RIVER OAK COLLEGE

Registration Number 46425

2026 STUDENT HANDBOOK

Real Skills. Real Support. Real Outcomes

This Student Handbook has been prepared for the clients of **River Oak College.**
River Oak College also trades as **OPEC College.**

A.B.N. 62 682 137 9

Delivery Addresses:

- C/O OPEC Systems, 1319 Lytton Rd Hemmant QLD 4174
- C/O Wisdom College, 97 Formby Street Calamvale QLD 4116

Additional Trading Names:

- OPEC College
- River Oak Education

Postal Address: C/O Infinite Education and Training Pty Ltd
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Contact Details:

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Document Version Control

Amendment List

Version No	Issue Date	Nature of Amendment
1.0	01 July 2025	Document Creation
1.1	15 September 2025	Document Updated – minor updates including phone numbers and delivery sites
1.2	3rd October 2025	Document Updated – minor updates including clarification on refunds.
1.3	29th December 2025	2026 version created, + updated process on complaints, appeals and refunds.
1.4	13th December 2025	Reduced duplication of ideas, to reduce pages down 8 pages. Improved formatting.
1.5	15 January 2026	Paying Your Fees section – minor updates for clarity and consistency
1.6	02 April 2026	following Full Compliance Review against SRTOs 2025: added Photo ID requirement at enrolment; revised Anonymity clause to qualify against RTO regulatory obligations; added *Appendix 13 - Assessment Submissions and Resubmission Opportunities*
1.7	02 April 2026	updated all references from Standards for RTOs 2015 to Standards for Registered Training Organisations

		(2025), referred to as "the Standards"; added Credential Policy reference in Training and Assessment and Assessment Guarantee sections; added "authenticity" to rules of evidence in Assessment Guarantee section; expanded Student-Specific Information section to address all Standard 2.1(c) requirements including rolling enrolments, course brochures, and website cross-reference; added independent reviewer clause to Appeals section; standardised refund processing timeframes across all sections; resolved placeholder text; corrected RTO registration number in Appendix 11; updated Department of Education references.
2.0	May 2026	Traineeship information added as River Oak College is now taking traineeships. Core federal priorities mentioned for populations that fall under this umbrella under the commitment to diversity, equity and inclusion
2.1	20 July 2026	Minor formatting edits to pricing tables and text sizes.

Business Structure

River Oak College Pty Ltd, Registration Number 46425 (ABN 62 682 137 9) is a subsidiary of Infinite Education Pty Ltd (ABN 93 163 066 564). River Oak College has an Advisory Board of Non-Executive Directors, and three Advisory Sub Committees. These committees include:

- Finance Audit and Risk Management
- Education and Wellbeing
- Ethical Practice

The Advisory Boards support and inform all governance of the company.

Infinite Education and Training, the parent company of which River Oak College is a subsidiary, and have engaged with a JASANZ Conformity Assessment Body and is currently undergoing the assessment process to achieve ISO 9001 certification for Quality Management Systems, ISO 45001 certification for the International Standard for Occupational Health and Safety (OHS) Management Systems, and ISO 14001 the International Standard for Environmental Management Systems (EMS).

OPEC College Student Transfer

River Oak College is thrilled to continue working with continuing students from OPEC Systems Pty Ltd T/A OPEC College. OPEC Systems Pty Ltd, Trading as OPEC College Registration Number 41595, voluntarily withdrew its registration as a Registered Training Organisation. For specific information pertaining to continuing OPEC Systems T/A OPEC College students, please see Appendix 11 – Student Transfer Policy: OPEC College to River Oak College.

River Oak College has transferred the trading name OPEC College for continuity purposes.

Contact for Enquiries and Proposed Changes

If you have any questions regarding this document, please contact the Chief Executive Officer:

Name: Vanessa Solomon
Phone: 0489276732
Email: vanessa@riveroak.edu.au

Student Handbook Review

This Student Handbook will be reviewed at least annually and/or whenever significant changes occur within the industry that impact on the delivery of the programs delivered or assessed by the College. Such changes include new legislation or a significant change in business structure.

Implementation of Minor Changes

Where a minor change within the industry has been identified is notable but not significant enough to warrant changes to the Student Handbook, the River Oak College CEO may authorise the addition, deletion or change to the applicable area of this document. This change amounts to a minor contextualisation of the document to meet industry requirements. Examples may include:

- minor changes to licensing and legislation requirements that need to be updated in learning materials.
- minor changes to standard industry practices, policies and procedures that need to be updated in procedures.
- minor changes to types of equipment / technology used throughout the industry that is used to communicate.
- changes to sources of information (i.e. addresses, websites, contact details, etc.) which are referenced in the learning materials.
- Change in organisational structure that does not warrant an adjustment lodged with the regulator (Australian Skills Quality Authority).

Note that any changes to business structure or higher managerial agents are sufficient justification for a review of this document.

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INTRODUCTION

Message from the River Oak College CEO

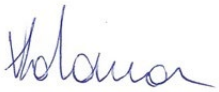
As CEO of River Oak College, I will fully support the implementation of all quality, management and operational functions articulated in this document. To ensure we maintain the highest standards in delivery service, River Oak College has developed this Student Handbook to demonstrate compliance with The VET Quality Framework, and particularly the three components of the Standards for Registered Training Organisations (2025), hereinafter referred to as "the Standards":

1. **Outcome Standards** (legislation): Outcome focused requirements that support the delivery of nationally consistent and high-quality training that leads to quality outcomes for students, industry, employers, and the Australian community.
2. **Compliance requirements** (legislation): Administrative requirements (including the Fit and Proper Person Requirements and NRT Logo Conditions of Use Policy) that support integrity in the VET sector.
3. **Credential Policy** (TGA): An enforceable policy that operates alongside the Standards and outlines the credentials required for delivering training and assessments and undertaking validation of assessment.

River Oak College is proud to have developed and regularly implemented many self-assurance practices, to foster trust amongst stakeholders including students, businesses, parents, employers, and regulatory bodies. We are committed to providing quality education, support, training and assessing services, while upholding the necessary standards and rigors. River Oak College recognises the importance and benefits of combining industry experience with vocational education and training when striving to deliver programs of highest quality and relevance to the student.

All Trainers and Assessors employed or contracted by River Oak College have demonstrated significant industry experience in addition to obtaining relevant training and assessing qualifications, allowing them to provide a professional, well rounded learning experience for participants, based on the latest research in andragogy and heutagogy. They are equipped with the skills to ensure their teaching, training and assessment methods are suitable for specific participant cohorts, utilising user-friendly language where appropriate to communicate information most effectively. River Oak College strictly adheres to the legislative requirements above, commits to continue to deliver training and assessments services of the highest quality to all College students.

This Student Handbook reflects River Oak College's business principle of maintaining the most current information and presenting all information in an easily understood and relevant format. This ensures the College remains an industry leader in the delivery of vocational education and training. I welcome your input and feedback at any stage of your enrolment with us, and personally commit that the River Oak College team adhere to our underlying philosophy of continuous quality improvement in all aspects of operations.



Vanessa Solomon - ***College CEO***

Guidance to Students – Prior to Enrolment

River Oak College Pty Ltd, Registration Number 46425 (ABN 62 682 137 9) is a subsidiary of Infinite Education Pty Ltd (ABN 93 163 066 564).

This handbook sets out the policies and procedures relating to River Oak College's training and assessment services and constitutes the terms and conditions of the contract between you and River Oak College (as your training provider). River Oak College agrees to honour its commitment to deliver the purchased services and complete the training and/or assessment once the student has commenced study, subject to the terms and conditions specified in this handbook. Any changes to these terms and conditions will be communicated to you, our student, as soon as possible. The contents page of this handbook is hyperlinked, for your ease of reading specific sections.

It is essential you read this handbook, and your course brochure prior to enrolling in any course. Each course brochure contains specific information applicable to the courses beyond the general guidance provided within this student handbook. If you have any queries or concerns, please feel free to contact us on 1300 996 732 or emailing us at hello@riveroak.edu.au.

Our Commitment to you

Our commitment to you, the learner or participant, include being responsible for the quality of the training and assessment, which must meet various requirements. This includes the three components of the Standards:

1. Outcome Standards (legislation): Outcome focused requirements that support the delivery of nationally consistent and high-quality training that leads to quality outcomes for students, industry, employers, and the Australian community.
2. Compliance requirements (legislation): Administrative requirements (including the Fit and Proper Person Requirements and NRT Logo Conditions of Use Policy) that support integrity in the VET sector.
3. Credential Policy (TGA): An enforceable policy that operates alongside the Standards and outlines the credentials required for delivering training and assessments and undertaking validation of assessment.

Compliance with the above legislation and policy document, ensure the issuance of Australian Qualifications Framework (AQF) certification documentation, and ensure that you are always kept up to date. We will notify you when any change occurs that may affect our services, including any changes to the educational and support services identified within this handbook, any change in ownership of the RTO, and any changes to third-party arrangements we put in place for the delivery of services to our students. This is to ensure you are provided with sufficient information prior to enrollment, and that you are supported with clear, consistent, and transparent information, so you can make the best choice possible when selecting courses or course pathways.

What is an RTO?

A Registered Training Organisation (RTO) is a training institution providing Vocational Education and Training to students, resulting in qualifications or statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia. All RTOs in Australia (including the qualifications they are registered to deliver) are listed on the national register at www.training.gov.au.

River Oak College can be found on the national register here:
https://training.gov.au/organisation/details/46425/summary

Organisational Structure

River Oak College promotes two-way lines of communication between, governing board, management, trainers, industry advisors (including Subject Matter Experts), administration and support staff. This ensures the decision making of senior management is informed by the experiences of all stakeholders. All senior leaders at River Oak College, including the Chief Executive Officer (CEO) maintain an active training and assessing role. This places all Management at the grassroots level to ensure our strategies and decisions remain student-focused, relevant, and impactful.

All Trainer and Assessors are at the forefront of industry, participating at varying levels and continuing their industry and vocational professional development, outside of their role Training and Assessing at River Oak College.

River Oak College's Mission:

To empower individuals and organisations with high-quality, feasible and innovative training and assessment solutions that unlock career opportunities and foster lifelong learning.

River Oak College Values:

Nimble

We move quickly, think practically, and adapt fast. Our systems are streamlined so learners spend less time stuck and more time progressing.

Empowering

We back our students every step of the way. From custom support to flexible delivery, we help you build confidence and move forward with clarity.

Excellence

We don't do average. Every part of our training is carefully designed to meet real standards and produce real results.

Authenticity

We keep things honest, clear, and down-to-earth. No empty buzzwords. Just people who care about helping you succeed.

LEGISLATIVE REQUIREMENTS

Registered Training Organisations (RTOs) in Australia are subject to various legislative requirements and regulatory frameworks aimed at ensuring quality, integrity, and accountability in vocational education and training.

Complying with Legislation

Compliance with these requirements is essential for maintaining registration and accreditation, ensuring the quality and integrity of VET provision, and protecting the interests of students and other stakeholders. As a student, you will be advised at induction and kept up to date with changes to legislation through written correspondence. Policies and procedures and associated work instructions, forms and templates will be updated to reflect updates to legislation as soon practical following advice. Any training that is required will be organised in a professional and timely manner.

River Oak College has a Quality Management System aligned with ISO 9001 Standards, which includes structured policies, procedures, and continuous improvement processes designed to ensure compliance, enhance learner outcomes, and maintain high standards of governance, training, and assessment services. Our commitment to quality, compliance, and continuous improvement is underpinned by strict adherence to national legislation and regulatory frameworks. This ensures we deliver safe, transparent, and high-quality training and assessment services.

National Vocational Education and Training Regulator Act 2011 (NVR Act)

This Act establishes the Australian Skills Quality Authority (ASQA) as the national regulator for the VET sector. It defines ASQA's role in regulating RTOs and sets the foundation for maintaining compliance with national standards.

Standards for Registered Training Organisations (2025)

The 2025 Standards for Registered Training Organisations (Standards) came into this year. Effective from 1 July 2025, the Standards provide a stronger, outcomes-focused framework for quality training delivery. They are designed to ensure RTOs deliver meaningful learning outcomes while promoting flexibility, accountability, and excellence across the sector.

Australian Qualifications Framework (AQF)

The AQF provides a national, unified system of qualifications. All River Oak College qualifications and units of competency are aligned with AQF levels and standards, ensuring national recognition and consistency.

Fit and proper person requirements

Senior leaders of RTOs must demonstrate integrity, good character, and the capability to manage responsibly. Assessments consider criminal history, legislative breaches, financial standing, and prior RTO associations. All River Oak College Senior Managers have been deemed Fit and Proper and are listed as Contacts on the National Register.

Financial Viability Risk Assessment (FVRA) requirements

RTOs must demonstrate the financial capacity to sustain operations and protect students. River Oak College successfully completed its FVRA in June 2025 during an initial registration audit, confirming our ability to meet all obligations including operational costs, refunds, and compliance requirements. This was accepted and approved by the Australian Skills Quality Authority.

Data Provision Requirements

We comply with strict reporting obligations, including:

Submitting training activity data via AVETMISS to the National VET Provider Collection. Maintaining accurate records of enrolments, progress, assessments, and outcomes. Collecting and safeguarding student information, including the USI, in line with privacy and security requirements.

Retention requirements include:

- Assessment records for 2 years after completion of a training product.
- AQF certification documents for 30 years.

River Oak College has robust policies and systems in place to ensure accuracy, integrity, and transparency in all data reporting.

Privacy Act 1988

(including the Privacy Amendment (Enhancing Privacy Protection) Act 2012):

We strictly comply with privacy legislation when collecting, using, and storing personal information, ensuring confidentiality and protection of student data. If you are sending in sensitive information as part of your assessment, we are happy to:

- Accept deidentified documents.
- Provide a Non-Disclosure Agreement, outlining that the information supplied is purely to assess your knowledge and skills against the course requirements.

Work Health and Safety (WHS) Legislation:

We are committed to providing a safe and healthy learning and working environment, in line with all relevant WHS laws and standards. This includes applying the most recent legislative and best practice guidelines regarding psychosocial / psychological hazards in the workplace, and training environment.

Anti-Discrimination Legislation:

We uphold federal and state laws to ensure all learners are treated fairly and equitably, with no discrimination based on race, gender, disability, age, or other protected attributes. All River Oak College staff are required to undertake mandatory training regarding anti-discrimination within the College environment.

Consumer Protection Laws:

We comply with consumer laws governing marketing, advertising, and sales practices, ensuring clear, accurate, and transparent information about courses, fees, and refund policies. (See Appendix 7 for further information). We have robust policies and procedures ensuring that all prospective students are provided with sufficient information on both River Oak College, and the courses that are on offer.

Student Identifiers Act 2014:

RTOs are required to follow the Act, which is essential to protect students and the reputation and quality of the education and training sector. This includes:

- Meeting all privacy requirements.
- Only issuing qualifications and wards to students with a Unique Student Identifier (USI)
- Avoid non-compliant behaviours, such as creating duplicate USIs, altering a USI Vocational Education and Training (VET) transcript or creating a fake USI VET transcript.

Privacy

To remain compliant with privacy requirements River Oak College is required to obtain permission from you when creating or finding a USI. A Privacy Notice will be issued to you if we are required to create a USI on your behalf. Under section 11 of the Act, any personal information and identity documents obtained to create a USI will not be retained, unless required by another law to keep the information. What this means is we will not keep a copy of your drivers' license or passport if we request one to create your USI.

If storing a record of a USI, we take reasonable steps to protect that record from misuse, interference, loss, unauthorised access, modification, or disclosure.

Issuing Qualifications

Under section 53 of the Act, we must not issue a VET qualification or statement of attainment to you without a verifiable USI, or an exemption from being assigned one. If an exemption letter is provided on official Student Identifiers Registrar letterhead, it will be accepted without asking the student why they are exempt, and/or requesting they sign a government-based privacy notice.

International students who have completed all their study outside of Australia do not need a USI. Australian students studying overseas with an Australian education or training provider do need a USI. If you are completing your course offshore, you can create a USI whilst you are not in Australia using your Australian passport.

Creating Duplicates

There are civil penalty provisions under Part 3A of the Act where it is an offence for an individual to knowingly make an application to create a duplicate USI or authorise an entity to do so. To remain compliant, we will attempt to find an existing student's USI before creating one on your behalf. To do this, we may need to ask you some identifiable questions.

Document Verification Service Override (DVSO)

Organisations who have access to use the Document Verification Service Override (DVSO) can only use this functionality to assist students who do not have access to verifiable identification and identify as Aboriginal and/or Torres Strait Islander or are incarcerated. Currently, River Oak College does not have access to the DVSO. Additional information on the *Act* related to Unique Student Identifiers can be found in Appendix 5.

