



Student Handbook

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Welcome to RuralBiz Training!

We are delighted to be supporting you as you work towards your qualification.

RuralBiz Training is a nationally recognised Registered Training Organisation (RTO 90782) regulated by the Australian Skills Quality Authority (ASQA). For more than 20 years, we have delivered high-quality vocational education and training to students across Australia, with a strong focus on the agricultural and regional sectors.

We are committed to providing a safe, supportive and high-quality learning experience that reflects our values, our educational mission and our responsibilities under the National Vocational Education and Training Regulator Act 2011 and the Outcome Standards for Registered Training Organisations 2025.

RuralBiz Training delivers nationally recognised qualifications and skill sets in:

- Agriculture
- Agribusiness Management
- Production Horticulture
- Horticulture Management
- Agronomy
- Community Coordination and Facilitation
- AQF3 Chemical Accreditation
- Faecal Worm Egg Counting

OUR COMMITMENT TO QUALITY TRAINING

Our vision is to offer you a world-class training experience that is meaningful, practical and aligned with real industry needs.

We achieve this through:

- Engaging, relevant and flexible training and assessment designed to reflect contemporary agricultural practice and emerging industry trends.
- Student-centred delivery, encouraging you to apply your skills and knowledge to real-life work and farm situations.
- A highly skilled VET workforce, supported through ongoing professional development, industry engagement and currency requirements.

- A strong self-assurance culture, where we regularly monitor, review and improve our programs, systems and services through structured governance, risk management and continuous improvement processes.
- Clear and transparent policies and procedures, ensuring your rights, safety, privacy and wellbeing are at the centre of all we do.

CONTACT INFORMATION

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Website: www.ruralbiztraining.edu.au
RTO Code: 90782

1. QUICK ANSWERS TO COMMON QUESTIONS

This section provides answers to the questions students ask most often about studying with RuralBiz Training. More detailed information about each topic can be found in later sections of this handbook.

WHAT'S MY EXPECTED COURSE LENGTH?

RuralBiz Training offers flexible commencement and study options so that you can balance learning with work, family and farm commitments.

However, we expect that you will complete your qualification within **2 years**, although this can vary from person to person. Your actual completion time will depend on:

- Your personal study pace and availability
- Any requirements linked to approved funding (if subsidised)
- Approved extensions or deferrals
- Outcomes from Recognition of Prior Learning (RPL) assessments or credit transfers (CT)

WHAT'S THE NORMAL ENROLMENT TIME FOR A UNIT?

The standard enrolment period for each unit is **8 weeks**.

Extensions can be granted for up to an additional 8 weeks, giving a maximum of 16 weeks (112 days) for one unit, unless restricted by funding rules.

WHAT'S A TRAINING PLAN?

Your Training Plan is your roadmap for the course. It includes:

- The list of units in your qualification
- Your scheduled start and end dates
- Assessment expectations
- Notes about any individual needs or support arrangements

You can access your Training Plan anytime in the Student Portal.

WHY IS THERE A GUARDIAN ANGEL CONTACTING ME?

Every student is allocated a *Guardian Angel* who will be your dedicated support contact throughout your entire course.

Your Guardian Angel will:

- Contact you at least **once a fortnight** to check on your progress
- Help you manage unit extensions and deferrals
- Notify trainers and office staff if anything is impacting your study
- Support you to stay on track and navigate your learning requirements
- Assist you with processes relating to LLND support or individual needs

Your Guardian Angel expects you to:

- Respond to their messages at least once every fortnight
- Keep an eye on your Training Plan and request extensions or assistance early
- Stay in communication if challenges arise - early notice is always best
- Update your contact details in the Student Portal as needed
- Stay engaged and give it your best - they'll work with you every step of the way!

WHAT IS A COURSE DEFERRAL?

We understand that unexpected events such as illness, family situations, seasonal pressures or work demand, may interrupt your study.

You may request a course deferral for up to 6 months, with a **maximum total deferral period of 12 months per enrolment**.

You can find more information about deferrals and extensions in the relevant section later in this handbook.

WHAT CAN I EXPECT OF MY TRAINERS?

Your trainers are highly experienced subject matter experts with strong qualifications, extensive industry backgrounds and current vocational practice. Many continue to operate successful farming, agronomy or agribusiness enterprises, which means the guidance you receive is informed by real, practical, contemporary industry experience - not just theory.

As a guide, you can expect your trainer will:

- Acknowledge your message when you begin a new unit
- Provide constructive feedback within **7 days** of your assessment submissions
- Respond to your support questions within **36 hours**

You can contact your trainer through the messaging link in RuralBiz Online on each unit page.

CAN I GET COPIES OF ASSESSMENT TASKS I'VE SUBMITTED?

We strongly recommend that you keep your own copies of all assessment tasks you submit.

RuralBiz Training retains assessment submissions for a minimum of 2 years. If you require a copy within this period, please contact admin@ruralbiztraining.edu.au and we will provide it where possible.

