assessment formats you may encounter, including written questions, projects, case studies, roleplays and video evidence
- How to prepare and submit assessments correctly in Moodle
- How feedback works, what not yet competent means and how to complete resubmissions
- Academic integrity expectations and simple referencing guidance
- How the National Camper Trailers simulation is used in assessments
- Where to find additional resources, support and contacts

### How to use this handbook

- Read the relevant section before you start each task
- Follow the step-by-step instructions alongside the screenshots
- Refer back whenever you need clarification on requirements, submissions or feedback

## Where to get help

**Trainers and Assessors** support unit content, assessment requirements and feedback

**Student Support** helps with enrolment, access, extensions and general queries

✉ **Email:** [studentsupport@nationaltraining.edu.au](mailto:studentsupport@nationaltraining.edu.au)

☎ **Phone:** (03) 9013 6878

Keep this handbook close by throughout your course. Use it to plan your approach, check requirements and make sure your submissions meet the standard.

**Remember, your success is our priority.**

**We are here to provide the guidance and support you need every step of the way.**

**We're excited to be part of your learning journey!**

## 1.1 Our Trainer and Assessors

Our Trainer and Assessor will support and guide you throughout your learning journey, They will respond to queries and provide real-life examples to help you apply your training in the workplace.

### National Training's Commitment

Provide timely responses to your questions

Offer constructive feedback on your assessments

Aim to mark submitted assessments within seven (7) days of receiving them (unless your Trainer and Assessor is on annual leave)

Ensure a supportive learning environment

Your Trainer and Assessor's contact information can be found on Moodle.

#### Meet Your Trainer and Assessor

**YOUR TRAINER** brings extensive expertise in Human Resources, Business, Leadership & Management to support your learning journey. YOUR TRAINER will provide ongoing guidance, share practical workplace insights and help you connect theory to real-world applications.

#### How to Reach YOUR TRAINER:

- ✉ **Direct Message:** Through Moodle
- ✉ **Email:** [@nationaltraining.edu.au](mailto:@nationaltraining.edu.au)
- 📅 **Schedule a Call:** <https://calendly.com/>
- 📱 **Mobile:** 04

We understand that every learner's needs are different and we're here to support you throughout your studies.

This is a self-paced course, which means you're in control of how and when you learn. We recommend setting personal goals to help you stay on track and complete the course within your designated timeframe. Please note that Trainers and Assessors won't follow up automatically if you haven't submitted work, but they're always available to support you if you have questions or need guidance.

If you require additional assistance, here's how to reach out:

- **Send a message via Moodle or email your Trainer and Assessor.**

If your query relates to a specific unit, please be clear in your message.

For example: *"I need support with BSBPEF501, Assessment 3, Question 4: [insert question or issue]."*

- **Book a call with your Trainer and Assessor using Calendly**

Trainer and Assessor availability varies, so it's best to schedule a time for a call.

Booking is required for any **after-hours calls**. In your welcome email, you received information about how to contact your Trainer and Assessor including the Calendly link.

## 1.2 Your Role

Your role as a student is just as important. To get the most from your learning and assessment journey you are expected to:

### Your Responsibilities:

Treat all persons associated with National Training with respect and courtesy.

Read all assessment instructions carefully before starting each task

Complete and submit your assessments in Moodle by the required dates

Make sure all work is your own and properly referenced if you use external sources

Review the feedback you receive and apply it to improve future work

Take responsibility for managing your study time in a self-paced environment

Contact your Trainer and Assessor or Student Support early if you experience difficulties

Being proactive and organised will help you avoid delays and make your study experience smoother.

## 1.3 Tips for Success in Self-Paced Online Study

Studying online gives you the freedom to learn at your own pace, but success depends on building good habits and staying consistent. The following strategies will help you stay motivated and on track:

<b>Plan your study time</b>	<ul style="list-style-type: none"><li>• Create a weekly routine and treat study sessions like fixed appointments</li></ul>
<b>Break tasks into steps</b>	<ul style="list-style-type: none"><li>• Divide assessments into smaller goals to make progress manageable</li></ul>
<b>Set realistic milestones</b>	<ul style="list-style-type: none"><li>• Aim to complete one unit each month to maintain steady momentum</li></ul>
<b>Create a focused space</b>	<ul style="list-style-type: none"><li>• Study in a quiet, organised environment with minimal distractions</li></ul>
<b>Use Moodle tools</b>	<ul style="list-style-type: none"><li>• Check the calendar and progress tracker to keep yourself accountable</li></ul>
<b>Ask for help early</b>	<ul style="list-style-type: none"><li>• Contact your Trainer and Assessor or Student Support before issues become setbacks</li></ul>
<b>Take care of yourself</b>	<ul style="list-style-type: none"><li>• Schedule regular breaks, stay active and balance study with personal time</li></ul>

Staying organised and seeking support when needed are the two most important factors for success in a self-paced course.

**Remember, this is your journey and you're in control of how and when you learn.  
Keep the momentum going and don't hesitate to reach out for support when you need it!**

## 2. Understanding Vocational Education

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Before starting your assessments, it is important to understand how the **Vocational Education and Training (VET) system** works in Australia. VET is designed to provide practical, workplace-ready skills and is different from school or university learning.

This section will explain:

- What VET is and how competency-based training works
- The principles of assessment that guide how your work is marked
- What your Trainer and Assessor looks for when reviewing your evidence
- How reasonable adjustment and student support can help you
- Strategies and resources to approach your assessments successfully

By understanding the VET framework, you will know **what is expected of you** and how to demonstrate competence in your course.

### 2.1 What is Vocational Education and Training (VET)?

Vocational Education and Training (VET) is focused on providing people with the **skills and knowledge required for the workplace**. It is practical, career-oriented learning designed to prepare you for real jobs in a wide range of industries.

Unlike traditional education, which often relies on tests and exams, VET uses a **competency-based training and assessment system**. This means you will be assessed on whether you can demonstrate the skills and knowledge required for your qualification, not on how well you compare with other students.

In the VET system:

Your learning is linked directly to workplace requirements

Assessments measure your ability to perform tasks and apply knowledge in real or simulated environments

Competency is achieved when you can show that you consistently meet all the requirements of a unit

VET is nationally recognised in Australia. Completing a qualification with National Training means your skills are portable and valued across industries and workplaces.

## 2.2 Principles of Assessment

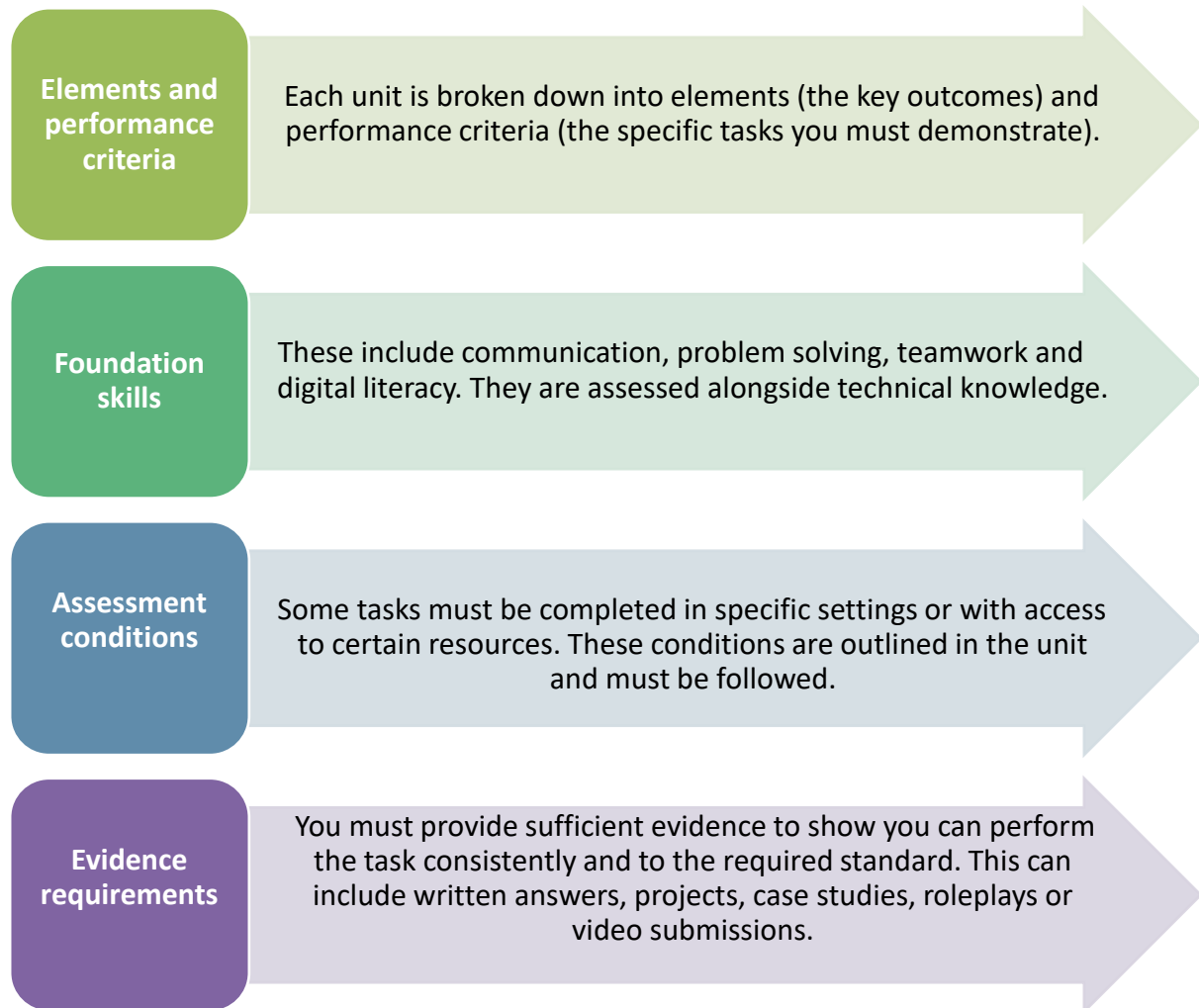
All assessments in the Vocational Education and Training (VET) system are guided by four key principles. These principles ensure that the process is consistent, fair and focused on helping you demonstrate your competence.



