

**AUSTRALIAN CONSULTING & TRAINING SOLUTIONS  
PTY LTD (ZEALIFI)**

TRADING NAMES

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**Zealifi**

**STUDENT HANDBOOK**

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# INTRODUCTION

Being a Registered Training Organisation requires Australian Consulting & Training Solutions Pty Ltd **Trading as Zealifi RTO No. 31709** to comply with the 2025 Standards for RTOs. These standards outline our responsibilities in terms of ensuring outcome focus requirements that supports the delivery of nationally consistent and high-quality training that leads to quality outcomes for students, industry, employers and the Australian community. Issuing this handbook is part of our compliance obligations but more importantly, it ensures that students are provided with information that supports and enhances their educational experience.

## ABOUT US

Zealifi been operating as a Registered Training Organisation in Queensland since 2008, our RTO approval number is [31709](#). Currently we offer two units of competencies on our scope of registration, however, we have developed relevant business, training and assessment, hospitality, and personal development courses. As a specialist RTO, we can offer highly customised programs and deliver a standard of service that is second to none. We are committed to quality, customer service and compliance.

Zealifi offers comprehensive, flexible, responsive, and cost-effective training services to employers, skilled employees, job seekers, and school students. Our suite of training programs includes both nationally recognised units of competencies that are tailored to meet the needs of individuals, businesses, and job network members.

## Office Location and Contact Details

<b>Main Contact Number:</b>	1300 122 287
<b>Website:</b>	<a href="http://www.Zealifi.com.au">www.Zealifi.com.au</a>
<b>Physical Address:</b>	2628 Moggill Road Pinjarra Hills QLD 4069
<b>Postal Address:</b>	PO Box 683 Indooroopilly QLD 4068
<b>Licences &amp; Permits:</b>	RTO Registration #31709
<b>Operating hours:</b>	8:30am – 5:00pm, Monday to Friday

## Scope of Registration

Zealifi, in accordance with its “Scope of Registration”, can deliver training services, undertake assessments, and issue the following statements of attainment for these two units of competencies:

***SITHFAB021 Provide responsible service of alcohol***

***SITHGAM022 Provide responsible gambling services***

## Our Vision

“Anyone can do cookie-cutter training – it’s what we put on top that counts.”

## Mission Statement – For Our Students

At Zealifi, our mission is to support your personal and professional growth by providing practical, high-quality training that prepares you for success in the hospitality industry and beyond. We are committed to making your learning experience engaging, supportive, and relevant to real-world expectations.

Our goal is to create a positive and rewarding journey for every student by:

- Making your success and satisfaction our top priority
- Delivering clear, practical, and up-to-date training that can be taken away apply with confidence
- Providing friendly, professional support every step of the way
- Continuously improving our courses based on student feedback and industry trends
- Focusing on outcomes that help students achieve your goals

## Our Core Values – Students

- We value the trust you place in us to support your learning and career development
- We value your time, your goals, and your desire to grow professionally
- We value every student—whether you're learning for the first time, refreshing your skills, or advancing your career
- We value the ongoing connection with returning students who continue their learning journey with us
- We value the opportunity to learn from your experiences, feedback, and diverse backgrounds to keep improving our training

# CODE OF PRACTICE – STUDENT PERSPECTIVE

At Zealifi, we are committed to delivering quality education and support to help every student succeed. This Code of Practice outlines what you can expect from us during your time as a student and how we uphold the highest standards of professionalism, integrity, and care.

## Your Right to Fair and Ethical Treatment

We are committed to creating a safe, inclusive, and respectful learning environment where all students are treated fairly. To support this, we:

- Provide equal access to all students across our training and assessment services, regardless of background or circumstances.
- Offer student-focused service with fairness, enthusiasm, and flexibility to help overcome barriers to learning where possible.
- Support you to achieve the best outcome in your course through encouragement, clear communication, and appropriate assistance.
- Encourage open communication and fair decision-making that gives you a voice in matters that affect your learning experience.
- Share only accurate and up-to-date information to support your decision-making and learning progress.
- Make all relevant rights, responsibilities, policies, and procedures easily accessible and understandable.

## Your Right to Quality, Integrity, and Professionalism

We take your learning seriously and want you to feel confident in your training experience. That's why we:

- Do everything we can to help you complete your course once enrolled.
- Ensure our marketing and course information is clear, accurate, and never misleading.
- Operate legally, ethically, and professionally in everything we do.
- Provide all the information you need to engage in training and assessment confidently and successfully.
- Tailor support to your individual needs, so you can progress at your own pace and achieve competency.
- Select trainers and assessors who are qualified, skilled, and committed to helping you learn.
- Ensure all staff and contractors act with professionalism, fairness, and respect at all times.
- Uphold high standards that contribute positively to the training industry as a whole.
- Are transparent about any limitations that may impact your training, and we take action to address them.
- Avoid conflicts of interest to ensure your experience is fair and unbiased.
- Provide a clear and fair complaints and appeals process if you are not satisfied with any part of your training.
- Offer access to external review if a complaint cannot be resolved internally.
- Safeguard your course fees and guarantee services will be delivered once payment is made. (If services are unable to be delivered, we will provide a full refund)
- Have a fair and reasonable refund policy in place.
- Follow efficient and quality-controlled administrative processes.
- Keep your personal records safe, secure, and confidential.
- Maintain adequate insurance for your protection.
- Regularly review our operations to ensure we meet legislative and quality standards.
- Support our trainers and assessors with ongoing professional development to stay current in industry and training practice.