After 2 years, assessment evidence may no longer be available due to mandatory assessment retention and archiving processes.

WHAT ABOUT RECOGNITION OF PRIOR LEARNING (RPL)?

Recognition of Prior Learning (RPL) is a formal process that assesses your existing skills and knowledge gained through work, training or life experience, to determine whether they meet the requirements of the units in your qualification.

Important points:

- RPL can reduce your study load by granting recognition for units that you already demonstrate competence in
- RPL can apply to a wider range of units than those delivered through scheduled training
- The cost of RPL is the same as a standard unit enrolment, unless required otherwise by a specific state-funding contract
- You will receive personalised support throughout the process to help you prepare and present evidence

If you'd like to find out whether RPL is right for you, please contact our office or refer to the RPL Handbook available in RuralBiz Online.

Staying in touch with your Guardian Angel and trainer is the best way to keep your study on track.

*Most challenges can be solved quickly
- we just need to know what they are!*



2. ONLINE LEARNING PLATFORM – RURALBIZ ONLINE

RuralBiz Online is our Online Learning Platform and the central place where your study happens. You will access all your learning materials, assessments, trainer messages, a student support page, announcements and AgForum bookings through this platform.

When you enrol, you will receive an email with your login link, username and password. Keep these details safe. If you misplace them, our office can resend your login information at any time.

Once you login you will find:

- **Your Units:** Your current units will be listed under ‘**My Courses**’. Each unit page contains your learning resources, assessment tasks, support materials and a direct message link to your trainer and general support.
- **Unit Information and Expectations:** Inside each unit, you will see:
 - Learning content
 - Assessment instructions
 - Submission points
 - Your trainer’s contact details
 - AgForum requirements and booking options
- **AgForums:** Each unit requires students to attend at least one AgForum as part of their learning and engagement activities. AgForums have limited places, and sessions often fill quickly. Students are strongly encouraged to book their AgForum session as soon as they commence each new unit to ensure availability and to maintain steady progress through their course.

3. ONLINE STUDENT PORTAL

The Student Portal is your secure online record of your enrolment, personal information and overall progress. You will receive access to the Student Portal at enrolment, using the **same username and password** as your Online Learning Platform (RuralBiz Online) login.

Inside the Student Portal, you can:

- **View and Update Your Personal Details:** Check that your address, phone number and email are correct. You can update your information at any time.
- **Track Your Course Progress:** You can view:
 - Your Training Plan
 - Unit start and end dates
 - Completed units
 - Extensions or deferrals that have been approved
 - Overall course status
- **Access Your Documents:** Such as invoices and payments
- **See a log of emails and SMS messages:** Such as ones that are sent to you from the office and your Guardian Angel.

Just remember:

- Our **Online Learning Platform** is where you *study*,
- Our **Student Portal** is where you *manage your enrolment*.

4. KEY POLICIES AND PROCEDURES

4.1 ADMISSION

RuralBiz Training is committed to fair, equitable and transparent admission processes.

All applicants are assessed against published entry requirements, relevant training package conditions, and access and equity principles.

To be admitted into a RuralBiz Training qualification, you must:

- Meet RuralBiz Training's published entry requirements for your chosen qualification
- Meet prerequisite qualification or experience requirements
- Provide all required enrolment documentation including providing photo ID, evidence of your citizenship/residency status and your Unique Student Identifier (USI)
- Finalise payment arrangements or meet funding eligibility
- Meet any requirements set by the relevant funding body (if applicable)
- Agree to follow RuralBiz Training's policies, procedures and Code of Conduct

GENERAL COURSE ENTRY REQUIREMENTS

- **Certificate IV** – Year 10 (or equivalent), **and** a minimum 1 year relevant agricultural experience
- **Diploma** – Year 12 (or equivalent), **and** a minimum 3 years relevant agricultural experience
- **Advanced Diploma** – Year 12 (or equivalent), **and** completion of AHC51422 Diploma of Agribusiness Management or equivalent, **and** a minimum 3 years relevant agricultural experience

LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLND) SKILLS

To ensure you can successfully engage with your course, **all** applicants must complete the Australian Core Skills Profile for Adults (CSPA) assessment:

- **Certificate IV** – Exit level 2 in both literacy and numeracy, **or** provision of a certified copy of an Australian Year 10 certificate **or** have completed an agricultural-related Certificate III course.
- **Diploma / Advanced Diploma** – Exit level 3 in both literacy and numeracy, **or** provision of a certified copy of an Australian Year 12 certificate relevant to your state **or** have completed an agricultural-related Certificate IV course.

Please note: Eligibility for a VET Student Loan (Diploma/Advanced Diploma only) requires students to demonstrate **Exit Level 3** literacy and numeracy skills (as assessed through the CSPA).