Additional Legislation

Additional examples of legislation relevant to River Oak College, it's students and its staff includes but is not limited to:

Commonwealth legislation:

- Copyright Act 1968
- Commonwealth Privacy Act 1988/Privacy Amendment Act 2012/Privacy Regulation 2013
- Commonwealth Sex Discrimination Act 1984
- Commonwealth Racial Discrimination Act 1975

Commonwealth Age Discrimination Act 2004

- Commonwealth Disability Discrimination Act 1992
- National Vocational Education and Training Regulator Act 2011

QLD legislation:

River Oak College's head office is based in Queensland, hence documenting an overview of Queensland legislation. The College complies with legislation in all states and territories as per the delivery location of the training.

- Commission for Children and Young People Act 2000
- Disability Services Act 2006
- Anti-Discrimination Act 1991
- Fair Trading Act 1989
- Further Education and Training Act 2014
- Work Health and Safety Act 2011

Training authorities / regulators:

- National VET Regulator (NVR)
- State Departments of Education and Training
- Australian Skills Quality Authority (ASQA)
- Council of Australian Governments Industry and Skills Council (COAGISC)

For information on the Governance structures, policies and procedures related to the parent company, Infinite Education and Training (IET) Pty Ltd, please contact IET on admin@infiniteeducation.com.au. For information or to receive a copy of any River Oak College policies or procedures or if you need support or clarification, please contact the College on hello@riveroak.edu.au.

STUDENT OVERVIEW

We understand that often prospective or newly enrolled students will have a lot of questions. We take pride in clear and concise communication and offer to answer any questions you may have whether that be prior to joining us, or while you are a student. Below you will find out most common questions, with a response. Please ensure you read each question and response below.

All newly enrolled students will be required to complete the River Oak College Academic Integrity and Generative AI course, and Student Overview and Welcome course within our Online Learning Management System. Students are welcome to access these courses prior to enrolment by emailing hello@riveroak.edu.au. These courses provided additional information on our stance on the use of Generative AI, and the various Support Mechanisms that are in place, both within the College, and through external referral.

If you have a question that isn't located in the Frequency Asked Questions, feel free to email us directly on hello@riveroak.edu.au. As always, we are open to feedback, aim to continue improving and are very happy to answer any questions.

Frequency Asked Questions

What courses can I study with River Oak College?

River Oak College offers a wide range of nationally accredited Units of Competency, Skill Sets, and full Qualifications. You can view our current courses on our website or visit the national register at training.gov.au and search for *River Oak College*.

Please note that while we offer many qualifications, we may not currently deliver every qualification or elective unit within a qualification on our scope. Elective availability is listed in the course brochure with the website advertising available courses.

Are these the same qualifications delivered at TAFE?

Yes. All qualifications issued by River Oak College are part of the Australian Qualifications Framework (AQF). This means they are nationally recognised and carry the same standing as those delivered by TAFE and other Registered Training Organisations (RTOs).

How is training delivered?

We offer flexible training to suit different learners and contexts, including:

- Online learning through our Learning Management System (LMS).
- Additional resources such as textbooks and guides.
- One-on-one live mentoring and coaching via Microsoft Teams.
- Face-to-face group sessions, where available.

Our Marine Faculty, through a partnership agreement with OPEC Systems delivers training exclusively face-to-face, due to industry and assessment requirements. Online quizzes or resources may also be provided where appropriate.

I'm only interested in RPL, can you tell me more?

RPL is a pathway that recognises your existing skills, knowledge, and experience gained through work or study; and maps them to a qualification. Instead of re-learning or re-training what you already know, you provide evidence to demonstrate competence. Depending on your setting, you may need to submit videos of you performing tasks, so that we can sufficiently assess your skills. For more information, please see our RPL Handbook or request a copy at: hello@riveroak.edu.au.

What are the prerequisites?

Prerequisites vary by course. These are Units of Competency or course entry standards, that must be achieved prior to enrolling on the course. Please check the course outline for your chosen program. For some courses, we offer a bridging program, where students can achieve pre-requisite units to then enter the course. General prerequisites that apply to all students are listed in the Student Handbook (page 53).

How much do the qualifications cost?

Course fees vary, are clearly outlined in:

- The course brochure
- Our website
- The Fees section of this Student Handbook
- Your Letter of Offer

Before you enroll, we will send you a personalised Letter of Offer when accepted into your course; that sets out all costs, due dates, and payment options. We are committed to full transparency in fees and refunds.

What do I have to pay upfront?

We provide a free, no-obligation suitability assessment before enrolment. If you choose to enroll, you will pay an enrolment fee of $500.00 which is held in trust until training or assessment formally begins. All upfront and staged payments are detailed in your Letter of Offer, along with refund conditions.

Why do I have to do a LLN Assessment?

All students must have their Language, Literacy, and Numeracy (LLN) and Digital Literacy skills assessed prior to enrolling. This can be done in several ways, and often includes multiple sources of information, such as:

- A formal LLN Assessment
- Using prior qualifications, or work samples
- Having a conversation with you, discussing your learning needs and aspirations

This ensures we can:

- Confirm you meet the entry-level requirements of your course.
- Identify any support needs early, so we can build support mechanisms.
- Provide reasonable adjustments where necessary.
- Provide any referrals, should your needs exceed the support we can provide.

This process ensures fairness, accessibility, and compliance with national standards.

How do I pay? Are payment plans available?

Yes. We offer multiple payment options, including:

- Direct bank transfer
- Credit card (via Stripe)
- Payment plans (via Debit Success)

Payment plans make study more accessible by spreading fees over manageable instalments. See the Fees section for full details.

How long am I enrolled for?

The duration of your course will be stated in your Training Plan and all course brochures and vary depending on your course. If you need more time, you may apply for an extension which will incur an extension fee. Trainees and Apprentices timelines are managed under separate conditions and are only relevant to Transitioning students from OPEC College. Please see Appendix 4: Enrolment Timeframes.

What happens if I need to defer?

We understand circumstances change. You may apply in writing to defer your enrolment, subject to approval by the Chief Operations Officer.

- A maximum of two deferrals per course is permitted.
- Each deferral can be for up to 6 months.
- It is the requirement of each student to return and contact the College upon the expiration of their deferral.

Will my qualification be nationally recognised?

Yes. All River Oak College qualifications are nationally recognised under the Australian Qualifications Framework, and accepted by employers, industry, and other RTOs across Australia.

Do I get a certificate when I finish?

Yes. When you successfully complete your course, you will receive an AQF Certificate or Statement of Attainment, depending on whether you complete a full qualification or part of one. We supply both electronic and hard copies of most certificates, which are posted to the address you supply upon enrolment. Please note, electronic certificates are issued within the legislated timeframe. It is the student's responsibility to update the College should their address change during their enrolment with the College.

What support is available if I struggle with study?

Our training and assessment are designed to be supportive in nature. However, we understand at times, people may require additional support.

As a college, we offer access to:

- Trainers and Assessors for mentoring and coaching
- Academic and Subject Support Advisors for study skills support
- Reasonable adjustments for students as needed.
- Access to Student Services for wellbeing and engagement
- A Complementary learning module, that provides additional advice, support and guidance.

Can I withdraw from my course?

Yes, you may withdraw at any time by submitting a withdrawal form. Refund eligibility will depend on the timing of your withdrawal and our Refund Policy (see Appendix 1).

Do you offer credit transfer?

Yes. If you have already completed the same unit of competency with another RTO, you may apply for Credit Transfer. You must provide a certified copy of your Statement of Attainment or your Unique Student Identifier Transcript. Please note, if your Unit of Competency is not listed on your Student Identifier Transcript, River Oak College is required to verify the authenticity.

I transferred over form OPEC College, does this Student Handbook apply?

Yes. This student handbook applies for all students, including those who have transferred from another Registered Training Organisation, including OPEC Systems T/A OPEC College. Please see Appendix 11 for specific information pertaining to students who have transferred from OPEC College Registration Number 41595.

These arrangements remain in place solely to support the completion of their existing training contracts.

PRE-ENROLMENT INFORMATION

River Oak College will provide all relevant information to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking a course.

Guarantees

River Oak College will guarantee that it will meet its obligations outlined in this Student Handbook. However, River Oak College does not guarantee that a Vocational Education and Training student will successfully complete.

Dissemination of Information

River Oak College will provide all relevant information and directions to each student prior to enrolment as part of the student induction to enable the student to make informed decisions about undertaking training with River Oak College. This information will be clear and readily available in print or referral to an electronic copy. This will include details required to source the student handbook, available as PDF document on www.riveroak.edu.au.

Student-Specific Information

River Oak College operates on a rolling enrolment basis, meaning students may enrol at any time throughout the year. Prospective students are encouraged to visit the River Oak College website and refer to the relevant individual course brochure for detailed, course-specific information prior to enrolment.

River Oak College will provide the following information specific to each student prior to Enrolment in the form of a Letter of Offer:

- The code, title, and currency of the AQF qualification, skill set or VET course to which the student is to be enrolled, as published on the National Register the services the RTO will provide to the student including the:
    - estimated duration of the services as outlined in the student's Training Plan
    - expected locations at which the services will be provided.
    - expected modes of delivery
    - name and contact details of any subcontractor which will provide training and assessment to the student, such as OPEC Systems – Marine Division.
- the student's obligations including any requirements that River Oak College requires the student to meet to enter and successfully complete their chosen AQF qualification, skill set or VET course.
- any materials and equipment that the student must provide such as access to internet.

- The educational and support services available to the student, including language, literacy, and numeracy (LLN) support and access to reasonable adjustment (refer to course brochure)
- Information regarding the Unique Student Identifier (USI) requirement and the student's obligation to obtain a USI prior to commencement
- River Oak College's complaints and appeals processes, and how students may access them *(refer to the Complaints and Appeals Policy)*
- River Oak College's obligations to the student under the Standards, including its commitment to quality training and assessment outcomes

Students are encouraged to review all pre-enrolment materials carefully and contact River Oak College with any questions prior to signing their Letter of Offer. For further information on any of the above, please visit **[www.riveroakcollege.edu.au]** or refer to the **individual course brochure** for your chosen qualification.

Contractual Agreement

Students who enrol in a training program with River Oak College should be aware that they are entering into a contractual agreement. With a view to ensuring all students are fully aware of their rights and obligations, River Oak College will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- Wording that allows the perspective student to know what they are agreeing to.
- Clearly explained disclaimers.
- No misleading or deceptive language or behaviour.
- No actions, omissions, or dialogue (written or verbal) that may force or coerce the student.
- Fair dealings for disadvantaged students.

Students are aware that the Contractual Agreement includes, the student's responsibility to pay the fees outlined for their course. Please see Appendix 8 Contractual Terms and Conditions. Where learners are under the age of 18, and/or are completing their course through corporate partnership with their school, a copy of the Student Handbook will be provided to the school and the students' parents prior to enrolment.

Acknowledgement Declaration

All students who are enrolling with River Oak College are required to complete an acknowledgement declaration provided on their Enrolment Form. This declaration details that the student has received, read, and fully understood the contents of this Student Handbook, which outlines the conditions of their rights and responsibilities as a student at River Oak College.

CLIENT SERVICES

River Oak College is committed to delivering high quality services that support students throughout their training and assessment engagement with the college. This commitment is based on a client focused operation that produces the best possible outcome for students.

Students who undertake training with River Oak College receive every opportunity to successfully complete their chosen training program. The College will provide students with information prior to commencement of services including any subcontracting arrangements affecting the delivery of training and/or assessment.

River Oak College is a leader in innovative, student-centred education, proudly supporting a diverse range of students. Harnessing the power of digital transformation, we provide flexible, tailored, and supportive learning experiences. Our Recognition of Prior Learning (RPL) process is seamless, valuing the skills and knowledge you already possess.

We understand that adult learners seek both guidance and independence. That's why we combine best-practice approaches, cutting-edge academic research, and our own expertise to create transformative learning experiences. At River Oak College, we don't just put our curriculum up online –we help you build confidence, adaptability, and a mindset for lifelong success.

Whether you're completing a qualification through RPL or starting a full course from scratch, we respect the knowledge, skills, and experience you bring. Our contextualised and customised learning activities ensure that your education is relevant, empowering, and focused on achieving your goals.

Training and Assessment Strategies developed by River Oak College will adhere to the following principles:

- Training and Assessment Strategies are developed for each qualification / skill set or unit of competency that will be delivered and assessed.
- All training programs will require the development of a training and assessment strategy for full and partial completion of a qualification.
- Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors, and key stakeholders.
- Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups.
- Training and assessment strategies will be validated annually through the internal review procedures.

TRAINING AND ASSESSMENT

River Oak College's training and assessment strategy is grounded in the parent company's decade-long vocational education expertise and shaped by contemporary adult-learning theory, drawing on andragogy and heutagogy for mature learners, and sound pedagogical principles for students enrolled through Vocational Education in Schools programs.

Our Approach:

We apply the following principles throughout our service delivery.

1. Learning Designed for Adults

We recognise that adults learn best when training is:

- Relevant: We align our programs with your goals, career aspirations, and real-world applications.
- Practical: We connect theory to practice, ensuring you can immediately apply your skills on the job.
- Collaborative: We foster an environment where you can share experiences, learn from peers, and engage with trainers as equals.

2. Empowering You to Take Charge

We empower you to:

- Shape Your Own Learning Journey: You set the pace, focus, and direction of your studies with our support.
- Develop Lifelong Learning Skills: Beyond mastering course content, you'll gain critical thinking, problem-solving, and self-directed learning skills.
- Learn Through Discovery: We encourage you to explore, question, and create knowledge, fostering deeper engagement and understanding.

3. Flexible and Supportive Learning

- Whether you prefer self-paced study, online modules, or hands-on workshops, our programs are adaptable to your unique needs.
- Our trainers act as mentors, guiding you when needed but giving you the freedom to grow independently.

4. Building on What You Already Know

- We value your prior experience and integrate it into your training plan. This ensures your learning is meaningful, efficient, and builds on your strengths.

Our Ways of Working

River Oak College offers four ways of working, all at different price points and all designed to best suit the diverse needs of learners. These include:

1. Recognition of Prior Learning - Summary

- The Recognition of Prior Learning model acknowledges and values your existing skills, knowledge, and experience you have gained through your career and other life experiences. This model recognises that you bring prior experience to their education and empowers you to take control of your qualification journey.

How it works:

- Your past work experience, training, and skills are assessed against the learning outcomes of a qualification.
- Instead of completing formal training, you demonstrate competency through evidence you provide, such as workplace documents, references, videos showcasing your skills and performance records.

We empower you to:

- Direct the process by identifying and compiling evidence with our one-on-one support.
- Recognise your achievements, through our assessor aligning your prior learning with qualification requirements.

Please see our RPL Handbook for more information on Recognition of Prior Learning at River Oak College.

2. Study Summary

River Oak College's study experience is a completely personalised, one-on-one bespoke offering where you design your own learning journey. In many cases, this includes selecting electives that align with your goals and interests. Through this model, you are fully supported with one-on-one mentoring and coaching sessions with your Trainer and Assessor through a structured yet flexible learning journey.

How it works:

- You work with a dedicated mentor to create a learning plan tailored entirely to your professional and personal goals. This may include selecting electives and setting milestones.
- Electives are chosen based on your career aspirations, ensuring maximum relevance.
- The program is delivered through one-on-one support, allowing for a highly tailored experience.

We empower you to:

- Design and drive your learning experience, choosing what and how you learn.
- Learn from our expert guidance, offering practical and relevant insights to support your journey.

3. Online Community of Practice

All River Oak College students (whether they be through a study or a RPL pathway), and River Oak College / OPEC College students have the option to participate in an Online Community of Practice. This moderated community fosters a collaborative learning environment where students engage in shared projects, discussions, and problem-solving, developing deeper knowledge through interaction with peers and experts.

How it works:

- You can participate in an online community where you can share insights, experiences, and knowledge.
- Collaborative activities such as robust discussions, brainstorming sessions, knowledge sharing, and reflective prompts help focus on applying learning to real-world challenges.

We empower you to:

- Contribute to your own unique expertise and perspectives, driving your participation and outcomes.
- Participate in a learning experience that is relevant, collaborative, and goal-orientated, with the guidance of a Trainer and Assessor or Industry Expert to facilitate the process.

4. Flexible Learning Experience

For online study, we promote a self-paced, online model designed for flexibility and independence, underpinned by digital transformation and expert support. Its emphasis self-directed learning by providing a structured framework and expert assistance when needed.

How it works:

- You access online learning materials at their own pace (within your detailed Training Plan timelines), working towards competency in a fully digital environment.
- A team of experts is available to provide unlimited email and phone support, ensuring you have guidance when they need it.

We empower you to:

- Control the pace and focus of their learning, adapting it to your unique needs and schedules.
- Use the structured resources and expert advice to keep you on track.

Please note we offer Recognition of Prior Learning and study options for all course offerings. Please see the course brochure for your chosen course for more information on how your course is delivered.

Training Guarantee

The CEO of River Oak College intends that all students will receive the full training services paid for, including but not limited to training and assessment, assessment only, recognition of prior learning or short courses.