## 2.3 What Assessors Look For

Your Trainer and Assessor will review your work against the requirements of each **unit of competency**. To be marked as **Competent**, you must show that you can consistently perform the skills and apply the knowledge to the required standard.

When assessing your work, Trainers and Assessors look for:



To be deemed **Competent**, you must successfully complete **all parts of the assessment** for a unit. If one part is missing or unsatisfactory, the unit will be marked as **Not Yet Competent** until further evidence is provided.

## 2.5 Tips for Approaching Assessments

Assessments are your opportunity to show what you know and can do. By preparing well and approaching each task step by step, you can build confidence and avoid unnecessary stress.

### Before You Begin

Read all instructions carefully so you understand what is required

Review the unit outline to see how the assessment links to the learning outcomes

Gather any documents, templates or resources you will need before starting

### While Completing the Assessment

Break each task into smaller steps and set mini deadlines for yourself

Use the Learner Guide and other support materials to help you answer questions

If research is required, use reliable sources and remember to reference them

Apply examples from the National Camper Trailers simulation or your own workplace where appropriate

### After You Finish

Review your work carefully before submitting

Check that you have answered every part of each question

Make sure your file is named correctly and uploaded to Moodle in the right place

Keep a backup copy of your work in case of technical issues

## 2.6 Resources You May Need

To complete your assessments successfully, you may need access to specific resources. These will vary depending on the unit but can include:

- Computer or laptop** – Essential for accessing Moodle, completing assessments, saving
  - Learner Guides and assessment workbooks** – Your primary study materials, available in
  - Templates and forms** – Provided in the Additional Documents and Templates folder in
  - National Capital Trailers (NCT) simulation documents** – Used throughout your course to
  - Internet access** – required for Moodle, research tasks, legislation updates and industry
  - Software** – Assessments are generally completed in Microsoft Word, Excel or PowerPoint
- If you use other software such as Mac programs, save your work as a PDF before
- Recording devices** – Such as a smartphone, tablet or webcam, which may be required to
  - Other participants for role play** – Some tasks require you to demonstrate communication or teamwork skills with others. Friends, family members or colleagues can participate if

If a particular unit requires additional resources, these will be clearly stated in the assessment instructions. Always check the requirements before starting each task so you can plan ahead.

### 3. Assessment Requirements and Types

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At National Training, assessments are designed to give you the opportunity to show that you can apply the skills and knowledge from each unit in practical and meaningful ways. Assessments may take a variety of forms, depending on the unit.

Below are the main assessment types you will encounter.

#### 3.1 Written Questions

Written questions test your understanding of the unit content.

- You will usually use your **Learner Guide** to help answer these questions.
- Some tasks may require **additional research**; if so, this will be clearly stated.
- Always provide answers in your own words, unless quoting directly.
- If you use material from the Learner Guide, workplace documents or websites, make sure to **reference your sources**.

**You must remember to reference your sources:**

Include full weblinks for any online research

Reference your Learner Guide like this: *BSBXXX5XX Learner Guide, Page XX*  
(Just update with the actual unit code and page number when you submit.)

#### 3.2 Projects and Case Studies

Projects and case studies allow you to apply what you've learned to a **realistic scenario**.

- You may be asked to analyse a situation, review documents, or provide recommendations.
- Background information will always be provided to support your response.
- In your first unit, additional documents are included to help guide you.
- Use examples from the **National Camper Trailers (NCT) simulation** or your own workplace (where permitted).

The purpose of these tasks is to demonstrate your ability to apply theory in practice.

## 3.3 Roleplays and Presentations

Roleplays are designed to be flexible and relevant to your learning. They can be completed online via Zoom, Teams or another platform—no in-person meeting is required.

### How roleplays work:

Scenarios will be provided for you to follow

You may involve friends, family members or colleagues to play other roles

Roleplays can be performed live or recorded for submission

If recorded, ensure your video is clear with good audio and correct labelling

These activities simulate workplace interactions and help you practice skills such as teamwork, conflict resolution and information delivery.

### Two types of roleplay requirements:

**1. Meeting notes only** Some roleplays do not require video or audio evidence. If your unit does not include a Trainer and Assessor Checklist or Dropbox upload instructions, you only need to complete meeting notes using the Meeting Record Sheet provided. Your responses must be detailed and go beyond single sentences, as detailed information is required to meet the requirements of the task.

**2. Video evidence required** When video evidence is requested:


- The video must show you completing the task
- Other participants do not need to appear on camera but must be heard
- Ensure clear video quality and audio


Check your unit requirements to determine which type applies to your assessments.

## 3.4 Video Evidence Requirements

When video evidence is required for any task:

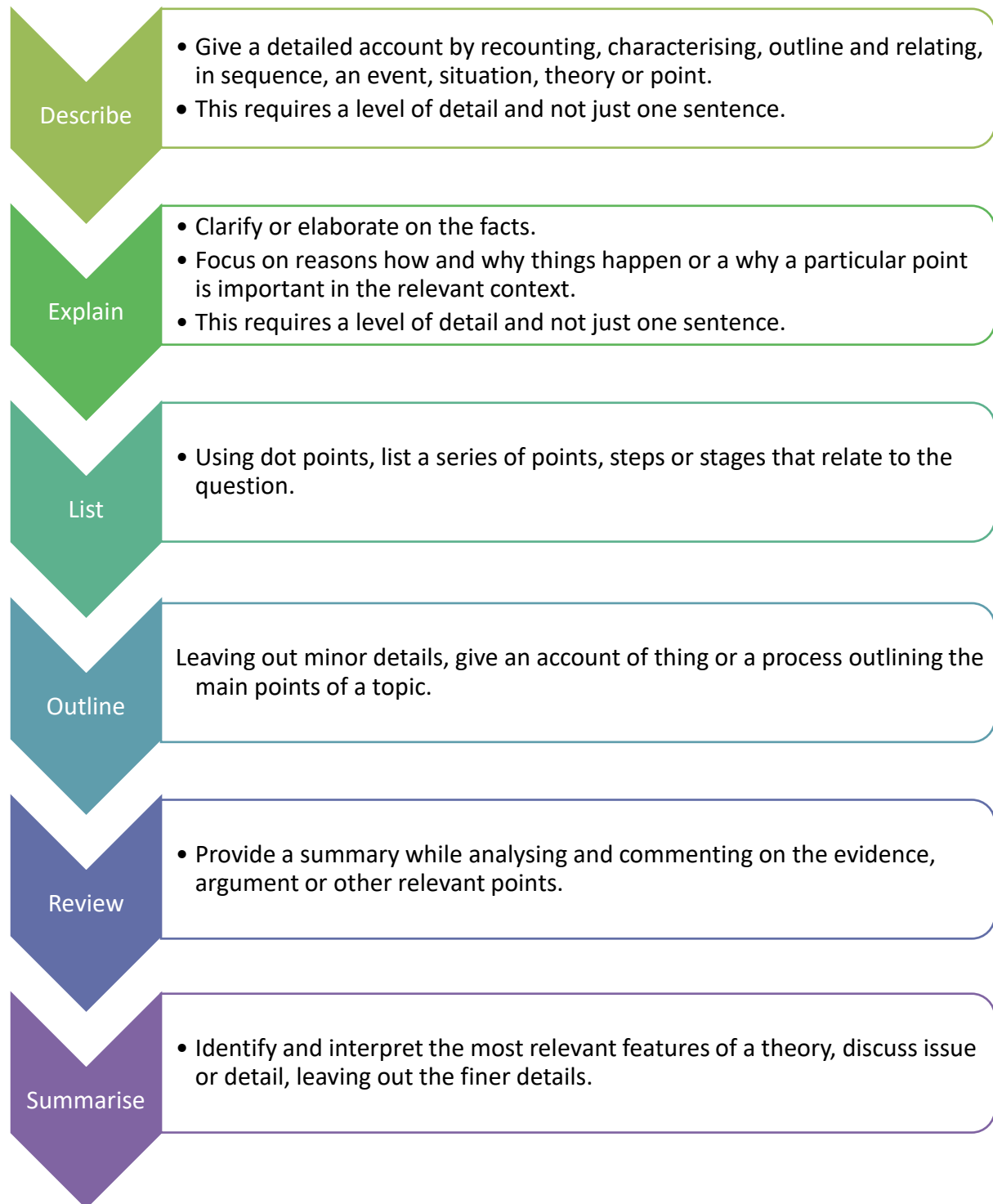
- The video must clearly show you completing the specified activities
- Other participants in roleplays do not need to be visible on camera
- Ensure good video quality and clear audio for assessment purposes

- Videos must be clearly labelled:
  - **[Your Full Name] [Your JR Number] [Unit Code] [Activity Number]**
  - *Example: John Smith JR999999 BSBPEF501 Activity 4*
- Ensure audio and visuals are clear and the entire task is captured.
- Keep your recording device stable (use a stand or tripod where possible).
- Save files in an accepted format (e.g. MP4) and check the file size before uploading.
- For large files (over 10MB), please upload to Dropbox.
  - **Option 1:** If you were enrolled **after November 2025**, you will have been issued with a personalised link. Please utilise this link. If you are unsure, please email [studentsupport@nationaltraining.edu.au](mailto:studentsupport@nationaltraining.edu.au)
  - **Option 2:** If you have not been provided with a personal link, please use  [Dropbox Submission Link](#)
- Using the Dropbox link provided, simply drag and drop your file into the upload window or select it from your device. You will receive confirmation once the upload is complete.