## Your Right to Respect and Support

We value every student and are committed to treating you with dignity and respect throughout your learning journey. To support this, we:

- Recognise and respect your beliefs, background, culture, and individual circumstances.
- Aim to provide the support you need to get the most out of your training.
- Respect your privacy and keep all personal information confidential.
- Promote a learning environment that is welcoming, courteous, and inclusive.
- Ensure our venues and resources are suitable for students with specific needs.
- Welcome your feedback and maintain open communication with industry partners to continually improve our training.

## Diversity and Inclusion

At Zealifi, we welcome and support all students, regardless of background, race, gender, religion, or learning needs, to participate fully in our courses. We are committed to fostering a safe, respectful, and inclusive learning environment where every student feels valued and supported to succeed.

### Culturally Safe Learning Environment for First Nations People

Zealifi is committed to making every student feel safe, respected, and supported. For over 10 years, our specialist unit has worked closely with Traditional Owners in remote Queensland communities, providing training and professional services that meet local needs. We're proud of our long-term partnerships, including our ongoing work with the Pormpuraaw United Brothers Sports Club, and the positive difference we've made in communities such as Bamaga, Palm Island, Kowanyama, Yarrabah, Pormpuraaw, Mornington Island, and the Northern Peninsula Area (NPA).

*Zealifi acknowledges and pays respect to the past, present and future Traditional Custodians and Elders of lands across Australia and the continuation of cultural, spiritual and educational practices of Aboriginal and Torres Strait Islander peoples.*

Staff and students are recruited in an ethical and responsible manner and consistent with the law and requirements of the National Training Package where applicable.

We encourage students to report behaviours and activities that contravene our commitment to diversity and inclusion immediately and to seek advice from our management team.

## STUDENT CODE OF CONDUCT

**This Code of Conduct clarifies the standards of behaviour that are expected of students participating in Zealifi courses. Serious breaches of this code by students will be deemed misconduct and may lead to course enrolment disqualification.**

### Hours of Training for Face-to-Face Course

It is your responsibility to:

- Attend your training course at the booked date and time.
- Advise Zealifi if you are unable to attend 7 days prior to course date.
- Arrive early (10-15 mins) prior and remain for the duration of the course.
- Use only equipment supplied or approved by the trainer.
- Bring a pen and photo identification to show to the trainer.
- Ensure mobile phones are turned off during the course.

- Avoid plagiarism and cheating so that no unapproved assistance in the preparation of any work (including written assessments and role plays) for which you are to be assessed is given or received. In group work, contribute equally to preparation of work for assessment.
- Inform trainers of any special needs that you have.

### **Classroom Conduct**

Zealifi aims to encourage a safe and pleasant study/work atmosphere. For this to occur we ask all students to respect the learning needs of other students and keep the noise level to a minimum.

The following actions will not be tolerated:

- Physical abuse of another person, threatening behaviour (including stalking and bullying) that causes any other person to fear physical abuse.
- Harassment (including any unwanted behaviour – physical, verbal, written, electronic or otherwise) directed at an individual or group.
- Any form of discrimination, racial vilification or sexual harassment.
- Creation of a condition that endangers or threatens the health, safety or well-being of themselves or others.
- Unauthorised and/or unsafe use of equipment and resources.
- Possession of, or use of, firearms or dangerous weapons of any kind.
- Possession of Pornographic/offensive material.

### **Drugs/Alcohol/Smoking**

Do not possess, trade, sell or consume illicit drugs/alcohol while in training, or on breaks during the course.

- Smoking is not permitted in or within 4 metres of any access ways to buildings or work areas. All workplaces will have a designated smoking zone/policy. It is the responsibility of the student to follow these instructions whilst at your course.

### **Internet Access / Mobile Phones /AI Use**

During a training course access to the internet or use AI to find out answers to assessment questions is not permitted. As well as accessing social media sites such as Facebook, Instagram, TikTok, X (formally known as Twitter), and Snapchat.

- Mobile phones are to be put on silent and only answered in case of emergency or during designated breaks.

### **Online Courses Responsibilities**

If you are enrolling and/or completing an online course, it is your responsibility to:

- Enrol and complete your online course within the 3 months' timeframe.
- To request an extension prior to the 3 months' timeframe if needed.
- Avoid plagiarism and cheating so that no unapproved assistance in preparation of any work (including self-marking quizzes, short answer quizzes and voice recording verbal assessments) for which you are to be assessed is given or received.
- When answering questions, please follow the course materials and policies, procedures and/or attachments provided. Your own workplace might do things differently, but using the course information helps us make sure everyone is learning and being assessed the same way.
- Contact Zealifi team to ask for help or assistance as soon as possible.
- Inform Zealifi team of any special needs that you have.

**Be considerate.** Any decision you make will affect others and we expect you to take those consequences into account when making decisions.

**Be respectful.** We treat everyone with respect and expect the same in return. We may not always agree, but a disagreement is no excuse for poor behaviour or a lack of manners. We might all experience some frustration now and then, but we cannot allow that frustration to turn into a personal attack. It is important to remember that if people feel uncomfortable or threatened, the learning environment or workplace is not a productive one.

When you disagree, consult others. Disagreements happen all the time and the classroom - online or face-to-face are no exception. The important goal is not to avoid differing views but to resolve them constructively.