The corporate structure, governance and financial management College and processes guarantee the training for students enrolled with River Oak College. Specifically, the integrity, business experience and training expertise of the CEO ensures continuity of training and completion of training is guaranteed for all students.

The continuous improvement and quality management practices employed by River Oak College CEO and staff are designed to proactively identify any anomaly that might cause a business interruption or training failure and address this situation before any students are affected.

While River Oak College guarantees that all students will receive the full training services paid for, it does not guarantee a student will successfully complete the course or be assessed as Competent. River Oak College does not guarantee that the student will obtain a particular employment outcome outside the control of River Oak College.

Assessment Guarantee

River Oak College acknowledges the critical role that assessment plays in determining the competency of students. In developing the assessment tools and instruments (including RPL) for each qualification and unit of competence, the CEO will ensure:

- Compliance with the assessment guidelines from the relevant training package, qualification, and unit of competence of accredited course
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF)
- Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment.
- The rules of evidence guide the collection of evidence to support the principles of authenticity, validity and reliability.
- The authenticity of all assessment evidence is verified to ensure it is the original and genuine work of the student.
- The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies, and the job environment.
- Timely and appropriate feedback is given to students.
- Assessment complies with River Oak College access and equity policy.
- All students have access to re-assessment on appeal.

In accordance with the Standards – which require that all training and assessment is delivered by appropriately qualified practitioners – all River Oak College trainers and assessors hold the credentials specified in the College's *Credential Policy*. The College actively verifies and maintains these credentials as part of its ongoing workforce management, ensuring that the people responsible for assessment decisions are suitably qualified and current in both their vocational and training and assessment competencies.

River Oak College implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. The College recognises that each unit of competency contains assessment requirements relating to, performance evidence, knowledge evidence and assessment conditions. These assessment requirements guide the assessment instrument design, ensuring full breadth and depth of knowledge and skills is assessed.

River Oak College uses various assessment modes, such as verbal and written questions, projects based on scenarios, the demonstration of skills in the workplace, and student-lead videos. All Assessment Tools, and Assessment Strategies have been discussed, and validated and supported by industry prior to implementation.

Traineeships

The information in this section provides a general overview of Traineeship arrangements. Specific conditions, obligations, and entitlements are governed by state and territory legislation, the registered Training Contract, and the training plan agreed between all parties.

Students and employers are encouraged to seek advice from their ANP for guidance relevant to their individual circumstances.

If you are not a trainee, you can skip this section.

Overview

River Oak College is proud to offer formal traineeships for 27 of it's qualifications. A Traineeship is a formal, structured training arrangement that combines paid employment with the completion of a nationally recognised qualification under the Australian Qualifications Framework (AQF). Traineeships are established through a legal Training Contract between an employer, a trainee, and a Registered Training Organisation (RTO), in this case, River Oak College.
Traineeships allow students to develop practical, job-relevant skills in a real workplace setting while simultaneously working towards a formal qualification. They are available to both new and existing employees and are supported by state and territory governments across Australia.

How it works

When a student enrols in a Traineeship through River Oak College, three key parties are involved:

The Trainee:
- The student enrolled at River Oak College, employed by the host workplace.

The Employer:
- The workplace that employs the trainee and supports their on-the-job learning.

River Oak College (The RTO:
- Delivers training and assessment, and issues the qualification upon completion.

The terms and obligations of each party are set out in a formal Training Contract, which is registered with the relevant state or territory training authority. This contract confirms the qualification to be completed, the duration of the Traineeship, and the responsibilities of all parties.

Available Qualifications

River Oak College currently offers **27 qualifications** that can be completed under a Traineeship arrangement. These qualifications span a range of industry areas and are aligned with current workforce needs.
Students and employers are encouraged to contact River Oak College directly to confirm

whether a specific qualification is available as a Traineeship and to discuss eligibility requirements.

Training and Support from River Oak College

River Oak College maintains a personalised, one-on-one approach to student support throughout the duration of a Traineeship. Students are assigned a trainer and assessor who works with them individually, rather than through group-based delivery alone.

This individual approach enables the College to:

- Understand the specific workplace context and adapt training and assessment tasks accordingly.
- Identify and maximise learning opportunities that arise naturally within the student's day-to-day work duties.
- Support workplace supervisors in recognising and contributing to the trainee's skill development.
- Monitor progress and provide timely feedback to both the trainee and the employer.
- Ensure compliance with the Training Contract and any applicable training plan requirements.

Training may be delivered through a combination of workplace visits, online learning, workbooks, and scheduled contact sessions, depending on the qualification and the trainee's location.

Apprenticeship Network Providers (ANPs)

Apprenticeship Network Providers (ANPs) are organisations funded by the Australian Government to deliver a range of free services that support employers and trainees throughout a Traineeship. River Oak College works collaboratively with ANPs and other Australian organisations dedicated to supporting vocational training arrangements.

ANPs can assist with:

- Preparing and lodging the Training Contract with the relevant state or territory authority.
- Explaining the rights and responsibilities of trainees and employers.
- Providing ongoing support and guidance throughout the life of the training arrangement.
- Assisting with variations or cancellations to Training Contracts where circumstances change.
- Providing information about financial incentives and support available to employers.

ANP services are provided free of charge to both employers and trainees. Your trainer at River Oak College can provide a referral to an ANP or assist you in identifying the appropriate provider in your region.

Information for Employers

Employer Obligations

Employers who take on a trainee under a registered Training Contract have obligations to provide a suitable work environment, allow the trainee to attend off-the-job training where required, and support the trainee's progress toward their qualification. Full details of employer obligations are outlined in the Training Contract and associated training plan.

Payroll Tax Incentives

Employers who engage registered trainees may be eligible for payroll tax exemptions or concessions under their state or territory legislation. These incentives are intended to reduce the cost of employing and training staff and vary depending on the jurisdiction, the type of Traineeship, and the circumstances of the employer.

Where to Find Information

Employers should visit the website of the primary state or territory government agency responsible for collecting tax revenue and public funds in their jurisdiction – typically the relevant State Revenue Office or Office of State Revenue – for current information on eligibility criteria, applicable concession rates, and how to claim available incentives. Requirements and entitlements differ between states and territories and are subject to legislative change.

Contact and Further Information

Students or employers who wish to enquire about Traineeship arrangements, confirm qualification eligibility, or discuss the enrolment process are encouraged to contact River Oak College directly. Staff can provide information about available qualifications, connect you with an Apprenticeship Network Provider, and assist with next steps.

For a full list of the 27 qualifications available under a Traineeship arrangement, please contact the College.

Student advice

River Oak College takes a systematic approach to establish and recognise the needs of each individual student. It is a requirement that all staff members do their utmost to meet the needs of students. Where a student's need is outside the scope or skill of the organisation, they will be referred to an appropriate service or an alternate training organisation.

River Oak College delivers specialised training and assessment services. As such, it is vital that all students are informed of and understand the extent of the training course that they are enrolling in. River Oak College has in place a process and mechanism to provide all clients information about the training, assessment, and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

All advice provided to students is provided in "good faith".

River Oak College will provide:

- Training programs and services that promote inclusion and are free from discrimination.
- Support services, training, assessment, and training materials to meet the needs of a variety of individual students.
- Consideration of everyone needs to provide the best opportunity for skill development and attainment of qualifications that can lead to further training or employment.
- Opportunity for consultation between staff and students so that all aspects of individual circumstances can be taken into consideration when planning training programs.
- Consideration of the views of students' community, government agencies and organisations, and industry when planning training programs.
- Access to information and course materials in a readily available, easily understood format.
- Information to assist students in planning their pathway from school or the community to vocational education and training.

River Oak College's Commitment to Diversity, Equity, and Inclusion:

River Oak College is committed to practicing fairness and providing an equal opportunity for all current and potential students to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier to access or any other perceived difference in class or category. River Oak College ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. River Oak College will address access, and equity matters as a nominated part of operational duties.

River Oak College will ensure students have equivalent opportunities for academic success, with identified cohorts monitored to inform appropriate teaching and learning strategies and support for student's wellbeing and safety.

Identified cohorts of students that may be specifically monitored with the intention of providing additional support if required include:

- Aboriginal and Torres Strait Islander peoples
- people from low socio-economic backgrounds
- people with a disability or learning difference.
- people from rural, remote, or isolated areas
- people who are the first in their family to participate in higher education.
- people from non-English speaking backgrounds
- people from the LGBTQIA+ community
- students from migrant communities
- women, especially in areas of study where they have been traditionally underrepresented, such as Work Health and Safety
- Men, working in areas that are traditionally underrepresented, such as Career Development practice.
- People experiencing a mental illness.

- Marginalised populations and/or populations who have been targeted by extremist behaviour
- Populations that are a core federal priority

River Oak College is aware of its obligations relevant to diversity and equity arising from federal and state/territory legislation. Information about some of these is available from the Australian Human Rights Commission.

River Oak College is aware of its legislative obligations include protecting students against:

- discrimination based on age, gender, race, or disability, and
- interference with their privacy and human rights.

In summary, River Oak College prides itself on its diverse student demographic, and continues to look for opportunities to best support under-represented or intersectional communities. All River Oak College Staff have completed mandatory training related to Diversity, Equity, and Inclusion.

River Oak College's Principles

Below are River Oak College's principles that underpin all student and staff interactions.

- It is the right of all staff and students to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful, and sensitive manner. Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by River Oak College
- When River Oak College management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- It is the intention of River Oak College management that a process of discussion, cooperation and conciliation will resolve all complaints. The aim is to achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.
- Both the person making the complaint and the person against whom the complaint has been made will receive information, support, and assistance in resolving the issue from River Oak College management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers and assessors. Managers, trainers, and assessors should

be conscious of how they present their feedback to ensure the message is not misinterpreted.

- Staff and students should not make any frivolous or malicious complaints. All staff and students are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

All River Oak College staff have completed additional training related to effective communication, and how to appropriate provide feedback. Please see Appendix 6 for specific terms and definitions clarifying Harmful Behaviours.

Access to Education

River Oak College applies principles of support for the diversity of learning styles across the student population, throughout all phases of the student's journey. This includes:

Pre-enrolment Information

Information provided to students before enrolment will be provided in "good faith" and be:

- accurate, relevant, and timely information for students is publicly available and accessible, to enable informed decision making about educational offerings.
- experiences for prospective students, prior to acceptance of an offer, have access to current academic governance policies and requirements, including policies and requirements in respect of equity and diversity as outlined in the Student Handbook.

Training and assessment

Information provided to students prior to enrolment regarding their training and assessment will be provided in "good faith" and includes:

- the program is tailored to the needs of student cohorts as identified in the Training and Assessment Strategy
- the needs and preparedness of individual students and cohorts are assessed.
- students' specific needs are appropriately accommodated through reasonable adjustments to training, learning and assessment arrangements.
- regardless of educational background, entry pathway, or mode and place of study, students have equitable opportunities for progression and completion of their course of study.
- River Oak College ensures ongoing support for students as they progress through their course, particularly if they have been admitted through special or alternative pathways such as school-based arrangement.
- Where available, the workplace is used to support academic interactions, outside of formal training sessions.

Diversity and Equity

- River Oak College's policies, practices and approaches to teaching and learning are designed to accommodate student diversity and create equivalent opportunities for academic success regardless of students' backgrounds.
- specific consideration is given to the recruitment, admission, participation, and completion of Aboriginal and Torres Strait Islander peoples, and is done so within consultation with a person who is accepted by the local Indigenous Community
- participation, progress, and completion by identified student subgroups are monitored, and the findings are used to inform policies and improve the training, learning and support strategies for those subgroups.

Cultural Safety for Aboriginal and Torres Strait Islander people

- River Oak College's policies, practices, and approaches to working model cultural safety for Aboriginal and/or Torres Strait Islander people. This includes:
- Identifying any potential cultural safety issues in the workplace related to course content, that may be triggering or cause re-traumatisation.
- Model cultural awareness and competence, when training or assessing Units of Competency that are centred around working with Aboriginal and/or Torres Strait Islander People
- Work within the legislative context for Aboriginal and/or Torres Strait Islander cultural safety.
- Appreciate the diversity of Aboriginal and/or Torres Strait Islander cultures.
- Show an awareness of the historical, social, political, and economic issues affecting Aboriginal and/or Torres Strait Islander people and their engagement with education services.
- Work with Aboriginal and Torres Strait Islander people, and persons approved of by local community elders.
- Recognise that Aboriginal and/or Torres Strait Islander people are the expert in their own lived experience.

All River Oak College Staff have completed mandatory training on Cultural Safety for Aboriginal and Torres Strait Islander people.

Wellbeing and Safety

- the nature and extent of support services available to students is informed by the needs of specific cohorts as identified on the Training and Assessment Strategy.

All River Oak College staff have completed mandatory training on mental health literacy and trauma-informed practice within the Vocational Education and Training sector.

Course Design

- the design of a course enables students to achieve required learning outcomes regardless of their place or mode of study.
- course design and teaching and learning arrangements consider the learning needs of specific cohorts of students.

Learning Resources and Student Support

- students, including those with special needs, experience no unexpected barriers, costs, or technological constraints to access learning resources.
- students have access to support services for their learning consistent with the requirements of their course, mode of study, and learning needs of their cohort.

Continuous Improvement

- monitoring of retention, progression, and completion, as well as feedback from student cohorts, informs and enables the provider's review and improvement processes.

Compliance

- compliance with legislative requirements (including any state, territory and Commonwealth legislation about equity and discrimination)

Quality Assurance and Commitment to Continuous Improvement

River Oak College has developed a robust quality management and operational framework to guide and inform all staff and students in their obligations regarding access and equity. Upon induction into the College, all staff are provided with copies of the policies which they must adhere to throughout all their operations as a River Oak College staff member. Students are made aware of the access and equity policy via the student handbook and informed of their rights to receive access and equity support and to request further information.

River Oak College access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation, or carer's responsibilities.

Practicing these policies will guarantee that any student who meets River Oak College entry requirements will be accepted into any training programs. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to River Oak College management for consultation.

Language, Literacy and Numeracy Support:

Pre-Enrolment

River Oak College acknowledges and understands that many adult learners may experience learning, language literacy and/or numeracy challenges. All preliminary assessments and enrolment applications are assessed by a staff member with additional training in language, literacy, and numeracy (LLN). They will make a judgement on LLN, in addition to Digital Literacy during the pre-enrolment processes and where required will refer to the College CEO. River Oak College's CEO is an Adult Language Literacy and Numeracy Practitioner, who is skilled in assisting any students the referred, including investigating additional testing if required, and providing support should the candidate wish to continue their enrolment.

Various sources of information will contribute to the LLN judgement, including the completed enrolment form, phone discussions and any other evidence or documents (for example resume, work samples, job descriptions) that may be submitted as part of the preliminary assessment process, or study enrolment process.

River Oak College uses a validated LLN Assessment aligned to DigComp 3.0, and the Australian Core Skills Framework as required.

Post-Enrolment

River Oak College recognises that not all students will have the same level of ability in relation to reading, writing, and performing calculations. At the commencement of study, students are screened by their Trainer who implements an informal LLN Assessment through conversation, designed by an Adult LLN Practitioner. This is to determine if there are any potential LLN Challenges present that were not identified during the pre-enrolment period. If an issue is identified by River Oak College staff or requested by a student, a formal language, literacy, and numeracy test will be provided to assess the student's ability.

We understand, that despite best efforts, sometimes LLN challenges may not be identified prior to enrolment. River Oak College will continuously monitor student LLN practices throughout the duration of the training and assessment and apply adjustments as needed.

River Oak College will endeavour to aid students having difficulty with language, literacy, or numeracy to accommodate their needs. If a student's needs exceed the ability of River Oak College staff to assist, the student will be referred to the in-house Adult Language Literacy and Numeracy Practitioner for customised training to obtain the skills required to complete the training program.

Miscellaneous Student Support

River Oak College will make all reasonable effort and utilise a variety of available methods to assist all students in their efforts to complete training programs. River Oak College will determine the support needs of individual students and provides access to the educational and support services necessary for the individual student to meet the requirements of the AQF qualification, skill set, or VET course as specified in training packages or VET accredited courses. River Oak College will continue to develop strategies to make support available where gaps are identified.

Students can contact their trainer or other River Oak College staff members if they are experiencing difficulties with any aspect of their studies. Staff will ensure students have access to the full resources of River Oak College to assist them in achieving the required level of competency in all nationally recognised qualifications.

If a student is experiencing personal difficulties, training staff will encourage the student to contact River Oak College through formal mechanisms who will provide discreet, personalised, and confidential assistance as according to the nature of the difficulties.

If a student's needs exceed the capacity of the support services River Oak College can offer, they will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced online. River Oak College staff members will assist students in sourcing appropriate support.