 **Tip:** Practice the roleplay or presentation before recording to feel confident.

## 3.5 Word Counts

There are no strict word limits for your assessment tasks. However, the terms below are used throughout the workbook to help guide the depth and detail expected in your responses:



## 4. Learning and Assessment Materials

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All of your **Learning and Assessment Materials** are provided through Moodle. These include:


**Learner Guides** – Your primary study resources for each unit

**Student Assessment Workbooks** – Where you complete your tasks

**Templates and forms** – Additional documents you may need for certain projects or case studies

**National Camper Trailers (NCT) simulation resources** – Realistic business documents that you will use throughout your course

These materials are organised by unit and can be accessed by selecting the relevant **unit tile** in Moodle.

 **Tip:** Always review the unit's instructions carefully before starting an assessment to ensure you have downloaded all required documents.

### Where to Find More Help

For detailed, step-by-step instructions on:

- Accessing your workbooks and Learner Guides
- Downloading templates and embedded documents
- Locating the National Camper Trailers simulation files

 Please refer to the **Moodle Support Handbook**.

## 5. Submitting Assessments

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All assessments must be submitted through **Moodle**. Submissions allow your Trainer and Assessor to track your progress, provide feedback and ensure compliance with national standards.

### What to Do Before Submitting

- Review your work carefully and make sure you have answered all parts of each question
- Check your spelling, grammar and formatting
- Save your file using this naming format: **FullName\_StudentID\_UnitCode\_ActivityNumber**
- Keep a backup copy of your work on your computer, USB or cloud storage

### Key Requirements

- All files must be uploaded through Moodle — emailed submissions will not be accepted
- File size limit: **10MB per file**
- Accepted file types: Word, Excel, PowerPoint or PDF
- Video evidence may require Dropbox upload if file size is too large (instructions are in Moodle)

 **Tip:** Always check that the status changes to *Submitted for grading* in Moodle. This confirms your Trainer has received your work.

### Where to Find More Help

For step-by-step guidance on:

- Uploading assessments
- Saving drafts vs final submissions
- Managing file size limits
- Uploading large files via Dropbox

 Please refer to the **Moodle Support Handbook**.

## 6. Feedback and Resubmissions


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### 6.1 Feedback

Your Trainer and Assessor will review your work and provide **written feedback within seven (7) days** of submission (unless on leave). Feedback will explain:

- What you did well
- Areas where you can improve
- What evidence is still required (if any)

You will be notified through Moodle once feedback is available.

 **Tip:** Always read your feedback carefully and apply it to future assessments, not just the one you are resubmitting.

### 6.2 Not Yet Competent (NYC)

If your assessment is marked **Not Yet Competent**, it does not mean you have failed. It simply means more evidence is required to demonstrate competence. You will be given the chance to review feedback and resubmit.

<b>C (Competent)</b>	<b>Competent (C): You have demonstrated the required skills and knowledge.</b>
<b>NYC (Not Yet Competent)</b>	<b>Not Yet Competent (NYC): You have not yet demonstrated the required skills or knowledge. An NYC result allows you to try again.</b>

## 6.3 Resubmissions

- Resubmissions are a normal part of competency-based training
- You must address all feedback provided by your Trainer
- Resubmissions must be uploaded through Moodle (emailed files cannot be accepted)

### Where to Find More Help

For detailed instructions on:

- Viewing feedback in Moodle
- Submitting a new attempt
- Tracking your progress

 Please refer to the **Moodle Support Handbook**.

## 7. Academic Integrity and Referencing

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Academic integrity means acting honestly and responsibly in your studies. At National Training, all students are expected to submit work that is their own and to give credit when using information from other sources.

### 7.1 What Academic Integrity Means

- Completing your own work and not submitting assessments completed by others
- Acknowledging all sources of information, ideas or words that are not your own
- Following the instructions and requirements set out in each assessment
- Respecting the assessment process by submitting authentic evidence

### 7.2 Plagiarism and How to Avoid It

Plagiarism is using someone else's work without proper acknowledgment. This includes copying text directly, paraphrasing without referencing, or submitting another person's work as your own.

To avoid plagiarism:

- Always write answers in your own words where possible
- Use quotation marks if copying text directly, and provide a reference
- Reference the Learner Guide, workplace documents, websites or any other sources you use
- Do not share your completed work with other students

### 7.3 How to Reference Correctly

When you use information from another source, you must include a reference so your Trainer can see where the information came from.

Examples:

- **Learner Guide:** *BSBXXX5XX Learner Guide, page XX*
- **Website:** *Fair Work Ombudsman, [www.fairwork.gov.au](http://www.fairwork.gov.au) (accessed 12 March 2025)*
- **Workplace document:** *Company Policy – WHS Procedures, 2024*

## 7.4 Examples of Acceptable Referencing

### Correct:

“The Fair Work Act 2009 requires employers to provide a safe workplace” (Fair Work Ombudsman, [www.fairwork.gov.au](http://www.fairwork.gov.au)).

### Incorrect:

Copying the same sentence without a reference or presenting it as your own.

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**⚠ Important:** *Submitting work that is not your own or failing to reference sources may result in your assessment being marked Not Yet Competent and could be treated as misconduct under National Training’s policies.*

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## 8. Reasonable Adjustment and Student Support

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At National Training, we understand that every student has unique needs and circumstances. Our goal is to ensure that all students are given a fair and equal opportunity to demonstrate competence in their assessments.

### 8.1 What is Reasonable Adjustment

Reasonable adjustment means making changes to the assessment process so that students with particular needs are not disadvantaged. The integrity of the qualification is always maintained — the requirements of the unit do not change, but the way evidence is gathered may be adjusted.

Examples of reasonable adjustment include:

Allowing additional time to complete an assessment

Providing oral responses instead of written answers (where suitable)

Accepting video or audio submissions in place of written tasks

Adjusting roleplay scenarios to suit the student's environment

Providing modified materials such as large-print documents

### 8.2 How to Request Support

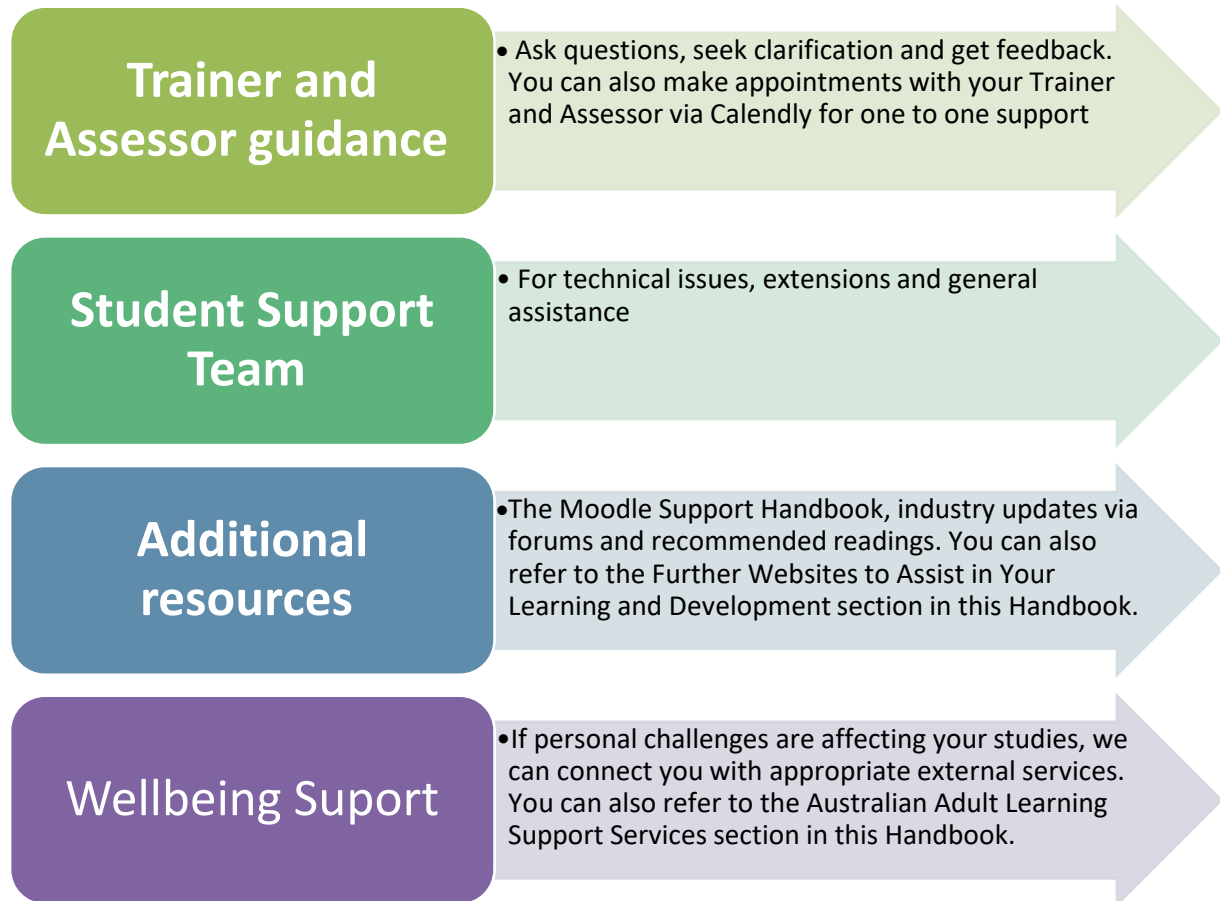
If you believe you may need reasonable adjustment:


1. Contact **Student Support** as early as possible, ideally before starting your assessment.
2. Provide information about your circumstances and the type of support you need.
3. Student Support will discuss options with you and confirm what adjustments can be made in line with training package requirements.

All requests are treated confidentially and with respect.

## 8.3 Support Services at National Training

Beyond reasonable adjustment, National Training offers support to help you succeed in your studies:



 **Tip:** Never wait until a problem becomes overwhelming. Reach out to our team early so we can work with you to keep your learning on track.

## 9. Resources and Further Reading

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In addition to your Learner Guides and assessment materials, National Training provides a range of resources to support your learning and keep you connected with industry developments.

### 9.1 Additional Study Resources

You will have access to the **Further Websites Handbook**, which contains links to useful online resources, articles and tools. These can assist with:

- Research for written questions and projects
- Keeping up to date with legislation and compliance requirements
- Exploring industry best practice

### 9.2 Contact Details

If you need support at any stage of your course, please reach out:

#### Student Support

✉ [studentsupport@nationaltraining.edu.au](mailto:studentsupport@nationaltraining.edu.au)

#### Trainers and Assessors

Message directly through Moodle for assessment-related queries.

#### Phone

Available during business hours (details provided in your welcome email).

## 10. Frequently Asked Questions (FAQs)

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### FAQs: Communication and Support

#### **Q: What support is available during my course?**

We provide tailored support for every learner, including diverse learning materials, course forum updates and prompt assessment feedback. This is a self-paced course—you control your learning timeline. We recommend setting personal milestones to complete within your designated timeframe.

#### **Q: My trainer hasn't called me back. Why?**

Phone appointments are required to ensure dedicated discussion time. Trainer and Assessors don't return calls without voicemail messages, as they have no way to identify the caller or reason for contact. Please make an appointment via Calendly.

#### **Q: Why hasn't my trainer followed up on my progress?**

All courses are self-paced. We provide support when requested but don't chase overdue submissions. If you need reminders, set monthly calendar alerts for your unit progress.

#### **Q: When do I contact my Trainer and Assessor vs. Student Support?**

##### **Contact your Trainer and Assessor for:**

- Assessment questions and clarification
- Learning material support and examples
- Unit-specific guidance

##### **Contact Student Support for:**

- Contact detail updates
- Credit transfers, RPL or course extensions
- Moodle access issues or technical errors
- Payment information.

## FAQs: Getting Started

### **Q: I see multiple documents in my assessment. Where do I start?**

Begin with the **Assessment Workbook**—this is your main document. Check the "Assessment Activity" section for a complete summary of required tasks before submission.

### **Q: Why can't I access all units immediately?**

To minimise video requirements, evidence from certain units (BSBPEF501, BSBTEC404, BSBHRM415 and BSBPMG530) applies across multiple units. Complete these foundational units first to unlock full course access.

### **Q: Can I complete assessments in any order?**

We recommend following the suggested sequence—units are grouped thematically to simplify your learning process.

### **Q: Can I work on multiple units simultaneously?**

Yes, but wait until you've completed and received feedback on your first assessment. This helps you address any issues in one unit rather than across multiple submissions.

## FAQs: Assessment Guidelines

### **Q: I'm stuck on a question. What should I do?**

Skip it and return later—a fresh perspective often helps. If still unclear, contact your Trainer and Assessor with specific details: unit code, assessment number and question number. You can also arrange a call with your Trainer and Assessor via Calendly.

### **Q: Can I submit drafts for review?**

No. Complete assessments to the best of your ability before submission. Draft reviews would cause significant delays for all learners.

### **Q: Can I use only information from Learner Guides?**

Some assessments accept Learner Guide content (with proper referencing), while others require additional research. Check individual assessment requirements or ask your Trainer and Assessor for clarification.

**Q: Do I need to include references?**

Yes, all submissions require proper referencing, including content from Learner Guides.

## FAQs: Roleplays

**Q: Are roleplays mandatory?**

Yes—ASQA requires video evidence to assess oral communication and negotiation skills. We've minimised video requirements by using evidence from key units across multiple assessments.

**Q: Do all roleplays need video evidence?**

No. Some units only require detailed notes. Units requiring video/audio will include specific upload instructions.

**Q: Can I use family or friends for roleplays?**

Absolutely! Workplace participants aren't required—use anyone willing to participate.

**Q: What video requirements exist?**

We only need to see and hear you (the learner). Other participants must be heard but don't need to be visible.

## FAQs: Course Timeline

**Q: How long do I have to complete my course?**

- **Certificate IV:** 12 months
- **Diploma/Advanced Diploma:** 12-18 months
- **Dual Diplomas:** 24 months

Check your "Welcome to National Training" email for your enrolment date or contact student support for your end date.

**Q: How much time should I spend per unit?**

Aim to submit one unit per month. Study time varies by individual—some sessions may yield only a few sentences, others several pages.

### **Q: What if I fall behind?**

This is normal in self-paced learning. Maintain steady progress and communicate openly. If you need extra time, we can discuss course extensions.

### **Q: How do I apply for a course extension?**

Contact Student Support at [studentsupport@nationaltraining.edu.au](mailto:studentsupport@nationaltraining.edu.au) or (03) 9013 6878. Extensions up to six months cost \$400.

Note: One extra month doesn't require formal extension—just notify your Trainer and Assessor.

## **FAQs: Submissions and Feedback**

### **Q: Do I submit each assessment task separately?**

No—submit all activities for each unit together as one complete submission.

### **Q: I uploaded the wrong document. What now?**

Message your Trainer and Assessor via Moodle. They'll revert your submission to draft status for corrections.

### **Q: How long until my assessment is marked?**

Assessments are reviewed within 7 days (unless your Trainer and Assessor is on leave), typically within a few days. If unmarked after a week, follow up with your Trainer and Assessor.

### **Q: Does "Not Yet Competent" mean I've failed?**

Not at all! This simply indicates areas needing revision. Your trainer will provide specific feedback for improvement. You can resubmit until achieving competency—there's no strict time limit within reason.

## **Course Completion**

### **Q: Must I complete every unit?**

Yes—this is an accredited qualification requiring all units for certificate issuance. Partial completion results in a Statement of Attainment only.

### **Q: When will I receive my certificate?**

You'll receive an email within a week of final unit completion with certificate processing steps.

Certificates are issued within 30 days, typically faster with prompt detail confirmation. All payment plan amounts must be finalized and you need a valid USI.

### **Q: What happens to my account after I have finished my course?**

After certificate issuance via Learning Vault, your account deactivates to stop forum updates. Save all materials before this occurs. Contact Student Support if you need account access.

## **FAQs: Technical and Access Issues**

### **Q: I can't log into Moodle. What should I do?**

Contact Student Support immediately at [studentsupport@nationaltraining.edu.au](mailto:studentsupport@nationaltraining.edu.au) or (03) 9013 6878. Include your full name and enrolment details in your message.

### **Q: My course materials won't download or open. How do I fix this?**

Try refreshing your browser, clearing cache/cookies or using a different browser. If problems persist, contact Student Support with details about your device and browser type.

### **Q: Can I access my course on mobile devices?**

Yes, Moodle is mobile-friendly. However, for assessment completion and video uploads, we recommend using a computer for the best experience.

### **Q: I'm having trouble uploading my assessment. What's wrong?**

Check your file size (large files may time out), ensure you're using supported formats and verify your internet connection. Contact Student Support if issues continue.

## **FAQs: Study Strategies and Learning**

### **Q: I'm struggling with time management. Any tips?**

Break units into smaller daily tasks, use the Pomodoro Technique (25-minute focused sessions), eliminate distractions and set specific study times in your calendar. Consider studying during your most alert hours.

### **Q: How do I stay motivated when studying alone?**

Set small, achievable goals with rewards, connect with fellow students through course forums, track your progress visually and remind yourself of your career goals. Celebrate small wins along the way.