WORKPLACE AND FARM ACCESS REQUIREMENTS

Our full and part qualifications require you to apply your learning to a commercial farm or horticulture business.

To successfully complete your assessments, you must have ongoing access to a suitable farm environment that allows you to:

- visit the farm regularly
- observe and participate in routine operations
- discuss enterprise decisions, production methods and management processes
- access production and operational records
- access past financial records (Advanced Diploma only)

A suitable **commercial farm** is one that:

- operates as a business for profit
- is run in a business-like manner
- has commercial-scale livestock, cropping, horticulture or mixed enterprises
- can reasonably provide the level of detail required in your assessment tasks

RuralBiz Training may verify your access by contacting the owner or manager of the farm business.

IF YOUR FARM ACCESS CHANGES

If at any stage you lose access to a suitable farm:

- you must notify us immediately
- you may be placed on deferral for up to 3 months while alternative access is arranged
- if you are unable to regain farm access, you may be withdrawn from your course
- a Statement of Attainment will be issued for any completed units
- you may apply to re-enrol once you again meet entry requirements

TECHNOLOGY REQUIREMENTS

To successfully complete your course, you must have:

- A computer with Windows 10 or later (Mac/Linux allowed, but RuralBiz Training cannot provide tech support for those systems)
- Microsoft Word and Excel (or compatible versions)
- Adobe Reader
- Reliable internet access (satellite broadband or similar recommended)
- Use of Chrome or Firefox
- Basic computer skills including email, file uploading and word processing

All assessments **must** be submitted in a Windows-compatible format.

ENROLMENT PROCEDURE

The enrolment process with RuralBiz Training is designed to ensure you have the right support, the right course, and the right training plan to succeed. The steps are:

- **Online Enrolment Form:** Complete the online enrolment form on our website. You will be asked to provide us with your USI, identity documents, prior education, funding eligibility information, RPL/credit transfer requests and consent declarations.
- **Pre-enrolment chat:** A short conversation (phone/online) to confirm entry requirements, discuss your farming access, clarify your goals and identify any support needs.
Booking link: <https://calendly.com/kellis-ruralbiz-training/pre-enrolment-course-discussion>
- **Language, Literacy, Numeracy and Digital Skills (LLND) assessment:** Complete your online Australian Core Skills Profile for Adults (CSPA) assessment.
- **Fee subsidies and scholarships:** We will assess your eligibility for government fee subsidies, concessions or scholarships.
- **Course fee and payment options:** You will receive clear information about your course fees and payment options.
- **Unit selection and training plan:** We will work with you to select your units and develop a personalised training plan tailored to your needs.
- **Online learning access and textbooks:** Your RuralBiz Online account will be created and any required textbooks for your first unit will be posted to you.

This process usually takes approximately 1-2 weeks.

4.2 FEES

RuralBiz Training is committed to providing clear, transparent information about all course fees and charges before you enrol.

Course fees vary depending on:

- the qualification you are enrolling in
- whether you are eligible for government subsidised training
- any state-based fee policies that apply to your enrolment

All current course fees are published on our website and generally include:

- enrolment and tuition
- training and assessment services
- learning materials and resources
- access to RuralBiz Online

There is usually no difference in fees between units completed by training and units completed via Recognition of Prior Learning (RPL) unless required by specific funding rules.

RuralBiz Training complies with all national and state regulations regarding fee disclosure, fairness and student consumer rights. If you have not received full fee information for your chosen course, please contact our office.

FEE CONCESSION AND EXEMPTIONS

Some government-subsidised training programs include:

- concession fees
- partial exemptions
- full fee exemptions

Please refer to the funding information on our website and discuss your eligibility with staff during your pre-enrolment interview.

4.3 PAYMENT AND REFUND OF FEES AND CHARGES

RuralBiz Training provides fair and transparent payment processes and refund conditions for all students. Details of your fees, payment schedule and any government subsidy arrangements will be provided to you before enrolment.

KEY INFORMATION

- Individual students can pay **up to \$1,500** of their course fee up-front in line with national RTO regulations.
- Employers or organisations can pay **up to \$1,500** up-front and the balance of fees become progressional payments across the employee's or member's course duration.
- Fees may be paid by credit card (VISA or Mastercard) or direct deposit
- You will receive an invoice with your confirmation of enrolment and payment is due by the date shown on the invoice
- No awards can be issued until all outstanding fees have been paid
- All students have a 10-day statutory cooling-off period. Information about cooling-off rights is available from NSW Fair Trading and on our website

If you experience difficulty paying your fees, please contact us promptly so we can discuss alternative arrangements.

PAYMENT OPTIONS

➤ VET Student Loans (Diploma and Advanced Diploma Only)

VET Student Loans (VSL) are Australian Government loans that help eligible students cover all or part of their tuition fees for approved higher-level VET courses. VSL cannot be used for additional costs such as textbooks or accommodation.