If any proposed additional support attracts an additional cost to you, we will make this clear during our pre-enrolment interview. For example, additional costs may be incurred in the following areas:

- External LLN support services.
- Assistive technology; and
- Translator services and/or interpreter services

We understand that personal circumstances can change during the duration of a training programme. River Oak College will continue to monitor all students and initiate engagement, to continually assess student wellbeing and support requirements.

Flexibility in Training Delivery and Assessment

River Oak College recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a student who is having trouble learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of River Oak College respect these differences among students and will endeavour to make any necessary adjustments to their methods to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the student can verbally demonstrate competency.

Acceptable adjustments to teaching and assessment methods may include but are not limited to; having a trainer read assessment materials to students, having a student's spoken responses to assessment questions recorded or allowing a student to sit for an assessment alone in a different room.

River Oak College staff will pursue any reasonable means within their ability to assist students in achieving the required competency standards. If a student's needs exceed the capacity of the support services River Oak College can offer, they will be referred to an appropriate external agency.

Reasonable adjustment

Reasonable adjustment means adjustments that can be made to the way in which evidence of student performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and / or individual being assessed; otherwise, comparability of standards will be compromised.

Wellbeing and Psychosocial Safety

If you feel you are experiencing challenges that are impacting your mental health and well-being, we encourage you to reach out for assistance. Some organisations that offer confidential guidance and resources include:

Beyond Blue information line:

Beyond Blue has an information line that offers expert information on depression, how to recognise the signs of depression, how to get help, how to help someone else and how to stay well. Call 1300 224 636.

Lifeline:

Lifeline is a 24-hour telephone service that offers confidential support and advice to help you deal with stress and personal challenges. Call 13 11 14. Text 0477 131114. For more information visit www.lifeline.org.au.

Black Dog Institute:

They are not a crisis centre but integrate research studies, education programs, digital tools and apps, clinical services, and public resources to discover new solutions, foster connections and create real-world change. For more information visit www.blackdoginstitute.org.au.

Working with Persons Under 18 Years of Age

Students under 18 years of age may enrol with River Oak College. According to the law, a child is considered any individual less than 18 years of age.

River Oak College will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination, and intimidation. All staff are required to report to River Oak College management any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

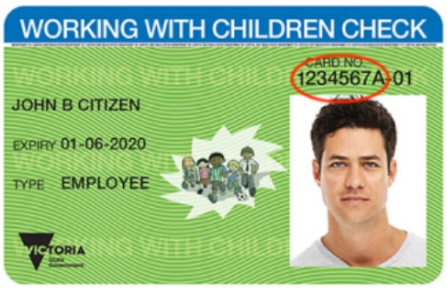
In cases where allegations or information indicate it is reasonable to believe a student has suffered from or may require protection from harm, River Oak College will report to the Department of Communities, Child Safety and Disability Services.

The initial information that a child protection officer will require is:

- The name, age and address of the child or young person
- The reasons you suspect the child or young person may have experienced or is at risk of experiencing harm.
- The immediate risk to the child or young person
- Contact details. You may remain anonymous; however, it is preferable to provide these details so that the officer can call you if further information is needed.

If allegations may constitute child abuse by a person external to River Oak College, the CEO will report the matter to the Police or the Department of Communities, Child Safety and Disability Services. The College will comply with all relevant State and Federal legislation around working with children.

River Oak College management require that all training staff who may work with children in a face-to-face capacity obtain the appropriate Police check for child related employment. Information is available at: https://www.acic.gov.au/services/national-police-checking-service/find-out-more-information/working-children-checks



Facilities

River Oak College delivers training onsite at the River Oak College Hemmant Office, and the Wisdom College facility. Both facilities are listed on www.training.gov.au.

Details of the training venue, car parking facilities and public transport options will be emailed to you before the start of your training. All our training venues have nearby parking facilities. Tea, coffee and water are usually available during your training but vary from venue to venue. Catering arrangement may be available, and for Marine courses your local jurisdictional contact will provide further information.

We take safety seriously, and at the start of each course your trainer will outline all relevant safety considerations during your training with us. Should you have any concerns or present with any limitations before, during or post course, please raise this with the training team as soon as possible.

At the end of your course, you will be invited to provide us with feedback on your training experience. Please let us know everything we did well and – most importantly – what things can be improved. Student feedback is a major contributor to our continuous improvement processes.

All venues are accessible. If you identify has disabled and require additional accessibility support, please do not hesitate to contact us, and we will do everything within our power to support your needs.

Primary Delivery Addresses are as follows:

River Oak College - Hemmant

1319 Lytton Road,

Hemmant QLD 4174

Wisdom College – Calamvale

97 Formby Street,

Calamvale QLD 4116

Recognising Qualifications and Statements of Attainment

River Oak College recognises all AQF qualifications and statements of attainment issued by other Registered Training Organisations (RTOs). Before recognition, River Oak College will verify the qualification or statement of attainment by contacting the issuing RTO or accessing the student's USI transcript via the USI Transcript Service. Students must provide permission for this access.

At the time of enrolment, River Oak College staff will inform students about the policy and offer the opportunity to present relevant qualifications or statements of attainment for recognition prior to the commencement of training. Trainers will also remind students of this policy throughout their course.

When a student submits an AQF qualification or statement of attainment, the College will:

- Take a copy of the document for verification.
- Verify the document through the issuing RTO or USI Transcript Service.
- Retain the verified document in the student's file.
- Notify the student of the verified recognition and provide exemptions for the relevant units of competency.

A fee applies for verification of qualifications issued by other providers. (Refer to Appendix 7). River Oak College staff will update the student's records and ensure students understand how the recognition affects their training and assessment.

Credit Transfers

River Oak College provides credit for units of competency and/or modules when students present valid evidence of AQF certification or authenticated VET transcripts, except where licensing or regulatory requirements prevent this.

Evidence required includes:

- AQF certification documents issued by another RTO or AQF-authorized organization, or
- Authenticated VET transcripts issued by the Registrar.
- By enrolling with River Oak College, students grant permission for the College to verify the authenticity of all documents provided as evidence.
- River Oak College will not issue a complete qualification by Credit Transfer

Third Party Verification

It is a condition of enrolment with us that you give us permission to verify with the issuing RTO the authenticity of all testamurs (i.e., certification) or statements of attainment, and any other documentation, that you provide to us as evidence. Requests for verification of qualifications should be sent to admin@infiniteeducation.com.au and all requests are to include a copy of the qualification for authenticity purposes.

Currency requirements for Credit Transfers

River Oak College takes a best practice approach and conducts mapping analysis for units that have been superseded twice or more despite still being deemed equivalent through multiple successions, to assure the assessment of competence is still relevant. Supportive evidence to demonstrate this may be required of the candidate, such as:

- Competency Conversations
- Resumes / Job Descriptions
- Work product/sample.
- Third Party Report

Credit Transfers are costed using the following formula:

Unit of Competency Result is C or RPL

- For same UOC – CT granted – No cost.
- For one version back – CT granted – no cost.
- For two or more versions back – costed.

Unit of Competency Result is Credit Transfer

- Mapping process required.

Please see appendix one – to - three for costing related to:

- Unit of Competency discounts for Credit Transfers
- Verification Fees and Charges

River Oak College will not issue a complete qualification by Credit Transfer.

STUDENT EXPERIENCE & EXPECTATIONS

River Oak College makes every effort to practice cooperation and mutual respect in all internal and external dealings to uphold high quality, professional training, and assessment services. The same behavioural requirements are expected of students as a contribution to a functional learning environment, and as a sign of respect to staff and fellow students.

Professional Conduct and Behaviour

River Oak College prides itself on its friendly, courteous, and professional staff, and expects students to behave in a similar manner. All forms of dishonesty, including cheating, plagiarism, supplying false information to the College or the forgery or use of documents can result in a student's enrolment being automatically cancelled. As learners engaged in adult education it is expected that all learners act with maturity, professionalism, and civility, when communicating with River Oak College staff and/or fellow students.

River Oak College Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Educate the student that their behaviour is unsuitable, or
- Ask a student to leave the training, without refund or acceptance into another course, or
- Immediately cancel the training.

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the River Oak College complaint procedure. College staff are expected to maintain a professional and ethical working relationship with all other staff members, management, and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and River Oak College, and appropriate action will be taken. It is an expectation that students attend scheduled meetings with their trainers and assessors and provide a minimum of 24 hours-notice to reschedule. Students are notified of this at the Kick-Off Meeting.

Academic Integrity

At River Oak College, academic integrity is not just a policy, it's a cornerstone of your professional and ethical development. Adhering to these principles ensures that your achievements are genuinely earned and respected in your field. Academic integrity is a set of ethical principles that guide the way we learn, work, and engage in vocational education and training. At River Oak College, we expect all students to approach their studies with honesty, make ethical decisions, and demonstrate integrity in their work. These values are essential to being part of the College community and Alumni network.

Key values of academic integrity include:

- Honesty
- Trust
- Fairness
- Respect
- Responsibility
- Courage

These values apply to both staff and students and are reflected in how we undertake our work and interact with the contributions of others.

Maintaining Academic Integrity

As a member of the College community, it is your responsibility to uphold the highest standards of academic integrity. This means avoiding behaviours such as:

- Cheating
- Plagiarism
- Collusion
- Other forms of academic misconduct

AI Use and Misconduct

Using AI tools can be a helpful resource when used appropriately; however, submitting AI-generated content without proper acknowledgements or contrary to instructions from your Trainer or Assessor is considered academic misconduct.

If you are unsure about how to use AI tools in your assessments, seek guidance from your Trainer or Assessor to ensure you are meeting the requirements.

Consequences of Plagiarism and Academic Misconduct

Plagiarism—using someone else's work or ideas without proper acknowledgements—is considered a serious breach of academic and professional ethics. This includes the use of uncredited AI-generated content.

The College has a zero-tolerance policy for plagiarism and other forms of academic misconduct. Proven cases of plagiarism may result in:

- Withdrawal from your course
- Cancellation of your enrolment

Assessors will not evaluate any work found to be plagiarised, and AI detection tools will be continuously updated to identify such issues.

Best Practices for Academic Integrity

- Conduct thorough research as part of your assessments.
- Clearly reference all sources of information used in your work.

When in doubt, consult your Trainer or Assessor for clarification.

Academic Integrity Assessment

All students completing their studies via distance education or online are required to complete an unaccredited online academic integrity module. This ensures all students are aware of River Oak College's academic integrity requirements. Face-to-face delivery of courses are exempt at the discretion of the Trainer and Assessor where academic integrity is discussed during course orientation. This includes educating students on:

- being aware of assessment expectations
- developing the knowledge and skills required to complete assessment tasks.
- developing effective academic practices
- avoiding all forms of academic misconduct
- following any of the school's guidelines and assessment policies.

The learning module also includes developing effective academic practices that support academic integrity, including:

Time management and forward planning

- Effective research skills
- Appropriate use of others' work
- Copyright and referencing
- Collaboration and group work
- Editing and drafting

Student Progression

River Oak College recognises that students may require flexibility with their training, and as such does not set concrete due dates for assessments. Instead, we work with each student on a one-on-one basis, adapting and modifying the training plan as needed (within the scope of the overall enrolment period). Our experience in the sector tells us that the best educational outcomes are achieved when a student is completing a study Unit of Competence every four to six weeks.

As such, unless there are exceptional circumstances, River Oak College will work closely with our students to achieve this level of progress. This progress will align with their overall training plan, which is set within their enrolment period.

River Oak College Trainers and Assessors and Student Liaison Officers will work with students to assist them stay on track, by:

- Contacting all students weekly or fortnightly, offering support
- Meet with students monthly (unless an alternative arrangement has been approved by the National Training Manager)
- Providing students with unlimited email and phone support, to answer queries and provide guidance.

If a student does not make considerable progress after two or more months or does not submit an assessment within an eight-week period, they will be contacted to discuss whether any additional support is required and any other reasons for their lack of progression.

Students have the right to request information about or have access to their own individual records. River Oak College trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the data management system.

Student Engagement and Contact

As learners engaged in adult education, it is the student's responsibility to maintain momentum and remain engaged in their learning. River Oak College will support our students through fortnightly contact to check on progress during our standard operating hours of 8:00am – 5:00pm.

Students will have the opportunity to engage on a regular basis, through online TEAMS meetings with their trainer. If a student is unable to attend their scheduled meeting, it is requested that they provide a minimum of 24 hours' notice. Should a student miss a meeting, every attempt will be made to try to re-schedule a "catch up" meeting, however this may not always be possible. If a re-scheduled meeting is not possible, the student and their trainer will maintain their regular schedule and meet at the next programmed session.

Students will also be able to maintain contact with their trainer, through regular email contact.

Dis-Engaged Students

A student is defined as dis-engaged when they:

- do not attend two or more meetings consequently without prior contact, or.
- do not progress with their course over a two-month period without prior contact, or.
- do not reply to two or more communication attempts.

Should a student become disengaged, River Oak College will make every effort reasonable to re-engage the student using multiple communication means over a one-month timeframe.

Any student who has not re-engaged with the College despite numerous reasonable attempts by the college or has not re-engaged within 2 weeks of receiving a formal "Disengaged Student" letter from the National Training Manager, will have their enrolment automatically administratively withdrawn.

River Oak College guarantees that numerous reasonable attempts will be made to re-engage the student through multiple means of communication, prior to the administrative withdrawal process.

If an enrolment is cancelled after the administrative withdrawal process, the student will be issued with a Statement of Attainment for any Units of Competence they have completed and paid for. They will also receive a summary email setting out:

- UOCs completed so far.
- UOCs still to complete
- Invoices paid to date and amount owing to complete the qualification.

Students may choose to re-enrol with the college later to complete their course, should the qualification still be offered by River Oak College.

Student Deferrals

River Oak College recognises that students may have the need to defer their enrolment. Approval of a deferral request is at the discretion of River Oak College's Training Manager. Students must make their request to defer in writing, using the online form available within their online learning management system.

A student can apply for a deferral at any time and may defer a maximum of two times within the one course enrolment. The enrolment may be deferred for a maximum period of 6 months.

For those students who have commenced their courses, who do not return from a deferral period will be subject to the River Oak College Student Engagement and Contact Policy.

Deferrals for students who are on an apprenticeship or traineeship are managed separately and must be requested through the student's employer.

STUDENT SELECTION AND ENROLMENT

Student selection

Enrolment and admission into some River Oak College training programs are subject to meeting certain prerequisite conditions and/or entry requirements. The Letter of Offer is conditional and lists the conditions pertaining to the enrolment.

Specific details of the prerequisites pertaining to these training programs are contained in individual course documentation and are made available before enrolment. In the case that a potential student does not meet the prerequisite conditions and/or entry requirements, River Oak College staff will endeavour to assist them in understanding their options regarding meeting the standards. Any questions regarding these arrangements can be addressed by trainers or River Oak College management.

Prerequisites

Please see the individual course brochure for specific prerequisites. All River Oak College Students are subject to the following pre-requisites:

Digital prerequisites:

Computer and internet access:

You must have access to a computer (with Adobe Reader and Microsoft Word installed) and a reliable Internet connection to access your learning documentation (a phone or tablet is not sufficient).

Video recording device:

You will require access to a video recording device (such as a webcam or smartphone) to record yourself undertaking certain assessment activities. This is applicable for both RPL and Study students.

Technology:

You must be comfortable using technology to locate information and research topics, for example, to find a copy of a regulation using Google, and in using the main features and functions of digital tools (such as word processing programs, email, and printers) to complete work tasks.

LLN prerequisites:

All students must possess the following language, literacy, and numeracy (LLN) abilities:

Learning ability:

You must be comfortable using your experience to reflect on ways that variables impact outcomes and identify future improvements. You must be self-directing, able to manage your own learning and be able to plan and balance multiple requirements and meet deadlines.

English reading ability:

You must be comfortable reading and interpreting a range of documentation relevant to the subject – this includes organisational policies and procedures and assessment instructions.

English writing ability:

will be required to draft and develop various documents using appropriate format and language for the context and the audience. You must be comfortable writing documents such as formal documents, including instructions, information updates and completing report templates.

English speaking ability:

You will be required to participate in verbal exchanges using clear language and appropriate tone and syntax to provide relevant information. You must be able to use active listening and questioning to elicit the views and opinions of others.

General requirements:

We understand that sometimes it can be difficult to understand what is required, especially as different RTO's deliver and assess courses in various ways. Below is an example in practical terms for what you would likely to need to do:

- Able to use Word, open PDF's, save, rename, and move files around, download and upload files in online systems and be comfortable to learn new programs and technology.
- Search and read a range of information from the internet using sites such as training.gov.au, safeworkaustralia.gov.au, business.gov.au, www.fairwork.gov.au, google or other search engines and databases.
- Have access to a computer or laptop (a phone or tablet is not sufficient) and are comfortable to use this without guidance.
- Write a range of different documents, depending on your course area. This might include courses like policies, risk assessments, operational plans, and developing resources such as PowerPoints, handouts, quizzes, and observation checklists.
- Be creative and have problem solving abilities so you can adapt and find solutions.