## FAQs: Assessment Concerns

### **Q: How detailed should my answers be?**

Assessment questions typically indicate expected length (e.g., "dot points"). You may also refer to the Work Counts section in this Handbook for further advice. When unclear, aim for comprehensive answers that fully address all parts of the question. Quality over quantity is key.

### **Q: Can I use workplace examples if they're confidential?**

Some questions will ask you to respond from your experience. You can use previous workplaces, but remove identifying information (company names, client details, specific locations). Use generic terms like "previous employer" or "a retail organisation I worked for."

### **Q: What if I don't have workplace experience for case studies?**

Use examples from volunteer work, group projects, sports teams or even hypothetical scenarios based on your research. Be honest about the source and focus on demonstrating your understanding.

### **Q: I made an error after submitting. Can I fix it?**

Contact your Trainer and Assessor immediately via Moodle messaging. Small errors might not affect your grade, but it's better to address concerns promptly than worry about them.

### **Q: What's considered plagiarism in my assessments?**

Using someone else's work, ideas or words without proper citation. This includes copying from websites, other students or even your own previous work without acknowledgment. When in doubt, cite your sources.

## FAQs: Payment & Administrative

### **Q: Can I get a refund if I need to withdraw?**

Refund policies vary by circumstances and timing. Contact Student Support to discuss your specific situation and available options.

### **Q: What happens if I can't afford my payment plan instalments?**

Contact Student Support immediately to discuss payment plan modifications or hardship options. Don't wait until payments are overdue.

**Q: Can I transfer to a different course?**

Depending on your progress and course similarity, credit transfers may be possible. Contact Student Support to explore your options and any additional costs involved.

**Q: I've moved addresses. How do I update my details?**

Contact Student Support with your updated information.

## FAQs: Recognition & Career

**Q: Will employers recognise my online qualification?**

Yes—your certificate is identical to those earned through face-to-face study. It's nationally recognised and accredited by ASQA, meeting all industry standards.

**Q: Can I use this qualification for further study?**

Absolutely. Your qualification can provide pathways to higher-level courses or university degrees. Check with your intended institution for specific entry requirements.

**Q: How do I explain online learning to potential employers?**

Emphasise the self-discipline, time management and digital literacy skills online learning develops—all highly valued by employers. Focus on your achievements and competencies gained.

**Q: Can I start working in the field before completing my qualification?**

This depends on industry requirements and employer policies. Some positions may accept students currently enrolled, while others require full qualification completion.

## FAQs: Personal Circumstances

**Q: I'm dealing with personal issues affecting my studies. What support is available?**

Contact Student Support to discuss your circumstances and options available in relation to course timeframes. We understand life happens and want to support your success. You can also reach out to your Trainer and Assessor for support and advice on the assessments.

**Q: Can I study while working full-time?**

Yes—our self-paced format is designed for working professionals. Many students dedicate 5-10

hours weekly, studying during evenings, weekends or breaks. Adjust your timeline to fit your circumstances.

**Still have questions?** Contact your trainer for learning-related queries or student support at [studentsupport@nationaltraining.edu.au](mailto:studentsupport@nationaltraining.edu.au) / (03) 9013 6878 for administrative matters.

## 11. Further Websites to Assist in Your Learning and Development

To support your knowledge and skill development, we have provided a list of websites designed to assist both your studies with National Training and the application of skills in your workplace. The list includes links to resources, organisations, and industry groups. While some groups offer student memberships, joining is entirely optional and at your own cost—it is not a requirement of the course or National Training.

If you feel there are additional resources that should be included, please contact your Trainer and Assessor—we regularly review and update this document.

**Please note:** Not all websites link directly to Australian legislation. A broad mix of resources has been included, with some international references for context.

**Finally, remember that independent research is still a required part of your course.**

Libraries and Open Access Resources	
<a href="#">ACT Libraries</a>	Online databases, e-books and digital resources available free to ACT residents (02 6207 5600).
<a href="#">arXiv</a>	Free repository of electronic preprints of research papers in physics, mathematics, computer science and related fields.
<a href="#">Australian Bureau of Statistics</a>	Free access to statistical data, census information and economic indicators for research and study purposes.
<a href="#">Australian Dictionary of Biography</a>	Free online access to biographical entries of notable Australians from 1788 to the present.
<a href="#">Australian Environmental Resource Information Network</a>	Free access to environmental data, maps and spatial information for environmental studies.
<a href="#">Australian Government Publications</a>	Free access to Australian government publications, reports, statistics and policy documents through the National Library.
<a href="#">Australian Institute of Health and Welfare</a>	Free access to health and welfare statistics, reports and research data for Australia.
<a href="#">Australian National University - Open Research</a>	Free access to ANU research publications, theses and academic papers across all disciplines.
<a href="#">Australian Newspaper Plan</a>	Free access to digitised Australian newspapers from 1803 onwards through the National Library's Trove service.

<a href="#"><u>Australian Taxation Office Small Business</u></a>	Tax time essentials, learning resources, tools and services to support small business management.
<a href="#"><u>Australian War Memorial</u></a>	Digital collections including historical documents, photographs, artwork and military records available free online.
<a href="#"><u>business.gov.au</u></a>	Free business planning tools, templates and comprehensive information on business structures, registration and management.
<a href="#"><u>CORE</u></a>	World's largest collection of open access research papers aggregated from repositories and journals worldwide.
<a href="#"><u>CPA Australia Business Management</u></a>	Comprehensive list of tips, tools, checklists, research, templates and resources to help with business management.
<a href="#"><u>Directory of Open Access Journals (DOAJ)</u></a>	Free access to thousands of peer-reviewed academic journals across all subject areas.
<a href="#"><u>Free Management eBooks</u></a>	Over 100 free eBooks, templates and checklists to help develop advanced leadership and management skills.
<a href="#"><u>Free Management Library</u></a>	One of the world's largest free online libraries about personal, professional, business and organisational development with highly practical resources.
<a href="#"><u>Google News Archive</u></a>	Free access to historical newspaper archives from around the world, searchable by date and keyword.
<a href="#"><u>Griffith Research Online</u></a>	Open access repository of Griffith University research publications and scholarly works.
<b>General Training and Support</b>	
<a href="#"><u>BrightTALK</u></a>	Stay current with free webinars, videos and trainings from industry experts.
<a href="#"><u>business.gov.au</u></a>	The central hub for Australian business information, providing grants, registrations, and support services to help businesses succeed.
<a href="#"><u>Business Balls</u></a>	Free resources including career help, business training and organisational development.
<a href="#"><u>Business NSW</u></a>	New South Wales' peak business organisation representing over 40,000 businesses.
<a href="#"><u>Business Queensland</u></a>	Queensland's official business information portal offering guidance on starting, running, and growing businesses.

<a href="#"><u>Business SA</u></a>	South Australia's peak business membership organisation and government business portal.
<a href="#"><u>Business Tasmania</u></a>	Tasmania's Department of State Growth supporting economic development and business growth.
<a href="#"><u>Business Victoria</u></a>	Victoria's government business portal providing guidance, services, and skills development for businesses.
<a href="#"><u>Change factory</u></a>	Specialises in change management and business transformation.
<a href="#"><u>Cyber.gov.au</u></a>	Provides cybersecurity resources and guidance for businesses and government organisations.
<a href="#"><u>Digital Skills Organisation</u></a>	Support for growing digital capability.
<a href="#"><u>Heads Up (Beyond Blue)</u></a>	Mental health, wellness, leadership support resources.
<a href="#"><u>Job Outlook (Lite)</u></a>	Industry trends, pay info, job descriptions.
<a href="#"><u>Management Library</u></a>	Management.org is a free online resource offering practical guides and tools on leadership, HR, project management, finance, and more.
<a href="#"><u>MindTools</u></a>	Practical guides for critical thinking, communication, emotional intelligence.
<a href="#"><u>My Skills</u></a>	Career pathways, course comparisons, job outcomes.
<a href="#"><u>Office365 Training - Microsoft</u></a>	Using Teams, Word, Excel, OneDrive for collaboration.
<a href="#"><u>Plain English Foundation</u></a>	Tools and tips for writing clearly and professionally.
<a href="#"><u>Small Business Development Corporation (WA)</u></a>	Western Australia's dedicated small business support organisation providing free business advice, training, and resources.
<a href="#"><u>StudyAssist</u></a>	Info on fees, VET student loans, support options.
<a href="#"><u>YourCareer.gov.au</u></a>	Skills and training advice, career quizzes.
<b>Key Regulatory Bodies and Organisations</b>	
<a href="#"><u>Australian Competition and Consumer Commission (ACCC)</u></a>	Australia's competition regulator and national consumer law champion that enforces competition and consumer protection laws.
<a href="#"><u>Australian Human Rights Commission</u></a>	Australia's national human rights institution that promotes and protects human rights.
<a href="#"><u>Australian Prudential Regulation Authority (APRA)</u></a>	The prudential regulator of banks, insurance companies and superannuation funds.