**Ask for help** when you are unsure. Nobody knows everything, and nobody is expected to be perfect. Asking questions helps avoid potential problems.

Your enrolment in a Zealifi course signifies that you:

- Understand that if you are behaving inappropriately, you will be advised verbally that you are breaching the rules and will be requested to stop the offending behaviour.
- Understand that if you do not observe appropriate conduct, you may be excluded from participating in the course and may, in extreme cases, be subject to other penalties and restrictions, including being denied access to further training.

## VOCATIONAL EDUCATION & TRAINING

### National Training Packages

Training packages are sets of nationally endorsed standards and qualifications for recognising and assessing people's skills. A training package and the qualifications contained within it are statements about what a person is competent to do in a workplace.

National Training Packages are developed by industry through the national Skills Council and involve consultation with industry to make sure they meet industry and enterprise needs. Registered Training Organisations such as Zealifi use training packages as the basis for developing training programs in specific areas.

A training program is a structured approach to the development and attainment of competencies for a qualification. It includes the choice of units or options within the training package and the method, training, and location for achieving the competencies.

### Competency Based Training (CBT)

Competency standards are used around Australia to describe what your industry accepts as effective performance in the workplace. This includes the knowledge, skills and attitudes needed to do a job.

These standards are divided into units of competency that match specific activities people carry out at work. Examples include cleaning a guest room, serving customers, securing premises, or building a retaining wall. Every job is made up of several units of competency.

Each unit of competency is further broken down into smaller parts, called elements and performance criteria. These are what assessors use when they are judging whether someone is “competent” or “not yet competent”.

Being deemed “competent” means that:

- You know how to do the job or specific task
- You understand why it should be done in certain ways
- You can manage different tasks simultaneously
- You can deal with everyday problems that may occur
- You understand and comply with workplace policies and procedures plus relevant legislation
- You work well with others in your team or workplace
- You do all of these things consistently and regularly



## National Recognition

Zealifi recognises and accepts qualifications and statements of attainment issued by other Registered Training Organisations. Students who can provide documentation of previous nationally recognised training should request a Credit Transfer or RPL application. Successful Credit Transfer and RPL applications usually mean that you will be issued with a new statement of attainment for the unit of competency.

**Credit Transfer** is the process whereby a registered training organisation recognises a student's previous learning including individual units of competency. If the unit of competency is deemed equivalent to the new unit and formal evidence is provided, a new statement of attainment may be issued. There will be an administration fee of \$100 inc. GST, which will be payable up front. So, if you have completed a unit of competency, please speak to your trainer about having your studies recognised.

**Recognition of Prior Learning (RPL)** is the formal process whereby an RTO evaluates your life and work experience to against the unit/s of competency you have enrolled in thus potentially eliminating the need to undertake the unit/s of competency.

You must have sufficient evidence to demonstrate that you are competent in each performance criteria and the responsibility for providing proof lies entirely with you. Some forms of appropriate evidence might include performance appraisals, work samples, employer and/or customer letters, job descriptions and oral or written responses to questions. An RPL kit is available from Zealifi and if you would like to pursue this option, please speak to your trainer.

## SUITABILITY OF TRAINING PRODUCTS

### Course Details

Zealifi offers the following courses as according to our scope of registration, please see the below table that shows the delivery method, duration, access timeframe and fees. All our accredited courses are delivered and assessed by our registered training organisation Australian Consulting & Training Solutions Pty Ltd Trading As Zealifi (RTO No 31079). We do not have any third-party arrangements.

Course Name	Unit of Competency	Delivery Approach	Duration	Access Timeframe	Fees
NSW RSA	SITHFAB021 Provide responsible service of alcohol	Face-to-face	8.5 hours (including breaks)	1-day course	\$205 GST exempt
Online RSA	SITHFAB021 Provide responsible service of alcohol	Blended – 80% online and 20% phone recording for verbal assessment	May take up to 6 hours (depending on experience or previously acquired understanding)	90 days (3 months) from enrolment date. Extensions can be obtained if needed.	\$55 GST exempt
QLD or NSW RSA	SITHFAB021 Provide responsible service of alcohol	Face-to-face group at workplace (after quote acceptance )	8.5 hours (including breaks)	1-day course	Priced as per quote
Online RSG	SITHGAM022 Provide responsible gambling services	Blended – 80% online and 20% phone recording for verbal assessment	May take up to 6 hours (depending on experience or previously acquired understanding)	90 days (3 months) from enrolment date. Extensions can be obtained if needed.	\$55 GST exempt

## Learning Outcomes

The RSA course either delivered online or face-to-face includes the recognised unit of competency SITHFAB021 Provide responsible service of alcohol. You will learn foundation skills in the course; foundation skills are essential skills that require you to perform certain work tasks and activities.

### Reading Skills

Read at times complex information in:

- General, regulatory and advisory information issued by local, or state and territory liquor licensing authorities
- In-house policies and procedures
- Specific provisions of relevant state or territory legislation requirements.

Read a range of identification (ID) and proof of age documents, signage and warning signs and wording within in-house policies and procedures.

### Oral Communication Skills

- Provide information on responsible service of alcohol laws in a way that is easily understandable for customers.
- Speak firmly and clearly with intoxicated customers in a manner that de-escalates conflict.

### Numeracy Skills

- Calculate volume and number of standard drinks or samples.
- Determine customer's age from date of birth on ID and proof of age documents.