STUDENT ENROLMENT INFORMATION

Overview

Students will be provided with a Letter of Enrolment and can request student records by contacting our friendly administration team on hello@riveroak.edu.au. Students may be requested to provide additional demographic information via the profile section of the Learner Portal after enrolling. Students are not obliged to answer these questions; unless the information is requested by the Department of Education and Training (DET) to assist the federal and state governments in Vocational Education and Training (VET) research.

Enrolment

The enrolment procedure commences when a student contacts River Oak College expressing interest in a training program(s). River Oak College staff will respond by dispatching by suitable means an enrolment form, student handbook, literature on the program(s) being considered and any other documentation which may be relevant.

Enrolment applications will then be assessed to ensure that the student meets any prerequisites and/or entry requirements that have been set for the selected course. Students will be informed of successful enrolment and sent information on the course and their course induction. Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact River Oak College to discuss their training needs and alternative opportunities.

Prospective students are considered Enrolled Students of River Oak College, after the following is completed:

- The Enrolment form has been submitted, and formally approved.
- The initial course fee has been paid.

Pre-course evaluation checklist

A pre-course evaluation of each student is conducted. Questions are designed to identify the student's needs, so River Oak College staff members can evaluate any requirements the student may have to improve his/her learning experience and outcome. These questions are integrated within the enrolment form for both study and RPL pathways. Please note additional RPL suitability questions are found within the RPL Application Form.

Based on the information in the enrolment form, interview, and any other relevant correspondence and conversation, River Oak College staff and management may offer additional support. Examples of the support services may include:

- Study support and study skills programs.
- Language, literacy, and numeracy (LL&N) programs or referrals to appropriate programs (The Learning Resource Group)
- Equipment, resources and / or programs to increase access for students with disabilities.
- Mediation services or referral to appropriate services (Queensland Mediation Group)
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e. large print
- Learning and assessment programs customised to the workplace.

LLN testing may be conducted by River Oak College's in house Adult Language, Literacy and Numeracy Practitioner, if the trainer believes it is warranted for the level of training to be provided.

Conditional Letter of Offer

If a student is deemed suitable for their course, River Oak College will issue students with a conditional Letter of Offer, which includes details about their course, how it is delivered, who their Trainer and Assessor is and the financial commitments. The conditional Letter of Offer will also provide an enrolment link, inviting students to enroll into the course.

Pre-course letter

As an additional support to enrolling Face to face students completing training through the Marine Division of OPEC Systems, River Oak College will send a pre-course letter to the student prior to the commencement of training. Information includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format/style of training to be provided.

Letter of Enrolment

Once the Enrolment Form is completed and the initial $500.00 deposit is paid, the student will receive confirmation via a Letter of Enrolment, and an individualised Training Plan.

Enrolment Period

Your enrolment period commences from your date of enrolment, i.e., the date that you initially paid for your course and submitted your Enrolment Form. Please see the course brochure or for the enrolment period for your qualification and pathway. There is an option to defer or pause your studies, should personal circumstances arise.

Students may apply to defer their enrolment by up to three months by completing our deferment application form. Supporting documentation will be required and a deferral is granted at River Oak College's discretion. If a deferral is granted, students will not have access to their Learner Portal during the time of deferral. Students may apply to extend their enrolment on a month-by-month basis of up to six-months, for which extra fees apply. However, approval of any enrolment extension is solely at our discretion and course progress will be taken into consideration when granting an extension. Extensions must be requested and finalised within 30 days of the course expiry date, or re-enrolment fees will be applicable. An approved extension time will start from the original expiry date.

If you require a longer time to complete your studies, beyond the allowable six-month extension time frame, this will need to be discussed with a Higher Managerial Agent of the College.

Students who wish to upgrade their enrolment to a different pathway may do so within the first three-months of their enrolment by paying the difference in course fee, but the original enrolment start date will remain the same. Students who wish to upgrade their course pathway after three months may use a portion of their paid fees towards a new course enrolment.

* Exceptions to this may occur if the qualification has been superseded or where teach-out periods may apply as set by the training regulator and the training package.

STUDENT RECORDS

River Oak College has a clearly documented quality administrative and records management system in place to secure the accuracy, integrity, and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by River Oak College and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and River Oak College record management procedures ensure timely and accurate records inform the continuous improvement processes of River Oak College. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

Record Keeping Procedures

Upon enrolment, student's details will be entered into the River Oak College database system. This process initiates the establishment of the student's individual file which is then used to record all future details pertaining to the client. The file is retained by River Oak College and management of the file will be in accordance with the College's records policy.

River Oak College is committed to maintaining the accuracy, integrity, and currency of all student files, as well as ensuring appropriate security of all records to uphold confidentiality and protect student privacy. River Oak College management will undertake a validation of the training records of approximately 5% of registered students and report the findings at the monthly management meeting.

Completed Assessments

Each assessment submitted by every student will be retained for a minimum period of two years. At the expiration of two years, the student's assessments will be removed. Academic Transcripts will be available for 30 years.

When in paper format, student's work will be filed alphabetically according to the students' names. Individual student records will be stored in a lockable steel filing cabinet in a locked secure office area. If the files are stored in a location where student or public access is possible, the cabinets will remain locked.

For ease of application and consistency, a similar filing process will be used for electronic files. The electronic records are stored utilising AVETMISS compliant software and access is restricted by a password system.

Results of assessment records

Student assessment results will be recorded electronically within the River Oak College database system. This information may be used to provide annual competency completion reports and/or AVETMISS reports, as required.

- Sufficient information to re-issue the testamur, if required, will be retained.
- Results of assessment will be retained for thirty (30) years.

Security

River Oak College ensures further security of records by complying with the storage requirements detailed in ASQA's General directive: Retention requirements for completed student assessment items, 22 June 2012. This directive includes requirements for storage including safeguards against unauthorised access, fire, flood, termites, or any other pests, and to ensure that copies of records can be produced if the originals are destroyed or inaccessible. River Oak College enhances its compliance with this directive by protecting electronic files with up-to-date virus protection, firewall and spyware protection software.

The data management system is Cloud based and offers the security and integrity expected of a reputable Cloud storage system.

River Oak College will retain student's results for a period of no less than thirty (30) years. If requested, enrolment information, training and assessment information or results of assessment will be provided in electronic format wherever possible. Paper based records will be scanned and saved in Adobe PDF format. Paper records will be securely shredded every 2 years (24 months) in accordance with River Oak College CEO's directions.

A copy of each testamur issued is scanned and retained in Adobe PDF format. If requested, the testamur may be re-printed at any time within the thirty (30) year period after issue. This method ensures the original format, design, signature, date, and units of competency are re-printed accurately and with a minimum of effort and expense.

The database system is used, and data/files/records are converted and saved in Adobe PDF format. River Oak College has chosen Adobe PDF because research indicates this software will be able to be opened and read for up to thirty (30) years.

Ceasing operation

In the unlikely event that River Oak College ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations. All other records including training records, taxation records, business and commercial records will be retained for a period of at least seven (7) years.

River Oak College will ensure that any confidential information acquired by the business, individuals, committees, or organisations acting on its behalf is securely stored.

Student Access to Records

River Oak College has implemented a record management system that ensures that all students have access to accurate information regarding their learning in a timely fashion. To ensure this, employees are informed of their responsibilities for record keeping and the process is monitored through the continuous improvement process and improved where necessary. This section outlines the data management procedures that support our records management system. Students have the right to request information about or have access to their own individual records. River Oak College trainers and assessors or administration staff will provide the requested information or access. Students also have the right to request a hard copy of their own individual file that can be supplied as a printout from records retained within the data management system.

You should feel free to ask your River Oak College trainer and assessor or Student Liaison Officer at any time for a printout of your progress.

Staff Access to Records

Access to individual student training records will be limited to those required by the SNR, such as:

- Trainers and assessors to access and update the records of the students whom they are working with.
- Management staff as required to ensure the smooth and efficient operation of the business.
- Officers of ASQA or their representatives for activities required under the standards for registered training organisations.

River Oak College trainers and assessors will maintain accurate and current records of each student's progress and achievement of competencies in their study. These records will be entered on the College's database system during training and assessment or immediately at the completion of training and assessment.

As students complete each competency, the trainer or assessor will check the achievements against the relevant qualification packaging rules and sign off successfully completed competencies. All details of full or partially completed competencies will be recorded and stored on the student's file.

Upon completion of all relevant competencies within a qualification, the student will be entitled to receiving the full qualification. The certificate and academic record and / or statement of attainment will be produced and signed by River Oak College management, trainer and / or assessor, and presented to the student.

A scanned electronic copy of all signed qualifications issued will be converted to PDF format and secured in the student's file.

Privacy

River Oak College considers student privacy to be of utmost importance and will practice a high standard of care and concern regarding maintaining student privacy in all aspects of business operations. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Privacy Amendment Act) made many significant changes to the Privacy Act 1988 (Privacy Act). These changes commenced on 12 March 2014. The Privacy Regulation 2013, made under the Privacy Act, also commenced on 12 March 2014.

Privacy Principles that are strictly applied to all aspects of River Oak College operations include:

Data Collection

River Oak College will only collect necessary information pertaining to one or more specific operations. The student will be informed as to the purpose for which details are being collected.

Proof of Identity

As a condition of enrolment, all students are required to provide at least one (1) valid form of government-issued photo identification. Acceptable forms of photo identification include, but are not limited to:

- Australian driver's licence or learner's permit
- Australian or foreign passport (current or expired within the last two years)
- Proof of Age card / Photo identification card issued by a State or Territory government
- ImmiCard or Visa grant notification (for international students)

Where a student is unable to provide photo identification, alternative arrangements may be made at the discretion of River Oak College management, which may include statutory declarations or other supporting documentation. Students under the age of 18 may provide identification through their parent or guardian.

Identity verification is required to comply with the Standards for Registered Training Organisations (2025), the Student Identifiers Act 2014, and to ensure the integrity of enrolment, assessment, and the issuance of AQF certification documentation.

River Oak College will handle all identification documents in accordance with the Privacy Act 1988 and will not retain copies beyond the period required for verification purposes, unless required by law.

Use and disclosure

River Oak College will ensure student personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student unless a prescribed exception applies. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from their parent or guardian must be obtained. Consent to disclosure of information forms and / or letters will be recorded.

Your data will be used to enable us to provide you with the products you have requested, to inform you of other products you may be interested in, to assist with research and

development of our product lines, to comply with regulatory requirements and reporting, and to maintain and develop our business systems and infrastructure. By downloading content such as information packs and entering your details on the website you agree to receive marketing and promotional materials such as emails and SMS relevant to your enquiry. You may review and modify your contact information at any time, including your correspondence preferences (in line with our terms and conditions), by emailing hello@riveroak.edu.au. For general enquiries about our privacy policy, to be removed, or for any other website-related information, please contact us via hello@riveroak.edu.au.

It is a condition of enrolment with us that you give us permission to respond to any third party (such as other RTOs) requesting confirmation of the authenticity of any certification (testamurs or Statements of Attainment) that we have issued to you. From October 2021, River Oak College's PDF and paper testamurs (i.e., the certificate that we issue you upon successful course completion) contain a QRCODE that allows independent parties to easily verify the authenticity of your certification online. This includes verification of your name, the units you were awarded, the certificate number and date of issue.

River Oak College may use third-party advertising tools (including Google marketing and similar advertising). This means that information related to your web browsing behaviour may be collected while visiting our site, which later can be used by third-party vendors, including Google, for the purpose of showing River Oak College advertising on sites across the Internet which have been approved in the display network. You have the option to opt-out of Google's use of cookies by visiting the Google advertising opt-out page. Alternatively, you can opt-out of cookies by visiting the Network Advertising Initiative opt-out page.

Google AdWords Conversion Tracking:

River Oak College may utilise Google AdWords Conversion tracking to help us collect general usage statistics on how many site visitors have clicked on our Google ads and made an enquiry or purchase with us. This may be tracked using cookies which do not contain any personal identifiable information and expire within 30 days. For more information or to opt-out of this service, please refer to Google Advertising Policies and Principles.

Facebook advertising:

River Oak College utilises the Facebook lead ad platform where individuals can provide their personal details (such as email and phone number) if they are interested in one of our courses. By providing your details via this platform you are accepting our terms and conditions and provide River Oak College with consent to send you promotional materials relevant to your enquiry. You can unsubscribe from promotional emails at any time.

River Oak College lists its courses on education marketplace websites (example: www.training.com.au). By downloading content such as an information pack relating to a River Oak College course and entering your details on our dedicated listing page you agree to receive marketing and promotional materials such as emails, SMS, and phone calls.

River Oak College may send you marketing information from time to time about alternative training courses that may interest you. By providing us with your details during an enquiry or enrolment into a River Oak College course, you agree to receive these marketing and promotional materials.

Data quality

River Oak College will take all reasonable measures to ensure that all students' personal information that is collected, used, or disclosed is accurate, current and complete.

Data security

River Oak College will take all reasonable measures to ensure all collected students' personal information is protected from misuse, loss, or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness

River Oak College will maintain documentation which detail how students' personal information is collected, managed, and used. When a student makes an enquiry in relation to information collected, River Oak College will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

River Oak College will allow students access to personal information held in all circumstances unless prescribed exceptions apply. If the student identifies errors within the information, River Oak College will correct and update to file.

Unique identifiers

River Oak College will not assign students unique student number identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as the Unique Student Identifier, Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued. Please see appendix 5 for more information on the Unique Student Identifiers.

Anonymity and Pseudonymity

River Oak College acknowledges the right of individuals to interact with the College without identifying themselves, or by using a pseudonym, where it is lawful and practicable to do so. This may include general enquiries about courses, providing feedback through anonymous surveys, or accessing publicly available information.

However, in accordance with the Standards for Registered Training Organisations (2025), the Student Identifiers Act 2014, the Privacy Act 1988, and other applicable legislation, anonymity and pseudonymity do NOT apply to any official process that requires identity verification. These include, but are not limited to:

- Enrolment and pre-enrolment processes
- Creation, verification, or use of a Unique Student Identifier (USI)

- Submission of assessment tasks and evidence of competency
- Issuance of AQF certification documentation (qualifications and statements of attainment)
- Credit transfer and Recognition of Prior Learning (RPL) applications
- AVETMISS and other regulatory data reporting
- Complaints and appeals processes (where identification is required for a fair process)
- Any process where River Oak College is required or authorised by law to verify a student's identity

Students will be informed at the point of interaction if identification is required and the reason for the requirement. All personal information collected will be handled in accordance with the Privacy Act 1988 and River Oak College's privacy and data collection policies.

Trans-border data flows

River Oak College privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

River Oak College will request specific consent from a student in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to a student's health, criminal record, racial or ethnic background.

Contact Information

At any time, you may contact River Oak College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Phone Calls and Recordings

All phone calls are recorded for quality and auditing purposes. If an individual does not wish to be recorded this can be requested at the commencement of the call.

Learner Portal Access

Students must not supply anyone else with access to their Learner Portal login details. If an enrolment is paid for by a third-party such as the student's employer, the payer can be provided with updates on the student's progression.

National Centre for Vocational Education Research

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring, and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.
- The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact River Oak College using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor, or another authorised agency. Please note you may opt-out of the survey at the time of being contacted.

FEES

River Oak College operates predominately as a 'fee for service' training business. This means all training programs attract fees.

In some cases, a course will be requested by a corporate client and in that case the course fees will be invoiced directly to the corporate customer. Individual course fees will not apply to these clients unless outlined by their corresponding employer / school.

Fee Structure

Course Fees

Each qualification, unit of competency or accredited course offered by River Oak College has a specific course fee. The course fee is the maximum fee that may be charged to the student for his/her selected training program and is inclusive of electronic learning resources. All fees are listed in Australian Dollars.

It is River Oak College policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements. Where additional resources normally associated with a program of study are required (for example, hard copy reference material, research documents, own computer) the student will be clearly advised of exactly what is required prior to commencement of that program, as per the fee schedule within Appendix 3.

Course fee information is clearly stated on the College website, the course brochure and on the enrolment form. Where students select specific packaging (e.g. deductions for Credit Transfers) and/or additional extras, the quoted amount will be provided to the student in advance, prior to enrolment.

Payment Structure

All students enrolling will be issued with two invoices. Once invoice is issued on Enrolment, and the second invoice will be issued one month after the initial invoice and enrolment.

Payment Terms

Initial Invoice of $500.00

- This is payable when completing the Enrolment Form and is due to be paid within 7 days. As the Letter of Offer is conditional, the offer may be revoked if the invoice is not paid within the 7-day period. However, we understand for some people, this upfront enrolment can be a challenge. If this is the case, please contact us, and we will discuss a payment plan structure for you.