This Commonwealth Government program allows students to access loans for courses that:

- Are nationally recognised
- Address skills shortages
- Meet industry priority needs
- Have a strong employment outcome

The program also features loan caps for course loans. This means if the course fees are above the loan cap, the student will need to pay the difference. No RuralBiz Training course fee exceeds the current loan cap.

If you choose to use a VET Student Loan:

- You incur a loan liability to the Commonwealth Government on the census date for each unit of study
- Census dates are published on our website
- You must regularly demonstrate course engagement every 4 months on the Department's eCAF/VSL portal
- You must provide evidence of citizenship and identity
- You must meet the Exit Level 3 LLN requirement as required under VSL legislation

More information is available in the VET Student Loans Information Booklet:

<https://www.dewr.gov.au/vet-student-loans/resources/vet-student-loans-information-booklet>

➤ **Payment Plans**

RuralBiz Training offers flexible payment plans for students who wish to pay in instalments. Payment plans are administered by Debitsuccess (1800 148 848).

Debitsuccess charges:

- A once-off establishment fee of and
- A small administration fee (varies depending on payment method)

Students retain full control over their payment schedule through Debitsuccess.

REFUNDS

➤ **Students accessing a VET Student Loan**

- **Before Census Date:** Students who withdraw **before** the census date for a unit:
 - Receive a full refund of any upfront fees paid for that unit, and
 - Incur no VSL debt for that unit
- **After Census Date:** Students who withdraw **after** the census date, no refund applies and a loan debt is incurred, unless:
 - You can demonstrate special circumstances, and
 - The CEO approves a refund or debt remission

Special circumstances are assessed in accordance with VSL legislation and RuralBiz Training policy.

➤ **Fee Paying Students**

If you have paid in advance for future units in which you have not yet commenced, you will receive a **proportionate refund**, minus the cost of any learning materials that cannot be returned unused.

➤ Provider Cancellation

If RuralBiz Training cancels or ceases to provide a course:

- You will receive a full refund for any units not yet delivered, calculated based on the number of units completed at the time of cessation
- You will receive a Statement of Attainment for the units you have completed
- We will assist you in transferring to another provider to complete the remainder of your qualification

REPLACEMENT OF CERTIFICATES, STATEMENTS OF ATTAINMENT, CHEMICAL CARDS OR STUDENT CARDS

RuralBiz Training provides students with their original certificates, statements of attainment and student cards as part of their enrolment. These are included in the course fee.

Students are responsible for the safekeeping of these items once they have been issued or supplied.

If a student requires a replacement hard-copy certificate, Statement of Attainment, Chemical Card or Student Card or any other credential document, a **replacement fee of \$30** will be charged to cover the administration, processing and/or purchasing costs associated with providing an additional copy or replacement item.

The applicable fee must be paid before the replacement item is issued or dispatched.

RuralBiz Training may waive or vary a replacement fee in exceptional circumstances. Requests for a fee waiver or variation will be considered on an individual basis.

A replacement fee will not normally apply where the need for replacement has resulted from an error by RuralBiz Training or where the student did not receive the original item.

Electronic (PDF) re-issues are provided **free of charge**, unless a physical copy is requested.

REPLACEMENT OF TEXTS AND TRAINING MATERIALS

Students who need replacement copies of textbooks, workbooks or other issued training materials will be charged the current replacement cost of each item. This will vary depending on the item. Applicable postage and handling costs will also be charged.

Where a student withdraws from a course, the cost of purchased or used training materials cannot be refunded.

4.4 COURSE CANCELLATIONS, WITHDRAWAL OR DEFERMENT

DEFERRING YOUR STUDIES

You may request a deferral of your course enrolment if temporary circumstances prevent you from continuing your studies. A deferral places your whole course enrolment “on hold” for a set period.

- You may defer for up to **6 months at a time**, with a **maximum total deferral period of 12 months per enrolment**
- All deferral requests must be made in advance and must be approved by RuralBiz Training

- If you are studying under a government-funded program, additional requirements may apply to maintain your eligibility
- We will help you set a new return date and explain any fee or funding implications

PROVIDER-INITIATED DEFERRAL

In limited circumstances, RuralBiz Training may need to initiate a deferral on your behalf. This may occur when circumstances beyond your control, or beyond our control, make it unsafe, unreasonable or impractical for you to continue temporarily.

Examples include:

- Serious illness or emergency
- Natural disasters or biosecurity events affecting access to training or assessment
- Significant operational disruptions or trainer unavailability
- Changes to training product or regulatory conditions
- Safety or wellbeing concerns

You will be notified in writing, provided with new timelines, and will **not be financially disadvantaged** by a provider-initiated deferral.

WITHDRAWING YOUR ENROLMENT

If you decide to withdraw from your course:

- You must advise RuralBiz Training in writing (e.g., email)
- Specific requirements may apply for government-subsidised students, based on funding contract rules
- You may be entitled to a refund depending on your fee type and timing of withdrawal

If you withdraw before completing your qualification, RuralBiz Training will issue a Statement of Attainment for any units you have successfully completed, once all outstanding fees have been paid.