### Teamwork Skills

- Share customer information with team members to ensure proper responsible service of alcohol practices within the organisation.

### Self-management Skills

- Deal with hostile or uncooperative customers in a professional manner and in line with organisation procedures.

The RSG course delivered online or face-to-face includes the recognised unit of competency SITHGAM022 Provide responsible gambling services. You will learn foundation skills in the course; foundation skills are essential skills that require you to perform certain work tasks and activities.

### Reading Skills

Read and interpret at times complex information relating to:

- Industry or regulatory codes of conduct relating to responsible gambling.
- In-house policies and procedures relating to responsible gambling.
- Plain English regulatory and advisory information issued by local, state and territory gambling licensing authorities.

### Oral communication Skills

Deal courteously and discreetly with customers at risk of harm from gambling or requesting self-exclusion, using non-confrontational language.

### Problem-Solving skills

- Apply appropriate solutions within scope of responsibility, or seek assistance from appropriate colleagues.

### Technology Skills

- Use a computer and appropriate software to record gambling-related incidents and staff actions.

## International Students

International students can enrol into our courses including our RSA and RSG courses, we welcome and encourage everyone regardless of their visa status. Everyone who is looking to work in hospitality and will most likely be required to obtain an RSA and/RSG statement of attainment or approved certificate. To allow them to serve, sell or supply alcohol and/or work in gambling venues. Each state and territory licensing authority specifies their individual requirements.

## ADMINISTRATION MATTERS

### Enrolment and Orientation

Prior to enrolling in our training, Zealifi will discuss your options via phone or email and provide detailed information about the course you propose to undertake. If you are purchasing directly from our website, our website will provide the detailed information including course details, learning outcomes, training support, assessment, assessment and trainer support, certificate, requirements, and resources on each course. Selecting the correct course that suits your current employment and future career goals is important and we aim to help you reach your full potential.

To make sure you have all the information you need to make an informed decision about the investment you are about to make, we will provide you with the following:

### Pre Enrolment

Each student will be required to complete their pre-enrolment quiz or course, the pre-enrolment quiz consists of a language, literacy, numeracy and digital skills questions. This is a quick quiz to help us to determine if you will need additional support or adjustments in your learning, and if you are suitable for the training course. Zealifi can provide extra support and guidance including training, wellbeing, course and assessment, please visit our website or pages 14-16 of this handbook to see the options that are available. We may direct you to an appropriate provider who specialises in this area, if we are unable to provide you with an option.

The pre-enrolment online course is a prerequisite online course to both Online RSA (SITHFAB021) and/or Online RSG (SITHGAM022). The pre-enrolment online course consists of:

- Course information about Online RSA and/or Online RSG
- Language, Literacy, Numeracy Quiz
- Digital Skills Quiz
- Support information available – course and assessment support and technology requirements
- Privacy Notice information and quiz
- Student Policies information and quiz
- Student Acknowledgement and Declaration

### The different student pre-enrolment journeys are as follows:

#### NSW RSA course

When a student is purchasing a spot into an upcoming NSW RSA course on Zealifi website on the course date the student will see the Pre Enrolment Quiz button. Once the button is clicked, it will take the student to the pre-enrolment quiz. At checkout, the Terms and conditions acceptance will be required and included in these terms and conditions will be agreeing to completing the pre-enrolment quiz. If the pre-enrolment quiz is not completed prior to payment transaction, Zealifi will contact the student and advise them their place on the NSW RSA course is not confirmed until the pre-enrolment quiz is completed. Zealifi will follow up with the student in a timely manner, to ensure this process is completed.

If someone is booking in another person to attend the NSW RSA course, either via website or phone or email, the Zealifi Team will contact the booking person and student who is attending to advise them of the Pre-Enrolment process, the URL to the Pre-Enrolment Quiz and provide the NSW RSA Course Guide (to ensure the student is fully informed of the course they are attending) via email.

Once the Pre Enrolment Quiz is completed by the student in either booking option, the student will be sent a notification email to advise of training support options available. The Zealifi team will be in contact only if we felt additional support is needed. The NSW RSA booking will be confirmed and student and booking person (if applicable) will receive the course confirmation correspondence.

### **Online RSA and/or Online RSG courses**

**If a student is purchasing individual access to Online RSA (SITHFAB021) and/or Online RSG (SITHGAM022) on the website,** they will see the Pre Enrolment Quiz button. Once the button is clicked, it will take the student to the pre-enrolment quiz. At checkout, the Terms and conditions acceptance will be required and included in these terms and conditions will be agreeing to completing the pre-enrolment quiz prior to purchase. If the pre-enrolment quiz is not completed prior to payment transaction, Zealifi will contact the student within 1 business day after website transaction and advise them their online course access is suspended until the Pre Enrolment Quiz is completed. Zealifi will follow up with the student in a timely manner. When this quiz is completed, it will send the student a notification email to advise of training support options available and to let the student know the Zealifi team will be in contact if we felt additional support is needed.