Second Invoice of remaining course fees

- The second invoice will be issued one month after the enrolment invoice, and can be paid in various ways, including by payment plans, credit card and direct debit.

- Payment or the establishment of a payment plan must be received within 7 days of receiving this. Access to learning and assessment may be revoked if payment or the initiation of a payment plan is not received within the 7-day period.

Enrolment Fee

All students are subject to an enrolment fee of $500.00 regardless of whether you are undertaking a study or an assessment only pathway.

Additional Fees

At times, students may wish to purchase "extras" to enhance their River Oak College Experience. This may include additional one-on-one training sessions, a change in units' studies or additional textbooks. These fees will be discussed with the student in advance and charged as per the Fee Schedule outlined in Appendix 3.

Protecting Fees Prepaid for Individual Students

At times, students may wish to purchase "extras" to enhance their River Oak College Experience. This may include additional one-on-one training sessions, a change in units' studies or additional textbooks. These additional fees will be discussed with the student in advance and charged as per the Fee Schedule outlined in Appendix 1 – to – 3.

Declined Payments and Late Payments

Where a client is more than 7 days overdue with payments, River Oak College reserves the right to suspend all services until payment is made to bring fees up to date.

River Oak College may make alternative payment arrangements for clients experiencing genuine difficulty in paying their fees. Clients must advise River Oak College, in writing to initiate this option. For long term, outstanding amounts of three months or more, River Oak College may utilise the services of a debt recovery agency to ensure the collection of outstanding fees.

All fees must be paid within three months of the expected complete or course expiry date, unless otherwise approved by the CEO in writing.

For full details on fees and charges, please see Appendix 1 – to – 3.

Funding

Possible funding models applicable to the student will be discussed with the student and resolved prior to the enrolment process beginning.

Withdrawal fee

No withdrawal fee is applicable. Any fees paid up to the date of withdrawal are subject to River Oak College's Refund Policy.

Re-submit/Re-assessment Fee

No fee applies for two additional assessment attempts (three attempts in total). A fee for additional attempts applies, please see fee schedule in Appendix 3.

Production of a Statement of Attainment

No fee applies to produce a statement of attainment when the student has partially completed the training program and must withdraw. Interim Statement of Attainments while a student is enrolled will incur a fee, please see fee schedule in Appendix 3. The Australian Skills Quality Authority (ASQA) advises "A statement of attainment should only be issued upon a student's exit from a training program, whether the student has completed the full program or not. It should not be issued as an interim progress statement to a student who is continuing the same qualification or course."

(https://www.asqa.gov.au/rtos/requirements-and-responsibilities/qualifications-and-statements-attainment).

For this reason, Interim Statement of Attainments while the student is a current student will only apply in extenuating circumstances.

Re-Issuance of certification

Students will incur a fee for re-issuance of a certification. Please see Appendix 3 for details.

Change of Qualification Fees

On the unlikely occasion a student requests to change qualification after enrolment, fees will apply. Please see Appendix 3 for details.

Course Extension Fees

Students are enrolled for a set period as detailed both in the course prospectus and the individual Training and/or Assessment Plans. River Oak College realises and at times students may require an extension. Extensions must be applied for in writing, and will incur a fee (please see Appendix 3)

All course fees will be discussed with the student and fee information provided on the enrolment form sent to the student, with the students receiving a copy of this Student Handbook, with all fees located in Appendices one to three.

Qualification Testamurs will not be issued until final payment has been received from the student.

Please see Appendix 11 re the Transition of OPEC College Students.

Making Payments

Payment Methods

Payments to River Oak College can be made through various gateways.

Direct deposit:

Payments can be made by depositing funds into River Oak College's nominated bank account. The student's invoice number and surname should be used as the payment reference.

- Account name: River Oak College Pty Ltd
- BSB number: 067 873
- Account number: 1991 6792

Credit Card:

Payments can be made by Credit Card through River Oak College's secure gateway Stripe.

For information on Stripe's Terms and conditions, please visit here: Consumer Terms of Service. Credit Card payments through stripe are available by phone or via our online enrolment process. Please contract us for more information to pay via phone.

Payment Plans:

Payment Plans are available for continuing study and completion payments through Debit Success. Debit Success require a non-refundable $15.00 establishment fee. This is charged directly by Debit Success, and not included in your course fee. Debit Success charge a default fee of $14.95 per declined payment. Please ensure you read the Product Disclaimer Statement, found here: AU_new_DDR_Service_Agreement_standard.pdf

Enrolment Invoice

You will not be considered a student at River Oak College until your enrolment fee is paid and are therefore not eligible for the issuance of a Letter of Enrolment. Upon your enrolment application being accepted, you will be issued an Enrolment Invoice. River Oak College does not accept payment plans for enrolment invoices.

Completion and Continuation of Study Payments

For completion payments and continuing course instalments that are not the enrolment invoice you will be issued with a second invoice, as outlined below, which can be paid through stipe or direct bank transfer, or via payment plans through Debit Success.

Qualification Testamurs and/or Statement of Attainments will not be issued until final payment has been received from the student.

Third Party payment gateways

When paying via Stripe or Debit Success your payments will be transacted directly with these third parties. River Oak College does not at any stage have access to your credit card

details. In your dealings with the third parties, the sessions or data transfer is conducted using industry-standard technology. For queries regarding data safety questions regarding Stripe or Debit Success, please contact them directly.

Corporate Clients:

Once dates are confirmed, a 25% deposit is required to place the corporate booking into our schedule, allocate trainers, order required resources and setup specific online courses. This amount is not refunded if the course or service is cancelled by the corporate client. The remaining 75% balance is required 30 days prior to commencement of the training. Self-paced training or online learning, paid for by a corporate client, must be paid in full prior to the commencement of the course. Exceptions may apply for courses that are organised directly with the General Manager of OPEC Systems Marine Division.

Discounts:

Promotional discounts are available from time to time but do not apply to purchases using payment plans including the Debit Success payment option unless approved by the CEO at the time of Enrolment.

REFUNDS

A student is deemed enrolled when an enrolment form has been completed and signed. River Oak College will protect fees paid in advance and has a fair and reasonable refund policy.

Payment Process

Enrolment is immediate upon completion and signing of the enrolment form. An invoice for payment is sent to the student after they complete their enrolment form or can be paid after the enrolment form has been completed via Stripe. River Oak College does not collect fees prior to course commencement.

Refund Policy

An application for a refund can be made addressed to River Oak College, on hello@riveroak.edu.au. All refund requests must be submitted in writing and will be processed within 28 days of receipt. In exceptional circumstances, refunds may need to be escalated to a higher delegate, meaning that they may be processed in the timeframes outlined in the appeals policy.

Refunds are available in the following cases:

- **Full refund**: If River Oak College cancels or does not deliver a course.
- **Partial refund**: If you withdraw prior to course commencement (less the enrolment fee).
- **No refund**: If you withdraw after course commencement, except in cases of serious illness or hardship.
- **RPL applications**: Non-refundable once assessment has commenced.
- **Product purchases (e.g., textbooks, software)**: Non-refundable once issued.

Refunds using Third Party Payment Gateways

Refunds for payments that were made through third party gateways (Stripe and Debit Success) are subject to the same conditions. River Oak College will not refund fees that a student has incurred via the third-party merchant.

Protection for Fees Paid in Advance

All fees paid in advance are separated from the operations of the business. This is achieved by maintaining a holding account (deposits account) to ensure sufficient funds are always available for refund. The holding account is represented in River Oak College accounting system as a separate repository for funds paid in advance and will not be accessed until the respective students commence training.

In the unlikely event that River Oak College is unable to deliver the course in full, the student will be offered a refund of all unspent pre-paid course fees to date. The refund will be paid within 28 days of the day on which the course ceased to be provided by River Oak College. The student has the right to choose between a refund of unspent pre-paid course fees or to accept a place in another course. If the student chooses a placement in another course the student will be required to sign a statement that indicates their acceptance of the placement.

All refunds must be approved by the CEO of River Oak College or authorised delegate. Exemptions to the refund conditions may occur where the participant has extenuating, or compassionate grounds as determined by the CEO of River Oak College or authorised delegate.

Approved refunds are paid directly to the person who made the payment. Under no circumstances will a payment be made to a third party without the written consent in English of the person who made the payment. All refunds are made in Australian dollars, paid directly into the nominated bank account. The participant or the person who made the payment will be required to sign a Refund Authority form to authorise payment to a third party.

Refunds for Recognition of Prior Learning:

Refunds for Recognition of Prior Pathways are subject to the policy outlined above. River Oak College does not refund the $500.00 enrolment invoice.

Refunds for product purchases:

River Oak College develops additional products which can be purchase for students. These are outside of the course materials that are supplied to students to succeed in their course. There are no refunds available for product purchases. Product fees can be located on the fee schedule page of our website.

COMPLAINTS AND APPEALS

River Oak College is committed to providing a high standard of service and maintaining a respectful, fair, and supportive learning environment. To ensure accountability and continuous improvement, River Oak College provides separate and clearly defined procedures for managing complaints and appeals.

Section 1: Appeals

What is an Appeal?

An appeal is a formal request by a student to reconsider or review a decision made by River Oak College, typically regarding academic or procedural outcomes.

Examples of decisions that may be appealed:

- Assessment outcomes
- Recognition of prior learning (RPL) decision
- Disciplinary decisions or procedural fairness concerns
- Decisions affecting progression or certification.

Who can lodge an appeal?

- Only students affected by the decision may lodge an appeal.

Appeals Procedure

1. Informal Resolution

Students are encouraged to first discuss their concerns directly with their trainer, assessor, or staff member involved in the decision.

- River Oak College will explain the basis of the decision and may reconsider if appropriate.
- Outcomes of informal appeals are documented.

2. Formal Appeal

If the issue remains unresolved, the student may initiate a formal appeal to the CEO of the College. The CEO of the College is the "Highest Material Agent", who is listed on the national register (www.training.gov.au), after completing the required "Fit and Proper Person" requirements enforced and regulated by the Australian Skills Quality Authority.

Please note: if your appeal is against the CEO of the College, the below process must still be followed, as all formal appeals are managed by a formal appeals committee, with the support of the Education and Wellbeing Advisory Committee, of the River Oak College Governing Board.

Steps:

1. Submit the appeal in writing using the Appeals Form, email, or letter directly to the CEO via vanessa@riveroak.edu.au.
2. Address the appeal to the CEO or designated senior manager.
3. The appellant will receive written acknowledgment of the submission within 5 working days.
4. A formal appeals panel will be convened, consisting of:
    a. Members of the Education and Wellbeing sub-committee
    b. External party who is a Trainer / Assessor independent of River Oak College
5. The student and any involved staff will be given the opportunity to present their case and may be supported by one (1) other person.
6. The panel will decide and notify the student in writing within five (5) working days.

Appeals Records and Continuous Improvement

- All appeals are recorded in the Appeals Register.
- Appeals are reviewed at monthly management meetings.
- Any identified procedural or systemic issues will be addressed through continuous improvement processes.

Students who remain dissatisfied with the outcome of their appeal may request a review by an independent party appointed by River Oak College. This review will be provided at no cost to the student. Should the student remain dissatisfied following this independent review, they may then lodge a formal complaint through the College's complaints process.

Section 2: Complaints

What is a Complaint?

A complaint is a formal expression of dissatisfaction made by a student or stakeholder regarding any aspect of River Oak College's operations, services, people, or decisions, excluding academic or procedural decisions (which are covered under appeals).

Examples of complaints may include:

- Poor customer service or communication from staff
- The conduct or behaviour of a trainer, assessor, other staff, or students
- Concerns about third parties (e.g. subcontractors or partners delivering training on behalf of River Oak College)
- Perceived breaches of policies or procedures
- Discrimination, harassment, or bullying

Who can lodge a complaint?

- Students
- Trainers and assessors
- Subcontractors or third-party partners

- External stakeholders

Complaint Procedure

1. Informal Resolution

Where appropriate, complainants are encouraged to raise the matter informally with the person(s) involved or a member of the River Oak College staff.

- River Oak College will make every effort to resolve the issue quickly and respectfully.
- The outcome will be documented.
- The outcome will be communicated to the party lodging the complaint within 5 business days of the complaint being issued.

2. Formal Complaint

If the issue is not resolved informally, or is serious in nature, or is not resolved within 5 business days, a formal complaint may be lodged the complaint may initiate a formal complaint to the CEO of the College. The CEO of the College is the "Highest Material Agent", who is listed on the national register (www.training.gov.au), after completing the required "Fit and Proper Person" requirements enforced and regulated by the Australian Skills Quality Authority.

Please note: if your appeal is against the CEO of the College, the below process must still be followed, as all formal complaints are managed by specified subcommittees as outlined below.

Steps:

1. Complete the Complaints Form or submit a written complaint by email or letter directly to the CEO via hello@riveroak.edu.au .
2. Submit the complaint to the CEO or a nominated senior manager.
3. The complainant will receive written acknowledgment of receipt within 5 business days, and advised when the complaint will be reviewed by the appropriate sub-committee.
4. The complaint will be reviewed by either of the two subcommittees (Advisory Boards) who meet monthly:
    a. Education and Wellbeing Sub-Committee
    b. Finance, Audit and Risk Management Sub-Committee
5. All involved parties will be given the opportunity to present their case and may be accompanied by a support person if requested.
6. The outcome will be communicated to all parties in writing within five (5) working days of the meeting date by the appropriate sub-committee.

Escalation

If the complaint remains unresolved or the complainant is not satisfied with the outcome provided by the College, the complainant may escalate their concerns to the Australian Skills Quality Authority (ASQA):

Mail:

Complaints Team
Australian Skills Quality Authority
PO BOX 9928
Sydney NSW 2001

Email:

feedback@asqa.gov.au

Complaint Records and Continuous Improvement

- All complaints are recorded in the Complaints Register.
- Complaints are reviewed monthly at sub-committee meetings.
- When necessary, policy or procedural changes will be made to prevent recurrence.

Extended Timeframes

In exceptional cases where more than sixty (60) calendar days are required to resolve a complaint or appeal, River Oak College will:

- Notify the student or stakeholder in writing within the first five (5) working days.
- Provide regular updates on the status of the matter.
- Explain the reason for the delay.

River Oak College values open and respectful communication and encourages all students and stakeholders to speak up when concerns arise. These separate processes for complaints and appeals ensure that every matter is handled appropriately, fairly, transparently, and effectively.

Additional Questions?

In the rare occasion you have a query that has not been answered by reading this Student Handbook, please feel free to reach out to our family team on 07 3001 3770 or on hello@riveroak.edu.au

We are wishing you all the best on your journey with us here at River Oak College!

Appendices

Appendix 1: Courses

For current course fees, please visit our website or refer to the relevant course flyer.