PROVIDER-INITIATED WITHDRAWAL OF YOUR ENROLMENT

RuralBiz Training may initiate the withdrawal of your enrolment in limited circumstances where training can no longer continue safely, reasonably, or in accordance with policy or funding rules.

Your enrolment may be cancelled if:

- there is serious misconduct or a breach of the Code of Conduct
- academic integrity requirements are not met (e.g., plagiarism, cheating)
- you fail to meet course participation requirements
- required fees remain unpaid
- safety or wellbeing risks are identified
- funding contract or regulatory requirements require cancellation
- there is **repeated non-engagement** despite attempts to re-establish contact

NON-ENGAGEMENT WITHDRAWAL

If a student repeatedly fails to engage with their course - including not participating in learning activities, not submitting assessments within the required timeframes and not responding to their Guardian Angel, RuralBiz Training may initiate the withdrawal process.

Before any withdrawal occurs:

- multiple attempts will be made to contact you
- you will be given reasonable opportunity to re-engage
- you will be notified in writing of our intention to cancel your enrolment
- you will have at least **28 days** to respond or to lodge a complaint or appeal

If your enrolment is cancelled due to non-engagement, you will receive a Statement of Attainment for any completed units once all fees have been paid.

RuralBiz Training is committed to ensuring all decisions are made fairly, transparently and in line with our policies.

4.5 PRIVACY

RuralBiz Training is committed to protecting your privacy and handling your personal information responsibly. We comply with the *Privacy Act 1988*, the *Australian Privacy Principles*, the *Student Identifiers Act 2014* and all relevant state and federal legislation.

Your personal information is collected only for purposes related to your training, employment pathways, regulatory reporting, or government funding requirements.

We take all reasonable steps to ensure your information is:

- collected lawfully and fairly
- stored securely
- used only for legitimate training and regulatory purposes
- accessed only by authorised staff
- protected against loss, misuse, unauthorised access or disclosure

INFORMATION WE COLLECT

The information we hold about you may include:

- details from your enrolment form
- identification documents (including photo ID)
- contact information and personal details
- training and employment background
- records of credit transfer or Recognition of Prior Learning (RPL)
- copies of qualifications or certificates you have provided
- assessment records and training progress
- financial and payment information
- notes relating to support, wellbeing or reasonable adjustments
- complaints or appeals (if applicable) and outcomes

- any documents required for government-funded programs or VET Student Loans

Your photo ID is retained to verify your identity, enrolment eligibility, funding eligibility and VET Student Loan requirements (if relevant).

HOW YOUR INFORMATION IS USED

We may use your information to:

- Process your enrolment
- Verify your USI
- Deliver your training and assessment
- Support your learning needs
- Issue qualifications and statements of attainment
- Report to state and federal government bodies (as required by law)
- Determine eligibility for subsidies, concessions or loans
- Manage fees, invoices and payments
- Meet audit, compliance and regulatory obligations

ACCESSING AND UPDATING YOUR PERSONAL INFORMATION

You may request access to your personal information at any time by submitting a written request to RuralBiz Training.

Before providing access, we will verify your identity. Once verified, access will be granted within **30 days** unless a lawful exemption applies.

You may also request that we correct any information that is inaccurate, outdated or incomplete.

You can also update your personal details yourself directly through the **Student Portal**.

STORAGE AND SECURITY OF RECORDS

RuralBiz Training stores your information securely within systems that meet industry and regulatory standards.

Data is protected through:

- secure storage
- access controls
- staff confidentiality obligations
- information security protocols
- regular reviews of our data governance process

Records are kept for the period required by legislation, funding contracts or regulatory authorities.

MORE INFORMATION

Full details of our privacy practices are available in our Privacy Policy:

<https://www.ruralbiztraining.edu.au/privacy-policy>

If you have concerns about your privacy or wish to lodge a complaint, please contact our office

5. LEARNING AND ASSESSMENT

RuralBiz Training is committed to delivering high-quality, engaging and flexible learning that supports you to develop the skills and knowledge required in today's agricultural and agribusiness environments.

Our approach to learning and assessment emphasises:

- real-world application
- industry relevance
- flexible delivery
- fairness and transparency
- student support and wellbeing
- compliance with national VET standards

5.1 RIGHTS AND RESPONSIBILITIES

RuralBiz Training is committed to providing a safe, fair and supportive learning environment.

As a student, you have certain rights throughout your training, and you also have responsibilities to help ensure a positive learning experience for yourself and others.