**For group access to Online RSA (SITHFAB021) and/or Online RSG (SITHGAM022) via website purchase,** on the course page it will explain to the booking person about the pre-enrolment course and the requirement that each of their students will need to complete this online course prior to gaining access to their Online RSA (SITHFAB021) and/or Online RSG (SITHGAM022). The booking person will accept the terms and conditions at the checkout, that includes their responsibility to explain the pre-enrolment course to their students. When the booking person adds their students to their group in ZAC (Zealifi Academy Centre – our Online Learning Management System), their students will be added to the Pre Enrolment Course. Once the Pre Enrolment Course is completed, the student will gain access to their enrolled Online RSA (SITHFAB021) and/or Online RSG (SITHGAM022). The student will receive a notification email to advise of training support options available and to let the student know the Zealifi team will be in contact if we felt additional support is needed. The Zealifi team will follow up with students who haven't completed the pre-enrolment course in a timely manner.

**For group access to Online RSA (SITHFAB021) and/or Online RSG (SITHGAM022) via phone or email,** the Zealifi team will follow our normal procedure of issuing out the invoice to the booking person and advise them of the Pre Enrolment Course is a requirement for all their students to complete prior to gaining access to either Online RSA (SITHFAB021) and/or Online RSG (SITHGAM022). Once payment is received, Zealifi team will create the group in ZAC (Zealifi Academy Centre) and either Zealifi or the booking person will add the students to the group. Each student will have access first to the Pre-Enrolment online course. Once the Pre Enrolment Course is completed, the student will gain access to their enrolled Online RSA (SITHFAB021) and/or Online RSG (SITHGAM022). The student will receive a notification email to advise of training support options available and to let the student know the Zealifi team will be in contact if we felt additional support is needed. The Zealifi team will follow up with students who haven't completed the pre-enrolment course in a timely manner.

**For group access to Online RSA (SITHFAB021) and/or Online RSG (SITHGAM022) via digital monthly subscription,** the Zealifi team will communicate with the digital subscription client about the prerequisite pre-enrolment online course. The digital subscription client will be responsible for informing their staff (students) regarding the prerequisite pre-enrolment online course, and this online course must be completed prior to gaining access to Online RSA (SITHFAB021) and/or Online RSG (SITHGAM022). When the digital subscription client adds their staff (students) to their groups, the students will be automatically enrolled into the pre-enrolment online course which will be ready to complete once the student logs into their online learning account.

When the student completes their pre-enrolment online course, the same steps will apply as like in group access via phone or email process.

## Personal Details Collection

All students must provide their personal details and relevant enrolment information prior to attending a face-to-face accredited course or gaining access to any accredited online course. The information collected and reported includes relevant *AVETMISS* data. *AVETMISS* refers to Australian Vocational Education and Training Management Information Statistical Standard. As Zealifi is a registered training organisation (RTO), we must collect and report *AVETMISS*-compliant data for all accredited students' enrolments and including outcomes achieved.

The information is collected either via electronic enrolment form or paper enrolment form depending on course. Your information is secured safely and only used for the purpose intended for. We do ask that you accurately provide the correct information so that we can issue certification correctly.

### Disclosure of Individual Needs

Disclosure of a disability or ongoing ill health, including mental ill health, is each individual's choice and is not a requirement for participation in a training product. However, students are encouraged to share all relevant information about the impact of any disability or other support need early in their engagement with Zealifi to allow us to provide the student training support to ensure a successful learning outcome.

### USI (Unique Student Identifier) Number

All students undertaking an accredited course with Zealifi are required to have a USI number. The USI is a personal education number that is required for all nationally recognised study, including university and vocational education and training (VET). It is made up of 10 letters and numbers, it is free and stays with you for life. The USI will need to be provided in the enrolment process and Zealifi team will verify the USI. **Please note** we are unable to issue a statement of attainment or interim certificate (NSW RSA only) until we have verified the student's USI.

If a student does not have an USI, they can quickly obtain one by visiting: <https://www.usi.gov.au/students/create-your-usi>. If a student needs to find their USI, they can find it at: <https://www.usi.gov.au/students/find-your-usi>.

### LUI (Learner Unique Identifier) Number

For Queensland school students, we require you to provide your LUI number as well as your USI. This allows us to report your training activity to QLD Government.

### Photo Identification

Students will be required to bring their current photo identification (ID) for example Drivers Licence, Passport or 18+ card either hard copy or digital copy to their face-to-face course or upload a copy in their online course. The trainer or assessor will verify the details on the ID to confirm the person attending or completing the course is the same person who has enrolled.

## Our Trainers and Assessors

Zealifi engages staff with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training product offered. Our trainers and assessors are highly qualified and experienced in their field of industry expertise and in the educational process. In addition, our trainers and assessors regularly do vocational placement in their industry so that they retain their currency and credibility. Should you experience difficulties with your learning, please speak with your trainer or assessor who will endeavour to assist.

# The Training Environment

## Training and Assessment Materials, Equipment and Facilities

We offer a range of different learning methods from classroom in schools or workplaces to the online environment in our Online Learning Management System called ZAC (Zealifi Academy Centre) or Odyssey Training Hub. In our classroom delivery Zealifi will supply hard copies of workbooks, handouts, and assessments to each student (QLD face-to-face) and class room set of workbooks and handouts (electronic copy of all emailed to students) and hard copies of assessments to each student (NSW face-to-face).

We expect you to be actively involved in the learning process and take responsibility for:

- Monitoring your own progress and asking for assistance when you need it.
- Attending the training session punctually as scheduled. Whilst we do understand that illness, injury, and other circumstances might prevent you from attending occasionally, any time taken away from the program may result in you not achieving your competency level.
- Presenting yourself appropriately – Your personal hygiene, grooming and attire should reflect the position you aspire to.
- Maintaining a positive and enthusiastic attitude.