Course
BSB20120 Certificate II in Workplace Skills
FSK20119 Certificate II in Skills for Work and Vocational Pathways
BSB30120 Certificate III in Business
BSB30120 Certificate III in Business (Administration)
BSB30120 Certificate III in Business (Customer Engagement)
BSB30120 Certificate III in Business (Medical Administration)
BSB30120 Certificate III in Business (Records and Information Management)
BSB30220 Certificate III in Entrepreneurship and New Business
BSB30719 Certificate III in Work Health and Safety
CUA20620 Certificate II in Music
CUA30920 Certificate III in Music
BSB40120 Certificate IV in Business
BSB40120 Certificate IV in Business (Administration)
BSB40120 Certificate IV in Business (Finance)
BSB40120 Certificate IV in Business (Leadership)
BSB40120 Certificate IV in Business (Procurement)
BSB40120 Certificate IV in Business (Operations)
BSB40120 Certificate IV in Business (Sustainability)
BSB40120 Certificate IV in Business (Big Data)
BSB40120 Certificate IV in Business (Cyber Security)
BSB40120 Certificate IV in Business (Records and Information)
BSB40320 Certificate IV in Entrepreneurship and New Business
PSP40122 Certificate IV in Government
PSP40122 Certificate IV in Government (Work Health and Safety)
PSP40122 Certificate IV in Government (Human Resources)
PSP40122 Certificate IV in Government (Injury Rehabilitation)
PSP40122 Certificate IV in Government (Revenue Administration)
PSP40122 Certificate IV in Government (Regulation)
BSB40820 Certificate IV in Marketing and Communication
BSB40420 Certificate IV in Human Resource Management
BSB40520 Certificate IV in Leadership and Management
BSB40920 Certificate IV in Project Management Practice
BSB41419 Certificate IV in Work Health and Safety
Dual Certificate IVs (all combinations e.g. WHS + L&M, HR + Business, PM + L&M)

BSB50120 Diploma of Business
BSB50120 Diploma of Business (Business Development)
BSB50120 Diploma of Business (Compliance)
BSB50120 Diploma of Business (Leadership)
BSB50120 Diploma of Business (Operations)
BSB50120 Diploma of Business (Organisational Development)
BSB50120 Diploma of Business (Procurement)
BSB50120 Diploma of Business (Records and Information Management)
BSB50120 Diploma of Business (Digital and Data)
BSB50120 Diploma of Business (Evaluations)
BSB50420 Diploma of Leadership and Management
BSB50320 Diploma of Human Resource Management
BSB50620 Diploma of Marketing and Communication
BSB51319 Diploma of Work Health and Safety
BSB50920 Diploma of Quality Auditing
BSB50820 Diploma of Project Management
PSP50122 Diploma of Government
CUA50325 Diploma of Dance Teaching and Management
CUA51320 Diploma of Arts and Health
Dual Diplomas (all combinations)
BSB60520 Advanced Diploma of Marketing and Communication
BSB60120 Advanced Diploma of Business
PSP60122 Advanced Diploma of Government (Fraud Control)
PSP60122 Advanced Diploma of Government (Investigations)
PSP60122 Advanced Diploma of Government (Workplace Inspection)
BSB60420 Advanced Diploma of Leadership and Management
BSB60320 Advanced Diploma of Human Resource Management
BSB60619 Advanced Diploma of Work Health and Safety
BSB60720 Advanced Diploma of Program Management
CUA60120 Advanced Diploma of Professional Dance (Elite Performance)
BSB50820/BSB50420 Diploma of Project Management + Diploma of Leadership and Management
BSB50320/BSB50420 Diploma of Human Resource Management + Diploma of Leadership and Management
BSB50620/BSB50120 Diploma of Marketing and Communication + Diploma of Business
BSB51319/BSB50420 Diploma of Work Health and Safety + Diploma of Leadership and Management
BSB50120/BSB50920 Diploma of Business - Compliance Specialisation + Diploma of Quality Auditing
BSB50920/BSB51319 Diploma of Quality Auditing + Diploma of Work Health and Safety
PSP50122/BSB50920 Diploma of Government + Diploma of Quality Auditing

BSB50420/BSB50122 Diploma of Leadership & Management + Diploma of Government
BSB50120/BSB50420 Dual Diplomas of Business + Leadership & Management
BSB50920/BSB50420 Dual Diplomas of Quality Auditing + Leadership & Management
CHC81315 Graduate Certificate in Career Development Practice
Graduate Certificate (any)
BSB80120 Graduate Diploma of Management (Learning)
BSB80220 Graduate Diploma of Portfolio Management
BSB80320 Graduate Diploma of Strategic Leadership
Graduate Diploma (any)
BSB80120/BSB80320 Dual Graduate Diplomas of Strategic Leadership and Management (Learning)

Appendix 2: Course Fee Administration

River Oak College is committed to transparent and ethical fee practices in accordance with the Standards. This appendix outlines how fees are calculated, communicated, collected, and refunded, ensuring that all students are aware of their rights and responsibilities relating to course fee.

Fee Information

Before you enrol, River Oak College will give you clear information about:

- The total cost of your course (including tuition, resources, and any additional fees). This can also be found in Appendix 1.
- When and how to pay
- Refund options and non-refundable fees
- What happens if you don't pay on time

All of this will be explained in your Course Flyer and this Student Handbook.

Paying Your Fees

Invoices will be issued upon enrolment and halfway through your course of study, or after one month for RPL. Receipts will be issued for all payments received.

You can pay:

- In full
- By instalment (if eligible)

Payment can be made by:

- Credit/debit card
- Bank transfer

If you're having difficulty paying, please contact the Chief Operating Officer as soon as possible to discuss support options.

Fee Protection

In accordance with Standard 7.3, we only collect an enrolment fee of $500 (RPL) or $1000 (Study or multiple courses) prior to starting the course. If your course costs more than this, you will be invoiced one month after enrolment. However, this invoice does not need to be paid in full at this time. If you are not paying the remainder of your course fees in full at this time, please contact us to establish a payment plan. We support flexibility, and offer a range of ways to pay. . We can also break it into smaller payments to make it easier for you or you can apply for a payment plan.

Refunds

You may be eligible for a refund if:

- You cancel before the course starts
- River Oak College cancels or reschedules your course
- You withdraw after the course starts (conditions apply)

To request a refund, you must:

- Contact the CEO in writing
- Refunds are processed within 28 days
- You can appeal any refund decision through our Complaints and Appeals process.

Transfers, Deferrals, or Withdrawal

If you need to transfer, defer, or withdraw:

- Let us know in writing
- We'll confirm how this affects your fees

If you stop paying fees:

- You may be withdrawn from your course
- You may not receive your qualification until fees are paid

Need Help with Fees?

If you have questions or concerns about course fees, contact:

Chief Operating Officer
accounts@riveroak.edu.au
0430160579

Appendix 3: Miscellaneous Fee Schedule

At times, additional fees may apply, where a student requests additional services or products that fall outside of their training and or assessment product and service that has been purchased. The following fees apply to all students.

Description	Description	Fee
Change of Qualification or Couse Fee	Study) – after enrolment but prior to submission of 1st Unit	$300.00
	Study – after submission of 1st Unit	$450.00
	RPL – after enrolment but prior to submission of evidence	$150.00
	RPL – after enrolment and after submission of workplace evidence	$300.00
Transition from a RPL pathway to a Study pathway	Costed on a unit-by-unit basis.	$495.00
Letter of Attainment	A temporary Letter of Attainment to show a student's successfully completed Units of Competency. Please note: this is not a Statement of Attainment.	$50.00
Course Extension (Full Qual RPL) 1 Month	Additional time allocated, excluding granted deferrals.	$100.00
Course Extension (Full Qual RPL) 3 Months		$150.00
Course Extension (Study) 1 Month		$50.00
Course Extension (Study) 3 Months		$100.00
Course Extension (Study) 6 Months		$150.00
Additional Assessment Submission Attempt	Additional 2 submission attempts for either an Assessment or a whole Unit of Competency.	$150.00
Printed Learner Guide per UoC	Printed version of learning materials that are provided online. **	$50.00
Printed Assessment Material per UoC	Printed version of assessment materials that are provided online. **	$25.00
Replacement electronic copy of Testamur, Records of Results or SoA	Emailed to completed student.	$25.00
Replacement Hard Copy Testamur, Records of Result or SoA	Posted within Australia to student.	$55.00
International Postage of Testamur, Record of Result or SoA	Posted internationally to a student.	$105.00
Re-Enrolment for a RPL pathway, after cancelled enrolment or withdrawal (within 3 months of cancellation / withdrawal)	Re-enrolment after student withdrawal or River Oak College administrative withdrawal process.	$150.00

Re-Enrolment for a study pathway after cancelled enrolment or withdrawal (within 3 months of cancellation / withdrawal)	Re-enrolment after student withdrawal or River Oak College administrative withdrawal process.	$300.00
Additional 45 minute 1 on 1 training session with Subject Matter Expert, Academic and Subject Support Advisor or Head of Student Services.	Arranged at the convenience of the student.	$100.00
Additional 45 minute 1 on 1 training session with a Trainer and Assessor.	Arranged at the convenience of the student.	$150.00

Notes:

1. Guarantees Assessment Outcome* does not necessarily mean being granted a result of Competent for any Units of Competency.
2. If through Reasonable Adjustment it is determined that Printed Learning and Assessment Materials** are provided, then these will be provided complementary by River Oak College.
3. Verification of Credit Transfers excluding using a USI Transcript and is only required when student has not provided a USI or the Unit of Competency is not listed on their USI Transcript.
4. Please see Debit Sucess product disclosure statement and Fees section within this Student Handbook explaining per-declined-transaction fees.
5. These products and services are supplied under our standard terms and conditions.
6. The Goods and Services Tax (GST) is exempt from most of our products and services under the Australian Taxation Office ruling GSTR 2003/1 'Goods and Services Tax'.
7. All fees are subject to change without notice, however wherever possible the College will advise the student with at least 30 days' notice.
8. Students enrolled in a full course qualification can request to be issued a Skill Set Statement of Attainment once those units are completed and deemed competent, if they chose to exit the course. The issuing of this SOA requires an assessment report to be generated, enrolment in a new Skill Set course to be undertaken and issuing of the certificate to be processed. River Oak College does not issue an interim Statement of Attainment for a student who is still enrolled and continuing the same course or qualification.

Appendix 4: Enrolment Timeframes

Please refer to the course brochure and/or webpage which includes your course duration. The Course and Career Advisor will confirm your course timelines and requirements, prior to enrolment.

The following exceptions are identified. Please confirm your course requirements, with any of the below River Oak College personnel:

- Chief Executive Officer

- National Training Manager

- Trainer and Assessor

- Head of Student Services

- Course and Career Advisor

1. Short Courses and Skill Sets vary, depending on:

- target group as identified in the Training and Assessment Strategy
- number of Units of Competency

Please see the individual course brochures for enrolment periods for Short Courses and Skill Sets.

2. Corporate Training courses will vary, depending on various factors including:

- Prior knowledge held by attendees at the corporate partner
- Specific requests of corporate partner

3. The length of training for Traineeships will vary, depending on various aspects of the traineeship including but not limited to:

- level of support and supervision in the workplace
- time required to achieve the learning outcomes within each Unit of Competency

4. Certificate IV qualifications are often either:

- shorter-duration specialist qualifications that build on existing skills and knowledge
- longer-duration qualifications that are designed as entry-level requirements for specific work roles.

Please see the individual course brochure for specific timeframes. Separate Training and Assessment Strategies are designed where course durations may differ.

Appendix 5: Unique Student Identifier

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows students to access a single online record of their VET achievements. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs.

The online system provides each student with a USI.

The USI scheme provides a national online authenticated record of student's training attainment and serves as a building block for a range of vocational education and training reforms. Over time, the ability of students to access and share their training records will make enrolment processes more efficient for training providers and students. Training providers will have access to an online information source to manage student transfers between training providers, and the assessment of credit transfer and pre-requisites.

River Oak College will only issue a qualification or statement of attainment to a student after the student has provided a verified USI or River Oak College applies for a USI on behalf of the student. To avoid any delays in issuing certification documentation River Oak College will ensure that student's USIs are applied for or verified USI at the time of enrolment.

River Oak College will protect the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage or unauthorised access. River Oak College stores paper-based records in locked cabinets. Digital records are backed up on a Cloud system. All AQF certification documentation issued by River Oak College is kept for 30 years. Where a qualification or statement of attainment is recorded in the USI scheme, River Oak College does not retain additional records to demonstrate this because the required records will exist within the USI scheme.

When reporting data about the training, each record of nationally recognised training that is provided to the national centre for vocational education research (NCVER) national VET provider collection will have a USI attached. This USI will used to draw down on this data collection in real time. This means that, in the future, students will be able to draw down a record of their VET achievements from one place. They can view this online, or they can use the data to develop a transcript that they can attach to a job application, for example.

The USI will be increasingly useful for River Oak College when the data builds, River Oak College (with the student's permission) will be able to draw down information about that student's previous VET attainments throughout Australia. This will assist with assessing student's admission to courses, for credit transfer and in some circumstances, their eligibility for funding.

Appendix 6: Terms and Definitions: Harmful Behaviours

Racial harassment

Involves a person or persons being threatened, abused, insulted, or taunted in relation to their race, descent, nationality, colour, language, ethnic origin, or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice towards a race, racial jokes, discrimination, exclusion, allocation of unfavourable jobs or positions, or unfair treatment.

Sexual harassment

Any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome, or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work-related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period. It may include but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion, or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessments, managerial decisions, and legal proceedings.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age, or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment (other, or non-specified)

Any behaviour intended to disturb, offend, or upset. It may include unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated, or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel

Refers to all employees and contractors of River Oak College.

Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Appendix 7: Consumer Rights related to Marketing and Advertising

On 1 January 2011, the Australian Consumer Law commenced, and the Trade Practices Act 1974 was repealed and replaced by the Competition and Consumer Act 2010.

The Australian Consumer Law provides for:

- National consumer protection and fair-trading laws
- Enhanced enforcement powers and redress mechanisms
- A national unfair contract terms law
- A new national product safety regime
- A new national consumer guarantees law

As a consumer, you are protected by Australia's national consumer law under the Competition and Consumer Act 2010. Our business supplies services that are guaranteed under the Act, including a guarantee that our services will be: (1) provided with due care and skill; (2) fit for any specified purpose; and (3) provided within a reasonable time (when no time is set). If you deem our services fail to meet one of these guarantees you have a right to seek a remedy. No 'cooling-off' period applies to our products and services since we do not employ telemarketing or door-to-door sales. (Note: A cooling-off period is a safeguard designed to give consumers the opportunity to change their minds about a purchase or agreement they have made. You only have a right to a cooling-off period when you purchase goods or services through telemarketing or door-to-door sales.) For further information on your rights under this legislation please visit the ACCC website at www.accc.gov.au.

Third Parties

River Oak College reserves the right to engage one or more third-party training providers to provide some or all the training products or services purchased by the student or (in River Oak College's absolute determination) to provide the same or a comparable training product or service. At time of publishing, River Oak College partners with OPEC Systems to facilitate specialised training related to emergency responses, and environmental management. We do not partner with any other third parties for the provision of academic, recruitment or other services on our behalf.

Marketing and Advertising

River Oak College is committed to conducting marketing and advertising activities in accordance with the 2025 Standards for Registered Training Organisations and relevant consumer rights legislation. Our commitment to accuracy, transparency, and ethical conduct in all marketing and advertising endeavours ensures that we do not provide any marketing or advertising that is misleading, deceptive or unconscionable. We are committed to continuous improvement in our marketing and advertising practices. We will regularly review and update this policy to reflect changes in regulatory requirements, industry standards, and best practices. Feedback from stakeholders, including students, staff, and regulatory authorities, will be considered to identify areas for enhancement and innovating.

Appendix 8: Contractual Terms

Liability

Every effort has been made to ensure the accuracy of the information contained in our website and in any proposal or marketing material provided by us to you, however, we accept no liability to any person or entity with respect to any inaccuracy, misleading information, loss or damage caused directly or indirectly by the information contained in the aforesaid material. Changes and additions to the information contained on the College site are made frequently, to ensure best practice is maintained. This is driven by the College's commitment to continuous improvement.

While River Oak College makes every intention to ensure information provided is accurate, fair and relevant, no warranties except those implied by law and which cannot be excluded are given by River Oak College in respect of the materials and products supplied. Where it is lawful to do so, the liability of River Oak College for a breach of a condition or warranty is limited to either the rectification or replacement of the materials or products or a refund of the purchase price paid for the materials or products (excluding any delivery charges), as determined by River Oak College in its sole discretion. To the extent permitted by law, River Oak College will not be liable for any consequential loss or damage suffered because of the use of materials or products supplied by River Oak College. It is a condition of sale of all products and services that the customer acknowledges and warrants that it has relied on its own skill and judgement or that of its professional advisers on the suitability of the materials or products for specific purposes and indemnifies River Oak College from and against any suit, claim, demand or compensation which the customer or others may have against the College in relation to the materials or products provided to the customer and the customer's use of the products or materials.

Product prices and availability

Prices:

All prices are in Australian dollars, and all items should be currently available; however, as the database is updated frequently, slight discrepancies may occasionally arise between product course brochures and website data. 'Available' material is defined as items that can be generally supplied within 10 working days.

Promotional offers:

We reserve the right to withdraw any complementary promotions or offers which may be available at the time of sale without prior notice.

Modification to these terms and conditions:

River Oak College may occasionally modify these terms and conditions as it deems necessary at its sole discretion and shall promptly inform all enrolled students of any changes impacting their studies. As per enrolment requirements, students are expected to keep abreast of changes by viewing the Student Handbook.

River Oak College reserves the right to:

- Decline an initial student enrolment or re-enrolment for any reason at its sole discretion.
- Cancel, terminate, or administratively withdraw a student, who has breached any terms, conditions, policies or procedures. Where a student has breached any terms, conditions, policies or procedures, no refund will be provided.
- Cancel or terminate the enrolment of any student for any reason not covered within these terms and conditions, in which case a full refund of all fees paid shall be remitted to the student enrolment Cancellation Termination or refusal.

Force Majeure

River Oak College is not responsible for any failure to perform its obligations under this agreement if it is prevented from, or delayed in, performing those obligations because of unforeseen circumstances beyond its control, including the delivery of training or other services at published dates and locations ("force majeure"). An event of force majeure is an event or circumstance which is beyond the control and without the fault or negligence of River Oak College and which by the exercise of reasonable diligence River Oak College was unable to prevent, if event or circumstance is limited to the following:

- Riot, war, invasion, act of foreign enemies, hostilities (whether war be declared or not), acts of terrorism, civil war, rebellion, revolution, insurrection of military or usurped power, requisition, or compulsory acquisition by any governmental or competent authority, or criminal activity by a third party.
- A change in the law rendering performance illegal.
- Strikes or industrial disputes at a national level or strikes or industrial disputes by labour not employed by the affected party, its sub-contractors, or its suppliers, and which affect an essential portion of the works, but excluding any industrial dispute which is specific to the performance of the works or this contract.
- Ionising radiation or contamination, radioactivity from any nuclear fuel or nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive or other hazardous properties of any explosive assembly or nuclear component.
- Pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
- Earthquake, flood, fire, or other physical natural disaster; or
- Pestilence, epidemic, sickness, injury, or death affecting an officer, employee, subcontractor, or supplier of River Oak College.