YOUR RIGHTS

You have the right to:

- Receive high-quality training and assessment that meets the regulations and requirements set out by the Australian Skills Quality Authority (ASQA).
- Be treated fairly, respectfully and without discrimination.
- Learn in a safe and inclusive environment that supports your wellbeing.
- Access learning support, LLND assistance, disability support and reasonable adjustment where needed.
- Receive clear information about your course, fees, policies, and any changes that may affect your studies.
- Have your AQF certificate or Statement of Attainment issued within 30 days of completing your course and paying all fees.
- Know how your personal information is collected, stored and used, and request access to update it at any time.
- Access a fair and confidential complaints and appeals process if you disagree with a decision or are dissatisfied with a service.
- Be informed of any additional rights that apply if you are studying under a government-subsidised program.

YOUR RESPONSIBILITIES

As a RuralBiz Training student, you are expected to:

- Provide accurate information during enrolment and keep your personal details up to date.

- Engage actively with your course, participate in learning activities and attend all required AgForums.
- Stay in regular communication with your trainer and Guardian Angel (at least once every fortnight).
- Meet assessment deadlines or request an extension before your due date.
- Submit your own original work and uphold academic integrity, including appropriate use of AI tools.
- Maintain reliable access to a suitable farm (where required for your qualification) and notify us immediately if your access changes.
- Treat all students, staff and trainers with courtesy and respect.
- Follow all RuralBiz policies, procedures and safety requirements.

MISCONDUCT

Serious breaches such as plagiarism, harassment, unsafe behaviour, or misuse of AI, may result in suspension or cancellation of your enrolment.

If this occurs, you will always retain the right to have the matter reviewed through our complaints and appeals process.

5.2 TRAINING PLANS

Your Training Plan is one of the most important tools for managing your progress throughout your qualification. It sets out the units you will complete, the order in which you will complete them, and the timeframes for each stage of your course.

WHAT YOUR TRAINING PLAN INCLUDES

Your Training Plan outlines:

- the units in your qualification
- the sequence in which units will be undertaken
- the start and end dates for each unit
- any AgForum or practical requirements
- assessment expectations
- arrangements for RPL or Credit Transfer (if applicable)
- your overall course duration and expected completion timeframe

This plan is personalised to your needs and learning goals and is developed with you during the enrolment process.

AGREEING TO YOUR TRAINING PLAN

Before your enrolment is finalised, we will discuss your Training Plan with you to ensure:

- it suits your work and farming commitments
- it reflects your prior experience and learning needs
- it meets all qualification and funding requirements

You will then be emailed your training plan to approve and sign. Once agreed, it becomes the formal guide for your course.

UPDATING YOUR TRAINING PLAN

Your Training Plan can be adjusted if your circumstances change. This may include:

- needing more or less time
- changing your work or farm situation
- updating unit options due to Training Package changes or change of mind
- approved deferrals or extensions
- applying for RPL or additional Credit Transfer

Any changes must meet course requirements and be approved by RuralBiz Training.

WHERE TO FIND YOUR TRAINING PLAN

You can view your current Training Plan at any time in the Student Portal.

It will show:

- your current units
- upcoming unit dates
- completed units
- adjusted timeframes (e.g., approved extensions or deferrals)

Keeping an eye on your plan helps you stay on track throughout your course

5.3 DELIVERY AND COURSE RESOURCES

RuralBiz Training delivers flexible, practical and engaging learning designed to support students working in agriculture, agribusiness and related sectors. Most of your study is completed online, supported by real-world application on your farm or workplace (where required).

ONLINE LEARNING PLATFORM (RURALBIZ ONLINE)

This is where you will access:

- learning materials
- assessment instructions
- templates and resources
- trainer messages and announcements
- AgForum information and booking links

Online learning is self-paced, allowing you to balance study with work, family and farming commitments.

AGFORUMS

Each unit includes attendance at one AgForums which are a live, interactive online session where students discuss practical agricultural issues, ask questions and connect with trainers and peers. This is where your oral communication skills and engagement with agricultural issues are assessed.

PRACTICAL APPLICATION

For qualifications requiring access to a commercial or active farm, you will apply your learning to real production, management and decision-making scenarios.

LEARNING RESOURCES

Your course may include:

- online readings and videos
- unit workbooks
- templates and checklists
- case studies
- interactive activities
- workplace-based tasks
- optional recommended readings

Some units require physical textbooks, which will be posted to you before the unit begins (if applicable).

ACCESSING YOUR LEARNING MATERIALS

You will access most resources through:

- RuralBiz Online (Learning Management System)
- Student Portal (training plan, unit dates, documents)
- Email communication from trainers or administration (where relevant)

You are encouraged to log in regularly to keep up to date with messages, feedback and announcements.

RESOURCE UPDATES

To maintain quality and currency, RuralBiz Training may update learning resources from time to time as:

- industry standards change
- technology evolves
- Training Packages are updated

If updates occur during your course, we will ensure the transition is smooth and that you are informed of any changes that affect your learning or assessments.