<a href="#"><u>Australian Securities and Investments Commission (ASIC)</u></a>	Australia's integrated corporate, markets, financial services and consumer credit regulator.
<a href="#"><u>Australian Taxation Office (ATO)</u></a>	Australia's principal revenue collection agency that administers tax laws and superannuation legislation.
<a href="#"><u>Fair Work Commission (FWC)</u></a>	Australia's national workplace relations tribunal that creates awards, approves enterprise agreements and helps resolve workplace issues.
<a href="#"><u>Fair Work Ombudsman</u></a>	Australia's workplace regulator that helps everyone follow workplace laws to ensure equal and fair workplaces.
<a href="#"><u>Office of the Australian Information Commissioner (OAIC)</u></a>	Australia's privacy and information access regulator that oversees privacy laws and freedom of information legislation.
<a href="#"><u>Reserve Bank of Australia (RBA)</u></a>	Australia's central bank responsible for monetary policy and financial system stability.
<a href="#"><u>Safe Work Australia</u></a>	The national policy body for work health and safety and workers' compensation.
<b>Key Legislative Areas</b>	
<a href="#"><u>Anti-Discrimination</u></a>	Various state and federal acts covering discrimination based on age, disability, race, gender and other protected attributes.
<a href="#"><u>Competition &amp; Consumer Law</u></a>	Competition and Consumer Act 2010 - covers anti-competitive conduct, consumer protection, product safety and misleading advertising.
<a href="#"><u>Corporations Law</u></a>	Corporations Act 2001 - governs company formation, directors' duties, financial reporting, and corporate governance.
<a href="#"><u>Environmental Protection</u></a>	Various state and federal environmental laws covering waste management, emissions and environmental impact assessments.
<a href="#"><u>Financial Services</u></a>	Australian Securities and Investments Commission Act 2001 - regulates financial services licensing and conduct.
<a href="#"><u>Privacy &amp; Data Protection</u></a>	Privacy Act 1988 - regulates collection, use, and disclosure of personal information by businesses.
<a href="#"><u>Tax Compliance</u></a>	Income Tax Assessment Act and various taxation laws covering business income, GST, payroll tax and superannuation.

<a href="#"><u>Work Health &amp; Safety</u></a>	Work Health and Safety Act 2011 - requires businesses to ensure workplace safety and manage health and safety risks.
<a href="#"><u>Workplace Relations</u></a>	Fair Work Act 2009 - governs employment conditions, minimum wages, leave entitlements and workplace agreements.
<b>WHS and Risk Management Organisations and Support</b>	
<a href="#"><u>Australian Chamber of Commerce and Industry (ACCI)</u></a>	Peak employer organisation providing WHS guidance, policy advocacy, and business support services.
<a href="#"><u>Australian Institute of Health &amp; Safety (AIHS)</u></a>	Professional body for OHS practitioners providing education, certification, networking, and advocacy.
<a href="#"><u>Comcare</u></a>	Safety, rehabilitation and compensation services for Commonwealth employees and licensed self-insurers.
<a href="#"><u>icare NSW</u></a>	Workers' compensation scheme administrator providing injury management, return-to-work programs, and workplace safety initiatives.
<a href="#"><u>NT WorkCover</u></a>	Workers' compensation scheme providing injury management and return-to-work services.
<a href="#"><u>NT Work Safe</u></a>	Territory safety regulator providing WHS compliance, enforcement, and education services.
<a href="#"><u>Return to Work SA</u></a>	Workers' compensation scheme providing injury management, rehabilitation, and return-to-work services.
<a href="#"><u>Risk Management Institution of Australasia (RMIA)</u></a>	Professional association for risk management practitioners offering certification, training, and networking opportunities.
<a href="#"><u>Safe Work Australia</u></a>	National statutory agency that develops policy, codes of practice, and guidance material for workplace health and safety.
<a href="#"><u>SafeWork ACT</u></a>	Territory workplace safety regulator providing compliance, investigation, and education services.
<a href="#"><u>SafeWork NSW</u></a>	State regulator providing WHS compliance, investigation, education, and enforcement services.
<a href="#"><u>SafeWork SA</u></a>	State workplace safety regulator providing compliance, investigation, and education services.
<a href="#"><u>SafeWork Tasmania</u></a>	State safety regulator providing WHS compliance, enforcement, and education services.

<a href="#"><u>Safety Institute of Australia (SIA)</u></a>	Professional association for safety practitioners providing education, networking and advocacy.
<a href="#"><u>Standards Australia</u></a>	Australia's peak standards development organisation.
<a href="#"><u>Victorian Institute of Safety &amp; Health (VISHA)</u></a>	Professional association for safety practitioners offering training, networking, and professional development.
<a href="#"><u>WorkCover Queensland</u></a>	Workers' compensation scheme providing injury management, rehabilitation services, and premium collection.
<a href="#"><u>WorkCover Tasmania</u></a>	Workers' compensation regulator managing injury claims and return-to-work programs.
<a href="#"><u>WorkCover WA</u></a>	Workers' compensation regulator overseeing insurance schemes and injury management.
<a href="#"><u>Workplace Health and Safety Queensland</u></a>	State regulator providing WHS compliance, enforcement, and education services.
<a href="#"><u>WorkSafe Victoria</u></a>	Statutory authority managing workers' compensation and workplace safety regulation.
<a href="#"><u>WorkSafe Western Australia</u></a>	State safety regulator providing compliance, enforcement, and education services.
<b>Leadership and Management Organisations and Support</b>	
<a href="#"><u>ACHIEVE Centre for Leadership</u></a>	Provides free webinars on time management, priority setting, organisation, and goal achievement.
<a href="#"><u>Australian Institute of Company Directors (AICD)</u></a>	Committed to excellence in governance, making a positive impact on society and the economy through governance education.
<a href="#"><u>Australian Institute of For-Purpose Leaders</u></a>	Dedicated to supporting members to develop their expertise in the for-purpose sector.
<a href="#"><u>Australian Institute of Management (AIM)</u></a>	Offers an expansive range of online, virtual and on-campus leadership and strategy programs.
<a href="#"><u>Australian Leadership Foundation</u></a>	National organisation committed to developing ethical, effective leaders across all sectors.
<a href="#"><u>Blanchard Leadership</u></a>	Offers live and on-demand leadership training webinars covering leadership development topics.
<a href="#"><u>BrightTALK - Leadership</u></a>	Platform featuring webinars, videos and trainings from industry experts on leadership topics.

<a href="#"><u>Critical Thinking Institute</u></a>	Educational organisation focused on developing critical thinking skills in individuals and organisations.
<a href="#"><u>Daniel Goleman</u></a>	Personal website of psychologist Daniel Goleman, author of "Emotional Intelligence".
<a href="#"><u>Great Place To Work</u></a>	Provides webinars on leadership and management, plus webinars on how to get Great Place To Work Certified.
<a href="#"><u>Harvard Business Review</u></a>	Offers complimentary webinars featuring senior technology advisors and thought leadership experts.
<a href="#"><u>HRDQ-U</u></a>	Offers a comprehensive library of leadership training webinars and blog posts.
<a href="#"><u>Institute of Managers and Leaders</u></a>	Australia's most powerful management and leadership network, offering insights, events, mentoring and professional development.
<a href="#"><u>Leaders Institute</u></a>	Strengthens partnerships in the Pacific region, driving growth and innovation across various sectors.
<a href="#"><u>Leadership.Global</u></a>	Offers leadership events that inspire, connect, and empower including monthly masterclasses and flagship events.
<a href="#"><u>Presentation Magazine</u></a>	Digital publication focused on presentation skills, public speaking techniques, and communication strategies.
<a href="#"><u>The Leadership Institute</u></a>	Unlocks leadership potential with training courses, events, and MBA programs designed to cultivate great leaders.
<b>Human Resources Organisations and Support</b>	
<a href="#"><u>Australian Council of Trade Unions (ACTU)</u></a>	Peak trade union body representing Australian workers in industrial relations and political matters.
<a href="#"><u>Australian HR Institute (AHRl)</u></a>	National association representing human resource and people management professionals with around 20,000 members.
<a href="#"><u>Australian Institute of Training and Development (AITD)</u></a>	Professional membership organisation for learning and development professionals.
<a href="#"><u>Chartered Institute of Personnel and Development (CIPD)</u></a>	International professional body for HR and people development with Australian members.
<a href="#"><u>Deloitte Human Capital</u></a>	Global consulting firm providing human capital advisory services.

<a href="#"><u>Employment Relations Association of Australia</u></a>	Professional association for employment relations practitioners.
<a href="#"><u>Fair Work Commission</u></a>	Australia's national workplace relations tribunal responsible for creating awards and resolving workplace disputes.
<a href="#"><u>Fair Work Ombudsman</u></a>	Independent statutory agency providing information, advice, and services to help ensure fair workplaces.
<a href="#"><u>Glassdoor Australia</u></a>	Job and recruiting site providing company reviews, salary reports, and interview insights from employees.
<a href="#"><u>Hays Australia</u></a>	Leading recruitment consultancy specialising in permanent, contract, and temporary recruitment.
<a href="#"><u>HCA Magazine</u></a>	Human Capital magazine covering HR trends, workplace issues, and people management strategies.
<a href="#"><u>HR Coach</u></a>	Australian HR consultancy and training provider offering coaching, advice, and professional development.
<a href="#"><u>HR Daily</u></a>	Australian publication providing daily news, insights, and analysis on human resources and workplace law.
<a href="#"><u>HR Exchange Network</u></a>	Global community platform for HR professionals featuring articles, webinars, and networking opportunities.
<a href="#"><u>HR Executive</u></a>	Premier media outlet focused on strategic HR issues, providing analysis and insights to HR leaders.
<a href="#"><u>HRM Guide</u></a>	Comprehensive online resource for human resource management information and career guidance.
<a href="#"><u>Hudson Australia</u></a>	Global talent solutions provider offering recruitment services, salary guides, and market insights.
<a href="#"><u>Human Resource Webinars</u></a>	Offers no-cost on-demand HR webinars covering recruiting, retention, employer branding, and people analytics.
<a href="#"><u>Institute of Learning and Development Professionals (ILDP)</u></a>	Mission is to define standards and enhance the status of Learning and Development professionals.
<a href="#"><u>KPMG People &amp; Change</u></a>	Professional services firm offering people and change consulting.
<a href="#"><u>Mercer Australia</u></a>	Global consulting firm providing talent, health, retirement, and investment services.