Where there is an event of force majeure:

- River Oak College will notify you, giving particulars of the event of force majeure and the reasons for the event of force majeure preventing River Oak College from, or delaying River Oak College in, performing its obligations under this contract.
- River Oak College will use its reasonable efforts to mitigate the effect of the event of force majeure upon its performance of the contract and to fulfil its obligations under the contract including, at River Oak College's sole option, to reschedule the training at the next available opportunity or to provide a comparable product or service in lieu.
- Upon completion of the event of force majeure, River Oak College will, as soon as reasonably practicable, recommence the performance of its obligations under this contract. River Oak College may, at its sole option, provide a revised programme rescheduling the delivery of the services or products to minimise the effects of the prevention or delay caused by the event of force majeure.

River Oak College has no liability for:

- Any costs, losses, expenses, damages, or the payment of any part of the contract price during an event of force majeure; and
- Any delay costs in any way incurred due to an event of force majeure.

Appendix 9: Standard Discounts

River Oak College offers a range of discounts at any given time for various purposes. Additional discounts may be given during promotions. Only 2 discounts can be applied simultaneously.

Type of Discount	Description, Terms and Conditions	Amount
Alumni	An Alumni is any graduated student at River Oak College. To be considered an Alumni, you must have completed the qualification or course you were enrolled in. Students who have completed one Unit of Competency from a Qualification enrolment are not considered Alumni.	10%
Referral	A referral is a candidate who has come to us from word-of-mouth from an Alumni. The Alumni member is eligible for a $200.00 discount of their next qualification with River Oak College after their referred student has completed their full qualification. Please note this is not available for current staff members of River Oak College.	$200.00
Trainer and Assessor	Current Trainer and Assessors are eligible for a 10% discount. A qualification Testamur of a minimum Certificate IV in Training and Assessment (TAE40116 or thereafter) is required to be eligible for the discount.	10%
CEO Discretionary Discount	The CEO of River Oak College is permitted to apply a discretionary discount, where required. This may be applied for various reasons, including but not limited to: - students experiencing financial, academic or personal hardship - Alumni students who are returning for multiple qualifications	5%
Multiple Qualifications (2)	Multiple qualifications include separate qualifications that are enrolled in simultaneously. This does not include "Packaged" Dual Qualifications which are listed with specific Units of Competency as documented on course brochures and the River Oak College website.	5%
Multiple Qualifications (3)		10%
Multiple Qualifications (4)		15%

Credit Transfer – RPL		
Credit Transfer – II	A Credit Transfer is considered when the Unit of Competency Code and Title documented on a verified transcript is the same and has been resulted as Competent or RPL. Credit Transfers can be applied for current units and one succession back provided the Unit of Competency is considered equivalent.	$75.00
Credit Transfer - III		$75.00
Credit Transfer - IV		$85.00
Credit Transfer - Diploma		$95.00
Credit Transfer – Advanced Diploma		$105.00
Credit Transfer – Graduate Diploma		$125.00
Credit Transfer – Study		
Credit Transfer – Certificate II	A Credit Transfer is considered when the Unit of Competency Code and Title documented on a verified transcript is the same and has been resulted as Competent or RPL. Credit Transfers can be applied for current units and one succession back provided the Unit of Competency is considered equivalent.	$95.00
Credit Transfer – Certificate III		$95.00
Credit Transfer – Certificate IV		$105.00
Credit Transfer - Diploma		$105.00
Credit Transfer – Advanced Diploma		$125.00
Credit Transfer – Graduate Diploma		$145.00

Appendix 10: General Glossary of Terms

Letter	Acronym/Term	Full Form/Definition
A	AQF	Australian Qualification Framework
	AQTF	The Australian Quality Training Framework
	ASQA	Australian Skills Quality Authority
	ATO	Australian Taxation Office
	AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
B	BAS	Business Activity Statement
C	CAL	The Copyright Agency Ltd
	CEO	Chief Executive Officer
	COAG	Council of Australian Governments
	COAGISC	Council of Australian Governments Industry and Skills Council
	CPA	Certified Practicing Accountant
	CQI	Continuous Quality Improvement
	CT	Credit Transfer
	CV	Curriculum Vitae
E	EFTPOS	Electronic Funds Transfer Point of Sale
G	GST	Goods and Services Tax
I	ISC	Industry Skills Council
J	JP	Justice of the Peace
M	MS Access	Microsoft Access
	MS Excel	Microsoft Excel
N	NCVER	National Centre for Vocational Education Research
	NGO	Non-Government Organisation
	NQC	National Quality Council

Letter	Acronym/Term	Full Form/Definition
	NRT	Nationally Recognised Training
	NVR	National VET Regulator
O	OHS	Occupational Health and Safety
P	PDF	Portable Document Format
	PPE	Personal Protective Equipment
Q	QI	Quality Indicators
R	RPL	Recognition of Prior Learning
	RTO	Registered Training Organisation
S	SNR	Standards for Initial Registration
	SWOT Analysis	Strengths, Weaknesses, Opportunities and Threats Analysis
T	TAE	Training and Education
	TESTAMUR	Certificate of Merit or Proficiency
U	USI	Unique Student Identifier
V	VET	Vocational Education and Training
W	WHS	Work Health and Safety

Appendix 11 – Student Transfer Policy: OPEC College to River Oak College

Overview

This policy outlines the procedures and conditions for students transferring from OPEC Systems T/A OPEC College to River Oak College. This transfer arrangement ensures continuity of education for all existing OPEC Systems T/A OPEC College students while maintaining quality standards and regulatory compliance.

Contact Information

For all queries related to the transition to River Oak College, please contact our transition team, who are established purely to manage this transition:

Email: transition@riveroak.edu.au

Transfer of Students

Automatic Transfer

- All students have received multiple communications via telephone, email and text message over a 3-month period between the 30th of June to the 30th of September regarding the establishment of River Oak College and voluntary withdrawal of registration of OPEC Systems T/A OPEC College.
- All students have been notified that all staff and systems are transitioning in an aim for continuity for students.
- All students are aware should they wish not to transition, they must notify River Oak College, and River Oak College will work with them in providing a satisfactory outcome.
- The regulator has been notified of the transition plans, with both parties (OPEC Systems T/A OPEC College, and River Oak College) working with the regulator since early 2025 to ensure that the student transition is as seamless as possible.
- All OPEC Systems T/A OPEC College students will automatically transfer to River Oak College unless they have formally notified the College in writing that they do not wish to transfer.
- Students will be manually enrolled into River Oak College systems.
- No transfer fees will be charged to students transitioning from OPEC Systems T/A College
- River Oak College has agreed and formally notified the regulator that they will accept all OPEC Systems T/A River Oak College students.

Opt-Out Process

Students who do not wish to transfer have been advised that they must:

- Notify River Oak College in writing via email to transition@riveroak.edu.au
- Provide notification by 30th of September 2025.
- Include their full name, student ID, and course details in their notification.

River Oak College and OPEC Systems T/A OPEC College will work with students who wish not to transfer, to come to a reasonable and fair conclusion.

Management of Traineeships and Apprenticeships

Existing Contracts

- Trainees and Apprentices operate under separate conditions to those listed in the standard Student Handbook
- These special conditions apply only to OPEC Systems T/A OPEC College transitioning students.
- Apprenticeship and Traineeship deferrals are managed separately through the student's employer.
- River Oak College will continue to support existing apprentices and trainees until their contracts are completed.

Enrolment Timeframes

Standard Enrolment Duration

- All students are enrolled for the course duration specified in the Student Handbook
- Students who originally enrolled with OPEC Systems T/A OPEC College retain the same enrolment dates.
- **Additional Extension:** All transitioning students will be granted an additional six months on top of the standard timeframe outlined in the Student Handbook, to best support their adjustment to the new College.
- A new Training Plan will be provided to transitioning students.

Extended Timeframes for Overdue Students

For students who have already exceeded the maximum enrolment duration prior to transfer, River Oak College will provide a final extension period:

Study Students:

- Six months extension for students completing their course through study.
- Extension period commences from 1 October 2025

RPL Students:

- Three months extension for students completing their course through Recognition of Prior Learning (RPL)
- Extension period commences from 1 October 2025

Administrative Withdrawal

Students who do not complete their course within the extended periods outlined above will be administratively withdrawn from River Oak College.

Additional Extensions

Any requests for extensions beyond the above timeframes will be assessed according to the Extensions Policy outlined in the River Oak College Student Handbook.

Outstanding OPEC College Fees

Fee Transfer Process

- Students transferring from OPEC Systems T/A OPEC College will not be charged any transfer fees.
- All outstanding fees from OPEC Systems T/A OPEC College will transfer with the student to River Oak College
- Outstanding fees will be re-issued as invoices by River Oak College under their standard fee collection procedures documented in this Student Handbook.

Payment Arrangements

- Existing payment plans from OPEC Systems T/A OPEC College will be honoured where possible.
- Students experiencing financial difficulty should contact River Oak College to discuss payment options.
- All fee-related queries should be directed to transition@riveroak.edu.au

Student Support During Transition

Academic Support

- All academic records will be transferred from OPEC Systems T/A OPEC College to River Oak College
- Course progress and assessment results will be maintained and transitioned to River Oak College

- Students will receive updated course materials and access to River Oak College learning management systems.

Administrative Support

- Student ID numbers will be updated to River Oak College systems.
- New student access credentials will be issued.
- Students will receive updated contact information for support services.

Policy Implementation

This policy is effective from 1st October 2025 and applies to all students enrolled with OPEC Systems T/A OPEC College at the time of transition.

Review

This policy will be reviewed annually or as required to ensure continued effectiveness and compliance with regulatory requirements.

For additional support or clarification on any aspect of this transfer policy, please contact transition@riveroak.edu.au

Appendix 12 - Frequently Asked Questions (FAQ) – OPEC College to River Oak College transition

Will my course be disrupted?

No. Your course will continue seamlessly with the same staff and schedules. If you complete on or before 30 September 2025, your qualification will be issued by OPEC Systems T/A OPEC College (RTO 41595). If you finish after that date, you'll be supported through to completion by River Oak College (RTO 46425). There will be no gaps in delivery, training, or assessment.

Will my course offerings change?

No. All qualifications and short courses you enrolled in or enquired about remain available. River Oak College delivers the same programs currently on OPEC College's scope. We're also adding pathways over time including Micro credentials, Nationally Recognised Short Courses, Industry Online Community of Practices, Professional Development opportunities, and additional Graduate Certificates and Graduate Diplomas and pathway opportunities.

Will delivery sites remain the same?

Yes. Your delivery locations, online platforms, and learning systems remain unchanged. You'll keep accessing training through the same campuses, sites, and portals.

Will my fees or financial arrangements change?

No. All existing payment plans, fee agreements, and enrolment conditions will be honoured. Any administrative transfer to River Oak College will be handled smoothly and at no extra cost to you.

Who will be teaching me?

Your current team stays with you. The same OPEC College educators and support staff; including Vanessa Solomon CEO, and Josh Hubbard National Training Manager will continue supporting you at River Oak College (RTO 46425). You won't lose your trainer or support team.

Why is this transition happening?

This is a long-planned, strategic transition developed under the guidance of David Kirkby (former CEO of OPEC College, now CEO of OPEC Systems). It enables OPEC Systems to focus on its core environmental engineering services while ensuring the training and education arm continues to grow and expand under River Oak College. River Oak College still collaborates with OPEC Systems in industry, to support OPEC Systems Marine team in their highly specialised training, and ensuring River Oak College remains current in industry.

What about marine-based training?

Marine training will continue via a third-party agreement between River Oak College and OPEC Systems, so specialist delivery by Adrian Hawes and his team continues without disruption.

Will my certificate or statement of attainment still be valid?

Yes. All qualifications and statements issued by OPEC Systems T/A OPEC College remain nationally recognised. Qualifications issued by River Oak College are also nationally recognised. Your recognition of study is unaffected.

What if I am already enrolled with OPEC College?

You'll continue your studies without disruption. Your progress, records, and support arrangements remain intact.

Will new students still be able to enrol?

Yes. New students can enrol with River Oak College. All existing programs and support services remain available, with additional opportunities being introduced over time.

What about our Alumni Discount?

If you completed a course with OPEC Systems T/A OPEC College, you are part of the River Oak College alumni community. You'll continue to receive the 10% Alumni Discount on eligible studies.

OPEC has a strong history of supporting Defence and transitioning personnel; will River Oak College do this too?

Absolutely. River Oak College is continuing and expanding this commitment. Guided by Vanessa (mentored by David and Ruth Kirkby), we will maintain support for Defence and transitioning personnel, introduce new scholarship opportunities, and continue our partnership with Soldier On.

My RPL journey with OPEC was seamless; will River Oak operate the same way?

Yes. River Oak College offers Recognition of Prior Learning (RPL) across our programs. Our approach remains streamlined, rigorous, and student-centred, balancing the compliance requirements of Australia's VET sector with a supportive, efficient experience for you.

Who can I speak to if I'm unsure or need more information?

Vanessa Solomon, CEO of both OPEC College and River Oak College, is available to speak with students, partners, and stakeholders. Please contact her EA, Ms Anna Madariaga, at anna@riveroak.edu.au to book a time.

Is it "business as usual"?

Yes. This transition has been designed to be smooth and seamless, with the regulator (Australian Skills Quality Authority) kept abreast of the situation. You'll

study the same courses, with the same people, at the same locations, with no disruption to your learning journey.

Appendix 13 - Assessment Submissions and Resubmission Opportunities

At River Oak College, assessment is designed to be a supportive and transparent process that gives every student a genuine opportunity to demonstrate their competence. We are committed to providing fair, consistent, and timely assessment practices that reflect the requirements of your qualification and support your success.

Submission Attempts

For each assessment task, you will have two submission attempts. If your first submission does not yet meet the required standard for competence, you will receive written feedback from your assessor outlining the areas that require further attention. This feedback is intended to be clear and constructive, giving you a genuine understanding of what is needed before you resubmit.

Resubmission Timeframes

In most cases, your resubmission will be due within one week of receiving your assessor's feedback. This timeframe is designed to give you sufficient time to review the feedback, address the identified gaps, and resubmit work that reflects your competence.

Where the standard one-week timeframe is not suitable, for example, due to the complexity of the task, your personal circumstances, or the nature of the evidence required; the resubmission due date will be negotiated and agreed upon between you and your assessor. Any agreed variation will be documented and confirmed in writing.

Individual Arrangements and Reasonable Adjustments

River Oak College recognises that students have diverse needs, and that a one-size-fits-all approach to assessment is not always appropriate. The standard two-attempt, one-week resubmission arrangement may not apply where:

- Individual arrangements have been negotiated between you and your assessor based on your specific learning needs or personal circumstances; or
- Reasonable adjustments have been approved to support your equitable participation in assessment, in which case the terms of those adjustments will govern your submission requirements and timeframes.

Any individual arrangements or reasonable adjustments will be documented in your student file and communicated to you in writing.

Assessment Appeals

If you believe an assessment decision is incorrect, unfair, or was not made in accordance with the requirements of your training product, you have the right to appeal. River Oak College is committed to ensuring that all assessment appeals are handled promptly, fairly, and without disadvantage to you.
You may lodge an appeal if you are dissatisfied with:

- An assessment outcome (including a finding of Not Yet Competent following resubmission);
- The way in which an assessment was conducted; or
- A decision relating to reasonable adjustments or individual arrangements.

Appeals must be lodged in accordance with River Oak College's Assessment Appeals Policy and Procedure, a copy of which is available in your Student Handbook. We encourage you to lodge your appeal as soon as possible after receiving the decision you wish to contest, and within the timeframe specified in the policy.

Where possible, we encourage you to first discuss your concern informally with your assessor or the Student Services team. Many concerns can be resolved quickly through open communication. If the matter is not resolved to your satisfaction, or if you do not feel comfortable raising it directly, you may proceed to a formal appeal at any time.

All appeals will be assessed by a person other than the original assessor, and you will be kept informed of the progress and outcome of your appeal in writing. If you remain dissatisfied following the internal appeals process, you may escalate your complaint as per the Complaints Procedure outlined in your Student Handbook.

Your Responsibility

You are encouraged to engage with your assessor early if you are experiencing difficulty with an assessment task, are concerned about meeting a submission deadline, or believe you may need an individual arrangement or reasonable adjustment. Proactive communication is key, the sooner you reach out, the more effectively we can support you.

If you are unsure about any aspect of your assessment, including submission requirements, feedback, resubmission timeframes, or your right to appeal, please contact your assessor or the Student Services team.