5.4 TRAINER AND ASSESSOR SUPPORT

Your trainers and assessors are experienced industry professionals who are committed to helping you succeed. They bring current agricultural knowledge, practical insight and real-world expertise to your learning. Their role is to guide you through each unit, support your understanding, and assess your competence fairly and consistently.

WHAT YOU CAN EXPECT FROM YOUR TRAINER

Your trainer will:

- Welcome you to each unit and acknowledge your commencement message

- Respond to support queries within 36 hours
- Provide assessment feedback within 7 to 10 days of submission
- Offer clarification, guidance and practical examples to help you understand the unit content
- Communicate clearly about assessment requirements and expectations
- Maintain up-to-date industry skills and knowledge relevant to the unit
- Uphold fairness, transparency and consistency in assessment decisions
- Escalate support needs to our Student Support Team where necessary

Your trainer is your subject specialist and is here to help you build confidence and competence in each unit.

HOW TO CONTACT YOUR TRAINER

The easiest way to contact your trainer is through the messaging function in RuralBiz Online, located on the unit page near their profile photo.

You can message them any time with questions about:

- the learning content
- assessment instructions
- unit expectations
- feedback you have received
- clarification about industry examples or processes

For general support, deferrals or extensions, please visit the student support page in RuralBiz Online.

RESPECTFUL COMMUNICATION

RuralBiz Training promotes a respectful and professional learning environment.

We ask that all communication with trainers follows our Code of Conduct by being:

- courteous
- constructive
- clear and specific
- free from offensive or inappropriate language

Trainers will always respond with the same level of professionalism and respect.

INDUSTRY CURRENCY OF TRAINERS

To ensure high-quality training, all trainers and assessors:

- maintain ongoing professional development
- participate in industry engagement activities
- hold the required vocational competencies and training/assessment qualifications
- meet RuralBiz Training's internal currency and capability requirements

This means you are always learning from trainers who understand current agricultural practices, challenges and emerging trends.

5.5 ASSESSMENT REQUIREMENTS

Assessment is an essential part of your training and is designed to ensure you can demonstrate the skills and knowledge required for each unit of competency. RuralBiz Training uses a range of assessment methods that reflect real industry practice and support your practical understanding.

WHAT ASSESSMENTS INVOLVE

Depending on your qualification and unit, your assessment tasks may include:

- written questions
- case studies or scenarios
- practical or workplace-based tasks
- project work
- third-party reports (if applicable)
- AgForum participation (booking early is strongly recommended as places are limited)
- knowledge quizzes

Every unit includes clear assessment instructions outlining:

- what you need to do
- how to submit your work
- the criteria used to assess competence
- any required workplace evidence
- how many attempts you may make

Your trainer is available to answer questions and help you understand assessment expectations before you begin.

ASSESSMENT ATTEMPTS

For each assessment task, you are allowed up to **three attempts**:

1. Original submission,
2. First resubmission, after receiving trainer feedback
3. Second resubmission, if further improvement is required

If, after three attempts, the task does not meet competency requirements, you may receive a **Not Competent** result for the unit. In this case, you will need to **re-enrol** in the unit if you wish to continue, and standard unit fees will apply.

ASSESSMENT QUIZZES

Some units include online quizzes designed to confirm your understanding of key knowledge areas.

- You must achieve the minimum score listed in the quiz instructions.
- You may attempt each quiz up to **five times**, with at least **30 minutes between attempts** to allow time for further study.
- If you do not meet the required standard after five attempts, please contact our office to request a quiz reset.
 - Resets are applied **no sooner than five business days** after your last attempt.
 - You will receive **three additional attempts**.

- If the required standard is still not met, the quiz may be deemed unsatisfactory and may result in a **Not Competent** outcome for that unit.

COMPETENCY OUTCOMES

At the completion of your assessment, your trainer will record one of the following outcomes:

- **Competent (C)** – all requirements met
- **Not Yet Competent (NYC)** – requirements not yet met, resubmission allowed if attempts remain
- **Not Competent (NC)** – maximum attempts reached or requirements not achieved within the enrolment timeframe

Your trainer will always provide feedback to help you understand your result and improve your work.

FAIRNESS IN ASSESSMENT

All assessment at RuralBiz Training follows the four principles of assessment:

1. **Validity** – tasks reflect the requirements of the unit.
2. **Reliability** – different assessors would make the same judgement.
3. **Fairness** – no student is disadvantaged; reasonable adjustments may be applied.
4. **Flexibility** – assessments take into account your context, needs and experience.

Reasonable adjustment is available for students with LLND needs, disability or other circumstances, while ensuring the integrity of the unit is maintained.

5.6 PROGRESS MONITORING

Your progress throughout your course is important, and RuralBiz Training has systems in place to help you stay on track, manage your workload and complete your qualification within the expected timeframe.

YOUR GUARDIAN ANGEL

Your Guardian Angel is your primary point of support throughout the course.