<a href="#"><u>PayScale Australia</u></a>	Global compensation data and software company providing real-time salary information.
<a href="#"><u>People and Culture Association</u></a>	Professional network for people and culture professionals focusing on modern HR practices.
<a href="#"><u>Personnel Today</u></a>	UK-based HR publication offering webinars, news, and insights on human resources management.
<a href="#"><u>Psychology Today</u></a>	Leading psychology publication providing mental health resources and psychological insights.
<a href="#"><u>PwC People &amp; Organisation</u></a>	Professional services firm offering people and organisation consulting.
<a href="#"><u>Recruitment &amp; Consulting Services Association (RCSA)</u></a>	Peak industry body for recruitment, staffing, and consulting services.
<a href="#"><u>SEEK Limited</u></a>	Australia's largest employment marketplace connecting job seekers with employers.
<a href="#"><u>SHRM</u></a>	Provides insight on the latest human resource and workplace trends.
<a href="#"><u>World at Work Australia</u></a>	Professional association focused on total rewards including compensation and benefits.
<b>Human Rights, Discrimination and Disability Organisations</b>	
<a href="#"><u>ACT Human Rights Commission</u></a>	Territory human rights commission providing discrimination complaint services and education.
<a href="#"><u>Australian Federation of Disability Organisations (AFDO)</u></a>	National cross-disability organisation providing advocacy, policy development, and representation.
<a href="#"><u>Australian Human Rights Commission (AHRC)</u></a>	National statutory body providing human rights protection, complaint handling, and policy development.
<a href="#"><u>Australian Institute of Health and Welfare (AIHW)</u></a>	National statistical agency providing data and research on disability, health, and welfare issues.
<a href="#"><u>Diversity Council Australia</u></a>	Peak body for diversity and inclusion in the workplace.
<a href="#"><u>Equal Opportunity Commission SA</u></a>	South Australian equal opportunity commission handling discrimination complaints.
<a href="#"><u>Equal Opportunity Commission WA</u></a>	Western Australian equal opportunity commission providing discrimination complaint services.

<a href="#"><u>Human Rights Law Centre</u></a>	National legal advocacy organisation providing strategic litigation and policy development.
<a href="#"><u>National Disability Services (NDS)</u></a>	Peak body representing disability service providers offering training and advocacy.
<a href="#"><u>NSW Anti-Discrimination Board</u></a>	New South Wales anti-discrimination board handling complaints and providing education.
<a href="#"><u>NT Anti-Discrimination Commission</u></a>	Northern Territory anti-discrimination commission providing complaint services.
<a href="#"><u>Office of the Anti-Discrimination Commissioner</u></a>	Tasmanian anti-discrimination commissioner handling complaints and providing education.
<a href="#"><u>People with Disability Australia (PWDA)</u></a>	National disability rights organisation providing advocacy and policy development.
<a href="#"><u>Queensland Human Rights Commission</u></a>	Queensland human rights commission providing complaint handling and education services.
<a href="#"><u>Victorian Equal Opportunity and Human Rights Commission</u></a>	Victorian commission handling discrimination complaints and promoting human rights.
<a href="#"><u>Workplace Gender Equality Agency (WGEA)</u></a>	Australian government statutory agency promoting gender equality in workplaces.
<b>Project Management Organisations and Support</b>	
<a href="#"><u>Asia Pacific Federation of Project Management (APFPM)</u></a>	Regional grouping of independent national project management associations across the Asia Pacific region.
<a href="#"><u>Association for Project Management (APM)</u></a>	UK-based chartered body for the project profession with over 26,000 individual members and 500 corporate partners.
<a href="#"><u>Australian Institute of Project Management (AIPM)</u></a>	Frameworks, templates, certification support.
<a href="#"><u>Consult Australia</u></a>	Industry association for consulting companies in the built environment sector.
<a href="#"><u>International Centre for Complex Project Management (ICCPM)</u></a>	Not-for-profit organisation serving as the global Peak Body supporting complex project delivery.

<a href="#"><u>International Institute for Learning (IIL)</u></a>	Global leader in training and consulting offering free webinars on project management, business analysis, Lean Six Sigma, PRINCE2, ITIL, Agile, and leadership skills.
<a href="#"><u>IPMA International Project Management Association</u></a>	Federation of about 70 Member Associations developing project management competences globally.
<a href="#"><u>Lean Enterprise Australia (AuSQ)</u></a>	Australian Society for Quality - Australia's leading professional body for Lean and Six Sigma education and certifications.
<a href="#"><u>PMI Australia Chapters</u></a>	Events, whitepapers, and tools aligned to PMBoK (if using PMI-style frameworks).
<a href="#"><u>PRINCE2</u></a>	Structured project management methodology providing certification and training programs.
<a href="#"><u>Project Insight</u></a>	Project management software and resource platform providing tools and insights for project planning, tracking, and collaboration.
<a href="#"><u>Project Management Docs</u></a>	Online resource providing templates, documents, and tools for project managers.
<a href="#"><u>Project Management Institute (PMI)</u></a>	Global organisation advancing careers, improving organisational success and maturing the project management profession.
<a href="#"><u>Scaled Agile (SAFe)</u></a>	Framework provider for enterprise agile transformation offering certification and training programs.
<a href="#"><u>Scrum Alliance</u></a>	Global agile community providing Scrum Master and Product Owner certifications.
<a href="#"><u>The Project Manager (PM Magazine)</u></a>	Monthly publication providing insightful project management articles, methodologies, and best practices.
<a href="#"><u>Asia Pacific Federation of Project Management (APFPM)</u></a>	Regional grouping of independent national project management associations across the Asia Pacific region.
<a href="#"><u>Association for Project Management (APM)</u></a>	UK-based chartered body for the project profession with over 26,000 individual members and 500 corporate partners.
<b>Transport and Logistics Organisations and Support</b>	
<a href="#"><u>Australian Trucking Association (ATA)</u></a>	Peak body representing trucking operators, major logistics companies and transport industry associations.

<a href="#"><u>Bureau of Infrastructure, Transport and Regional Economics (BITRE)</u></a>	Provides economic analysis, research and statistics on transport and infrastructure.
<a href="#"><u>Chartered Institute of Logistics and Transport Australia (CILTA)</u></a>	Professional development body covering all transport modes and supply chain management.
<a href="#"><u>Chartered Institute of Logistics and Transport</u></a>	Offers webinars on technology, automation, future of transport and logistics.
<a href="#"><u>edX Logistics Courses</u></a>	Offers online logistics courses to advance education and career development.
<a href="#"><u>Forklift Association of Australia</u></a>	Industry association representing forklift and materials handling equipment sector.
<a href="#"><u>Freight Australia</u></a>	National freight industry portal providing policy guidance, infrastructure planning, and industry development.
<a href="#"><u>Logistics Association of Australia (LAA)</u></a>	Professional association for logistics professionals providing education, networking, and industry advocacy.
<a href="#"><u>Logistics Bureau</u></a>	Offers free supply chain and logistics webinars covering inventory management, transport optimisation.
<a href="#"><u>Logistics Management</u></a>	Comprehensive source for logistics management products and resources with industry insights and analysis.
<a href="#"><u>Logistics Manager</u></a>	Leading monthly magazine for supply chain managers publishing daily news stories and webinars.
<a href="#"><u>National Heavy Vehicle Regulator (NHVR)</u></a>	National regulator for heavy vehicles providing licensing, compliance, and safety oversight.
<a href="#"><u>National Road Transport Operators Association (NatRoad)</u></a>	Leading association for long distance and regionally based road freight operators.
<a href="#"><u>National Transport Commission (NTC)</u></a>	Independent advisory body providing transport reform proposals to government.
<a href="#"><u>Supply Chain &amp; Logistics Association of Australia (SCLAA)</u></a>	Australia's largest association for supply chain and logistics professionals.