## Equipment Required for Online Courses

- Any device (PC, Laptop, Tablet, Smartphone)
- Adobe Reader
- Fast internet connection
- Any current web browser (Chrome, Safari, Firefox, Edge, Opera etc.)
- Speakers
- Mobile phone or landline phone (for verbal assessment)
- Photo Identification (this will be uploaded in quiz to be verified by the trainer or assessor)

## Training Support

Here at Zealifi we want to make sure your training experience is the most enjoyable, we understand that not everyone learns in the same way and may have difficulties. We always strive to ensure our training courses are diverse, inclusive and supportive as long as they align with the training product and/or government stipulations. Zealifi can offer the following support options and reasonable adjustments for your face to face or online course:

### Face to Face course

- Language Support - permission to bring an interpreter or support person to your course (They cannot complete the course for you).
- Digital Translation Tools - use of apps like Google Lens or Google Translate to translate written or spoken content into a preferred language.
- Extra time for reading, writing and/or completing assessments (Prior arrangement is required)
- Use of electronic assessment to have the ability to type answers in for written assessment (This will depend on the course and government requirements)
- Answering written assessments or written questions verbally (This may not apply for all courses and prior arrangements are required)
- Hard Copy Resources - printed versions of key course materials or assessments if students prefer not to work digitally. (This will depend on the course and printing costs may apply)
- Electronic Resources emailed to you prior to course, to allow you to view it on a device in the course.
- Trainer Support chat - with the trainer prior to the course, receive one-on-one help before or after course or during breaks for clarification or support.
- Quiet Space or Breaks - option to take short breaks in a quiet space if needed due to concentration or sensory needs. (Prior arrangement is required)

## Online Course

- Digital Translation Tools use of apps like Google Lens or Google Translate to translate written or spoken content into a preferred language.
- Screen Readers and Text-to-Speech Tools like Read Aloud, Natural Reader or inbuilt accessibility features on devices to have text read out loud.
- Speech-to-Text Tools use of Google Docs Voice Typing to convert spoken words into written text which can be useful for assessments or note-taking.
- Extra Time for Assessments and Course Completion if you need an extension after the 3 months course duration, please ask us.
- Trainer Support request one-on-one help for clarification and support
- Assistance with Technology request support setting up your online learning account, need a new password, or accessing online resources.
- Support Services Referral to external support services such as counselling, literacy/numeracy tutoring or mental health resources.

Please contact us on 1300 122 287 or email [hello@zealifi.com.au](mailto:hello@zealifi.com.au) to speak to the Zealifi Team if you would like one or more of the options above for your course.

## Wellbeing Support

Zealifi is here to support your wellbeing whilst you are completing our courses. If you are struggling or need assistance, please reach out to us, examples of support: low English proficiency, study skills support (time management or coping with assessments), counselling and mental health resources, financial support, help and assistance if experiencing abuse, harassment or violence and Aboriginal & Torres Strait Islanders specific support. We would also suggest contacting well known and reputable organisations that may be able to assist your individual needs.

### Low English Proficiency or Improving Reading, Writing and Maths

Reading Writing Hotline: <https://readingwritinghotline.edu.au/>

ABC Education: <https://www.abc.net.au/education/learn-english>

### Mental Health Support

Beyond Blue: <https://www.beyondblue.org.au/>

Black Dog Institute: <https://www.blackdoginstitute.org.au/>

Kids Helpline: <https://kidshelpline.com.au/>

### Study Skills Support

Headspace: <https://headspace.org.au/explore-topics/for-young-people/prepare-for-exams/>

### Financial Support

National Debt Helpline: <https://ndh.org.au/>

Salvation Army Moneycare: <https://www.salvationarmy.org.au/need-help/financial-assistance/moneycare-financial-counselling/>

### Violence or Abuse Support

1800RESPECT: <https://www.1800respect.org.au/>

Lifeline: <https://www.lifeline.org.au/>

### Aboriginal or Torres Strait Islander Support

13 YARN: <https://www.13yarn.org.au/>

Family Wellbeing QLD: <https://www.familywellbeingqld.org.au/>

## Digital Skills

Check out these free online learning courses if you would like to improve your digital literacy skills.

Be Connected: <https://beconnected.esafety.gov.au/>

Alison Empower Yourself: <https://alison.com/tag/digital-literacy>

Digital Learn: <https://www.digitallearn.org/>

## Course and Assessment Support

### NSW RSA Options

Your trainer is available to assist you during the course, if this doesn't impact on others' learning experience. If you feel you require more individualised support, please contact us to discuss this by either calling our office on 1300 122 287 or sending an email to [hello@zealifi.com.au](mailto:hello@zealifi.com.au) so arrangements can be put into place prior to the course commencement. We will respond to you within 24-48 business hours (Monday to Friday 9am-5pm), please do allow extra time for public holidays or Christmas time. We will do our best in contacting you as soon as possible.

### Online RSA and/or Online RSG Options

Please reach out to our trainers and assessors by either calling our office on 1300 122 287 or sending an email to [hello@zealifi.com.au](mailto:hello@zealifi.com.au). We will respond to you within 24-48 business hours (Monday to Friday 9am-5pm), please do allow extra time for public holidays or Christmas time. We will do our best in contacting you as soon as possible. If you need assistance on the weekend, we will contact you on the next business day.