<a href="#"><u>SupplyChainBrain</u></a>	Provides the latest supply-chain news, analysis, trends and tools for executives.
<a href="#"><u>Transport and Logistics Industry Skills Council (TLI)</u></a>	Industry skills council providing training packages, qualifications, and workforce development.
<a href="#"><u>Transport and Logistics News</u></a>	Breaking news and coverage of current industry issues and developments.
<a href="#"><u>Warehousing &amp; Logistics Association of Australia (WLAA)</u></a>	Industry association representing warehousing and logistics operators.
<b>Other key organisations to support</b>	
<a href="#"><u>ASIC Money Smart</u></a>	Tools for financial literacy, budgeting, managing business finances.
<a href="#"><u>ATO Webinars</u></a>	Interactive online seminars covering tax and superannuation responsibilities.
<a href="#"><u>Australian Accounting Standards Board (AASB)</u></a>	Develops and maintains accounting standards.
<a href="#"><u>Australian Computer Society (ACS)</u></a>	Professional association representing Australia's ICT sector.
<a href="#"><u>Australian Industry Group (AiGroup)</u></a>	National employer organisation representing multiple industries.
<a href="#"><u>Australian Information Industry Association (AIIA)</u></a>	Peak representative body for the ICT industry.
<a href="#"><u>Australian Marketing Institute (AMI)</u></a>	Provides marketing professionals with resources and capabilities.
<a href="#"><u>Australian Property Institute (API)</u></a>	Leading membership organisation for property professionals.
<a href="#"><u>Australian Securities and Investments Commission (ASIC)</u></a>	Corporate regulator enforcing company and financial services laws.
<a href="#"><u>Change Management Institute</u></a>	Global association of change professionals.
<a href="#"><u>Communications Council</u></a>	Peak professional industry body representing companies in the Australian advertising industry.

<a href="#"><u>CPA Australia</u></a>	Professional body offering education and advocacy for accounting professionals.
<a href="#"><u>Customer Service Institute of Australia</u></a>	Australian customer service professional body.
<a href="#"><u>DIY Committee Guide</u></a>	Resource platform providing guidance for organising committees and boards.
<a href="#"><u>Institute for Information Management (IIM)</u></a>	Premier industry body for the information management industry.
<a href="#"><u>Institute of Analytics Professionals of Australia (IAPA)</u></a>	Professional association for analytics professionals.
<a href="#"><u>Institute of Customer Service</u></a>	Professional customer service organisation.
<a href="#"><u>Institute of Public Administration Australia (IPAA)</u></a>	Nationwide professional association for public administration.
<a href="#"><u>Professionals Australia</u></a>	Network of 25,000 Australian professionals working together.
<a href="#"><u>Public Relations Institute of Australia (PRIA)</u></a>	Peak body for public relations and communication professionals.
<a href="#"><u>Statistical Society of Australia (SSA)</u></a>	Main professional organisation for statisticians in Australia.

## 12. Australian Adult Learning Support Services

This table provides a comprehensive directory of support services for adult learners across Australia. Services are organised by category including government assistance, educational support, health services, disability support, career guidance and digital literacy training. Each entry includes a weblink and summary to help adult learners quickly access relevant support for their individual needs.

Government Services	
<a href="#"><u>Centrelink Study and Training Support</u></a>	Financial assistance including Austudy, Youth Allowance and ABSTUDY for eligible adult students, plus concession cards for reduced costs (Job seeker: 13 28 50).
<a href="#"><u>MySkills</u></a>	Government platform to find training courses, compare providers and access information about vocational education and subsidised training options (13 38 73).
<a href="#"><u>Study Assist</u></a>	Australian Government's official student support site providing information on loans, payments and scholarships for adult learners pursuing further education (1800 020 108).
Language, Literacy and Numeracy (LLN) Support	
<a href="#"><u>ACFE Victoria</u></a>	Adult, Community and Further Education programmes including literacy and numeracy support courses.
<a href="#"><u>Adult Learning Australia</u></a>	National peak body promoting adult and community education with resources and advocacy for adult learners (02 6260 6280).
<a href="#"><u>Libraries Australia</u></a>	Public libraries nationwide offering free literacy programmes, computer classes and study support.
<a href="#"><u>Neighbourhood Houses Victoria</u></a>	Community-based learning programmes including basic literacy and numeracy classes.
<a href="#"><u>Reading Writing Hotline</u></a>	National phone service (1300 655 506) providing free advice and referrals for adults wanting to improve their reading, writing or numeracy skills.
<a href="#"><u>Translating and Interpreting Service</u></a>	Free interpreting service for Australian citizens and permanent residents (13 14 50).

<a href="#">U3A Australia</a>	University of the Third Age providing educational opportunities for older adults, including basic skills refresher courses.
<b>Career and Employment</b>	
<a href="#">Career FAQs</a>	Career planning resources, course information and guidance for career changers.
<a href="#">Jobs and Skills Australia</a>	Labour market information and career pathway guidance for adult learners.
<b>Digital Literacy and Technology Support</b>	
<a href="#">Australian Digital Inclusion Alliance</a>	Resources and advocacy for digital inclusion, particularly supporting disadvantaged learners.
<a href="#">eSafety Commissioner</a>	Online safety information and resources for adult learners engaging with digital platforms.
<a href="#">Google Applied Digital Skills</a>	Free online classes designed to help adults develop basic digital skills through practical applications.
<a href="#">Microsoft Digital Literacy</a>	Free digital literacy courses and resources covering fundamentals of using digital technologies.
<b>Health and Wellbeing Support</b>	
<a href="#">1800RESPECT</a>	National sexual assault, family and domestic violence counselling service providing 24/7 support (1800 737 732).
<a href="#">Alcohol and Drug Foundation</a>	Resources and support for managing substance use issues that may interfere with study.
<a href="#">Alcoholics Anonymous</a>	Support groups and recovery programmes for people with alcohol dependency (03 9429 1833).
<a href="#">Australian Psychological Society</a>	Find a psychologist service and mental health resources, including support for academic stress (03 8662 3300).
<a href="#">Better Health Victoria</a>	Comprehensive health information including stress management and study-life balance resources.
<a href="#">Beyond Blue</a>	Mental health support and resources, including information for students managing study stress and anxiety (1300 224 636).
<a href="#">Black Dog Institute</a>	Mental health research and resources, including tools for managing depression and anxiety during study.
<a href="#">Carers Australia</a>	Support and advocacy for unpaid carers, including those balancing care responsibilities with study (1800 242 636).

<a href="#"><u>Community Health Centres</u></a>	Free or low-cost health services including GP visits, mental health support and specialist services.
<a href="#"><u>Financial Counselling Australia</u></a>	Free financial counselling and advice for people experiencing financial difficulties (1800 007 007).
<a href="#"><u>Gamblers Help</u></a>	Free confidential counselling and support services for problem gambling (1300 131 973).
<a href="#"><u>Gay &amp; Lesbian Counselling Services</u></a>	Confidential counselling and support services for LGBTIQ+ individuals (03 9285 5382).
<a href="#"><u>Griefline</u></a>	Telephone and online grief support service providing information and referrals (9935 7400).
<a href="#"><u>Health.gov.au</u></a>	Australian Government Department of Health with information on public health services and programmes.
<a href="#"><u>Healthdirect</u></a>	24/7 health advice line and online health information service (1800 022 222).
<a href="#"><u>healthdirect symptom checker</u></a>	Free online tool to help assess symptoms and determine if medical attention is needed (1800 022 222).
<a href="#"><u>Headspace</u></a>	Mental health services for young people up to 25, with study and career support (9526 1600).
<a href="#"><u>Lifeline</u></a>	24/7 crisis support and suicide prevention services (13 11 14).
<a href="#"><u>Medicare</u></a>	Australia's universal health care system providing subsidised medical services and prescription medications (132 011).
<a href="#"><u>Mensline Australia</u></a>	24/7 telephone and online support service for men with emotional health and relationship concerns (1300 789 978).
<a href="#"><u>Nurse-on-Call</u></a>	24/7 telephone health advice service staffed by registered nurses in Victoria (1300 606 024).
<a href="#"><u>Nutrition Australia</u></a>	Evidence-based nutrition information to support healthy eating during study periods.
<a href="#"><u>Parentline</u></a>	Telephone counselling and support service for parents and carers (1300 224 636).
<a href="#"><u>R U OK?</u></a>	Suicide prevention charity with resources for supporting yourself and others during challenging times.
<a href="#"><u>SANE Australia</u></a>	Mental health information and support for people with complex mental health issues, including study-related stress.

<a href="#"><u>Sleep Health Foundation</u></a>	Resources for managing sleep issues that commonly affect adult learners balancing study with work and family responsibilities.
Disability and Learning Support	
<a href="#"><u>Deaf Australia</u></a>	Advocacy and support services for deaf and hearing-impaired students.
<a href="#"><u>Disability Services Australia</u></a>	Information and advocacy for students with disabilities accessing education.
<a href="#"><u>Dyslexia-SPELD Foundation</u></a>	Support for adults with dyslexia and specific learning difficulties.
<a href="#"><u>Learning Difficulties Australia</u></a>	Resources and support for adults with learning difficulties returning to study.
<a href="#"><u>Vision Australia</u></a>	Services and support for students with vision impairment or blindness.

## 13. Conclusion

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Completing assessments is an important part of your learning journey with National Training. Each task gives you the opportunity to demonstrate your knowledge, practice your skills and prepare for success in your chosen career.

Remember:

- Stay organised and plan your study time
- Use the resources available in this Handbook
- Reach out to your Trainer and Assessor or Student Support team whenever you need guidance

You are not expected to succeed alone — we are here to support you every step of the way.

We wish you every success in your studies and look forward to celebrating your achievements as you progress through your course.