If you would like to schedule a time to chat via phone or video call (Teams or Zoom) to go through a range of issues or concerns, this can be arranged. Please contact us and we will schedule a date and time that suits both parties.

### Third Party Arrangements

Zealifi does not engage in any third-party arrangements, all our accredited courses are only delivered by our registered training organisation and statement of attainment is only issued by our registered training organisation.

## The Assessment Process

The purpose of assessment is to collect evidence about your knowledge and skills and compare it to a set of industry standards. This comparison will result in a "competent" or "not yet competent" outcome. If you are deemed "not yet competent", your trainer will talk to you about what you can do. You may need to participate in more training or undertake additional assessment tasks. In our courses the types of assessment evidence that is used are:

### Questions used in both Online and Face-to-Face Courses

Types of questions that are used can include multiple choice, fill in the blank, matrix sorting, single choice (True or False or Yes or No), and short answer. The online courses will have self-marking quizzes that include all the types of questions examples as above except for short answer questions. Short answer questions which can include writing answers in your own words or referring to an included website link or PDF policy will be marked by a qualified trainer or assessor. If a trainer or assessor marks your short answer question 'not satisfactory', they will provide feedback. This feedback is emailed to the student, letting me know they need to make a new attempt, and the feedback will provide guidance on what is required for the new attempt to be marked 'satisfactory'.

In the face-to-face courses all question types are included in a printed assessment which is provided to students at the beginning of the course. The trainer will mark the printed assessment during or after the course and provide feedback to the student if their assessment has been awarded a 'satisfactory' result.



### **Verbal Recording (for Online RSA and RSG only)**

The verbal recording component is conducted by ZAC (Zealifi Academy Centre) Online Recording Tool, it is a mobile number that the student will call, the student will select either RSA or RSG and then record their name and date of birth. They will then hear the first scenario and then get the opportunity to record their response. If the student makes a mistake they can press '7' on their phone and can re-record. Then scenario 2 is heard by the student and after this the student will record their response. After the two scenario responses are recorded, the student will hear the congratulations message that lets them know the trainer/assessor will be advised of their verbal recording submission and trainer/assessor will mark and provide feedback either a 'Well Done' or 'Need to try again' message. The student is given the option if they require assistance by selecting '3' or saying 'assist' at the beginning of when they call, their call will be transferred to the office phone number.

### **Simulations and Role Plays (for face-to-face courses only)**

These involve you performing tasks of provided scenarios for either refusal of service to different types of customers or providing assistance to at risk gambling customers. It allows students to practice what they have learnt in the course and gives them the opportunity to perform a common work task such as refusal of alcohol service. The student will write down what they would say if they were performing the role as the staff member in a hospitality venue and then take turns in performing the role of the staff member and the customer. The trainer will observe each student and provide their feedback to the student.

### **A FEW OTHER POINTS ON ASSESSMENT:**

- The onus will be on you to complete and submit assessments within the time specified by the trainer or to make alternative arrangements before the due date.
- It is our policy to allow a student three attempts only at each assessment item. The repeat assessment item will usually be similar but not the same as the initial assessment.
- You should keep track of your progress by communicating regularly with your trainer.

## **Cancellations**

Whilst every endeavour will be made to offer all advertised courses, we reserve the right to change or cancel course dates, course locations, course offerings, trainers and other such details or circumstances beyond our control that affects enrolments. Every effort will be made to advise students of any changes. Students can choose to receive a full credit to another course date or request a full refund.

## **Discipline Procedures**

Zealifi is obliged to ensure that the training you receive is of a high quality and because of this, certain rules and standards exist. A breach of the rules or standards can result in your enrolment being cancelled. If you breach any of the following you may be asked to "show cause", be put on a "warning" or other disciplinary action as determined by Management to be appropriate.

- Possession, use or consumption of drugs or alcohol during training
- Repeated failure to attend scheduled training
- Repeated failure to complete assigned work or bring required resources
- Disrespect of other students, the trainer or assessor
- Putting others at risk of injury or accident
- Having personal visitors or phone calls interrupt the training
- Other serious misconduct

A "show cause" involves a meeting between you and Zealifi Management. You will be asked to explain why your behaviour has been below that expected of you. The meeting will serve as a "warning". If another incident occurs, we will cancel your enrolment without refund.

## Issuance of Certification

On successful completion of nationally recognised training program, you will be issued with a Statement of Attainment. The Statement of Attainment is issued via electronically within 5 business days of the final assessment being marked, we suggest that you keep a copy for your future records. If you would like a printed copy of the Statement of Attainment that is posted to you this can be arranged at a fee of \$15.

## Feedback

Zealifi prides itself on asking for feedback from all students, employers and other stakeholders to continuously improve our courses and learning experiences. Feedback will be requested in various methods via online surveys, verbal and email conversations, and online reviews etc. We encourage all students to truthfully provide their feedback either positively or negatively, all feedback received will be anonymous. If there is a concern or something you are not happy with, please let us know. As we will listen without judgement and try to rectify the issue where we can and follow up to ensure you feel the issue has been resolved.

## Information to Students

When there are changes to the course that will affect a student's learning outcomes or experiences for example if a course has been superseded. We will plan out these changes to ensure we can contact the student months prior to the deadline via phone, email and/or text to ensure the student is well informed and has been given notice if they need to complete the course by a specific deadline. We will follow up with the student prior to the deadline to ensure they have received the communication and understand the situation. If there are other changes or information that must be communicated to students, we will ensure that all students affected have been communicated via phone, email and/or text and follow up with the students when necessary, depending on the situation. We will ensure to provide additional support to students who are struggling to complete their course by a deadline or have concerns regarding the changes or information that will affect their learning.

## Record Keeping and Privacy

We believe that your right to the privacy of your personal information is sacrosanct. Zealifi retains all assessments that are submitted by a student for at least two (2) years after the student has completed the training product. Any information collected is used for training and assessment purposes as is made available to authorised people only. All statements of attainment documentation issued to students is and will continue to be, accessible for a period of thirty years.

All collection, storage and disclosure of information will be done in accordance with the Privacy Act 2000.

## Fees & Refunds

Fees will be provided prior to enrolment either via website, email or phone.

**Unable to attend (face-to-face course)** – A student must advise Zealifi via phone or email prior to 7 days of course date if unable to attend, can move to another course date without penalty based on availability. Refunds can be requested and will be less paid transaction fee.

**No show** – If a student doesn't show up to face-to-face course will incur a forfeit of their fees.

**Refunds request (online course)** – Can be provided only if the student contacts Zealifi within 24 hours of course purchase date by calling 1300 122 287 (leave voice message if after business hours) or email [hello@zealifi.com.au](mailto:hello@zealifi.com.au) and has not started the course. The refund amount will be less paid transaction fee.

**Please note if Zealifi cancels or a course is not available, Zealifi will provide a full refund to students.**

## Complaints

We take all feedback, including complaints seriously. If you are dissatisfied with any aspect of the training or assessment, please speak to your trainer immediately. If your concern is not resolved, you are encouraged to contact the Director of Training on 1300 122 287. You may be asked to outline the nature of your complaint and specific details on a formal complaint form or attend a meeting with management. Zealifi management will investigate the issue, take action to resolve your concerns and provide you with a response.

If you are not satisfied that the issue has been resolved by Zealifi, you may escalate your concern to external and independent parties such as:

- Australian Skills Quality Authority (ASQA) – [www.asqa.gov.au](http://www.asqa.gov.au)
- Anti-Discrimination Board
- Your legal or union representative
- Consumer Affairs or other bodies as appropriate.

All complaints brought to the attention of management (verbal or written format) are recorded and retained in confidential student files.

## Appeal of Assessments

To ensure fair, valid, reliable, and flexible assessment, Zealifi makes every effort to:

- Explain the expected standards and evidence requirements prior to the assessment commencing, and
- Give you feedback on assessment results and the opportunity to discuss any concerns or issues

You may appeal against a finding of “not yet competent” and the assessor’s decision will be reviewed by Management. To appeal against the outcome of an assessment, you will need to submit a written appeal together with a \$50 administration fee within ten (10) days of the assessment decision. We will organise a formal review of the assessment by another qualified and experienced assessor and provide you with a report on the outcome.

Successful appellants will be refunded the \$50 administration fee.

- Should your complaint not be resolved satisfactorily, you can formally appeal to the Australian Skills Quality Authority (ASQA) – [www.asqa.gov.au](http://www.asqa.gov.au)

## Workplace Health and Safety

Health and Safety is an individual and shared responsibility of everyone in the training venue. Zealifi will make every reasonable effort to ensure that we have considered all areas of accident and injury prevention, hazard control, health preservation and promotion.

All students have a “duty of care” to protect their own safety as well as that of other students and trainers. The success of a safety and health program ultimately rests on the willingness of everyone to cooperate. If you are ever in doubt about how to do a job or task safely, it is your responsibility to ask your trainer for advice or assistance. It is your “duty of care” to:

- Report unsafe conditions, hazards, incidents, accidents and “near misses” immediately to the trainer.
- Follow all lawful instructions given by your trainer.
- Wear protective clothing and other equipment as required.
- Only use equipment and machinery that you have been taught to operate correctly. Always follow manufacturer’s instructions for use at all times.
- Inform staff of any medical condition that may affect their work or of any medication they are required to take.

Workplace Health and Safety is legislated by two government bodies - WorkSafe Australia and the relevant state Workcover Authority (e.g. Workcover Queensland). More information about Queensland regulations, standards and requirements can be found at <http://www.worksafe.qld.gov.au>.

## Emergencies

In the unlikely event of an emergency such as a fire or bomb threat, you may need to evacuate. The evacuation procedure is essentially:

- Remain calm
- Follow the instructions given by your trainer or safety representative
- Move to designated assembly area
- List and respond to the roll call
- Remain in the evacuation area until you are instructed to leave by your trainer or safety representative

## Relevant Legislation and Information

At Zealifi, our training follows Australian and Queensland laws that protect your rights, safety, and privacy, and make sure you learn in a fair and supportive environment. These include:

- **Privacy laws** – to protect your personal information.
- **Work health and safety laws** – to make sure learning and working environments are safe.
- **Fair Work laws** – to protect employees' rights at work.
- **Anti-discrimination laws** – to prevent unfair treatment based on things like disability, race, gender, or sexual orientation.
- **Gender equality laws** – to promote equal opportunities in the workplace.
- **Workers' compensation laws** – to support workers if they are injured on the job.
- **Vocational education laws** – to ensure quality and fairness in training.

These laws help create a safe, respectful, and inclusive learning environment for all students.