They will:

- check in with you regularly (at least once a fortnight)
- monitor your unit deadlines and activity
- assist with extensions or deferrals
- communicate with your trainer if support needs arise
- help you plan your study around work, family or farm commitments

Your Guardian Angel is there to help you succeed, not to pressure you. Staying in regular contact ensures we can support you early if challenges arise.

YOUR RESPONSIBILITIES IN MONITORING PROGRESS

To help you stay on track, you are expected to:

- respond to your Guardian Angel's contact at least once every fortnight
- check your Training Plan and unit dates in the Student Portal regularly
- lodge your extension or deferral request via the Student Support page at the earliest opportunity
- maintain steady progress on your assessments
- attend your booked AgForums
- communicate early if personal, work or farm circumstances change

Open communication helps avoid unnecessary delays and ensures we can offer timely support.

UNIT TIMEFRAMES

Most units have an **8-week** standard enrolment period.

- You may have up to **two units open at a time** (unless otherwise approved).
- Minimum engagement in a unit is **4 weeks**, reflecting the time needed for genuine study and application.
- Extensions or deferrals may adjust your timeframes.
- If non-engagement continues over an extended period, your enrolment may be reviewed under RuralBiz Training's withdrawal process. You will always be contacted and given the opportunity to re-engage before any action is taken.

If you reach the end of your unit timeframe (including approved extensions) and have not submitted assessment tasks, you may receive a **Not Competent** result and the unit will close.

WE ARE HERE TO HELP

Progress challenges are common - busy work seasons, family demands, farm issues, illness or other disruptions. The most important thing you can do is **communicate early**.

Nearly every barrier can be managed with planning, adjustments or support.

You're never expected to handle challenges alone!

5.7 EXTENSIONS

RuralBiz Training understands that unexpected circumstances can affect your ability to complete assessments on time. Extensions are available to help you stay on track while maintaining the integrity and timeframes of your qualification.

REQUESTING AN EXTENSION

If you need more time to complete your assessment tasks, you can request an extension through the **Student Support** page in RuralBiz Online.

To ensure we can support you effectively, please submit your request:

- **as early as possible**, at least 10 days before your unit end date
- with a brief explanation of your circumstances and the requested number of days or weeks for the extension
- noting any supporting information if requested by staff

Our student support team will review your request and confirm the outcome.

EXTENSION TIMEFRAMES

Most units have a standard **8-week enrolment period**.

Extensions of up to **8 additional weeks (totalling 16 weeks)** may be granted, unless:

- funding contract requirements prevent the extension
- training package rules restrict timeframes
- you have already received the maximum allowable time
- there are repeated requests without reasonable progress

If an extension cannot be approved, you will be advised promptly and supported to explore other options if needed.

USING EXTENSIONS WISELY

Extensions are intended to support genuine difficulties such as:

- workload peaks
- seasonal demands on the farm
- illness or personal circumstances
- unexpected family or work commitments

They are **not** intended to replace regular study or long-term non-engagement.

5.8 RECOGNITION OF PRIOR LEARNING & CREDIT TRANSFER

RuralBiz Training recognises that students often come with valuable industry experience, prior study or workplace skills. You may be able to reduce the number of units you need to complete through Recognition of Prior Learning (RPL) or Credit Transfer (CT).

Both processes ensure your previous learning is formally acknowledged, while maintaining the integrity and requirements of the qualification.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognised prior learning is an assessment-only pathway that allows you to demonstrate your existing skills and knowledge gained through:

- work experience
- informal or non-accredited training
- volunteer work
- life experience in the agricultural sector

If successful, RPL can give you credit for one or more units in your qualification.

Key points about RPL:

- RPL may reduce the number of units you need to complete.
- The range of units available for RPL is often broader than those available for training.

- RPL follows the same unit requirements as standard assessment however you must provide evidence that you meet all elements and performance criteria.
- Fees for RPL are the same as standard unit enrolments, unless a funding program specifies otherwise.
- An RPL assessor will be available to guide you through the evidence-gathering process.

If you're interested in RPL, please contact our office or access the **RPL Handbook** through RuralBiz Online.

CREDIT TRANSFER (CT)

Credit Transfer applies when you have previously completed the same or an equivalent unit at another Registered Training Organisation.

To receive a CT, you must provide either:

- grant RuralBiz Training access to your USI Transcript or,
- provide a certified copy of your Statement of Attainment, Transcript, or Qualification.

Credit Transfer is **not an assessment process**. If you have completed the unit previously, it will be recognised automatically.

Important Notes:

- You must complete a minimum of **two units** (by training or RPL) with RuralBiz Training per enrolment. You cannot complete an entire qualification by credit transfer.
- Credit Transfer does not attract additional fees.
- Units granted by CT will appear on your Training Plan and final qualification.

5.9 ACADEMIC INTEGRITY (INCLUDING AI USE & REFERENCING)

RuralBiz Training is committed to maintaining high standards of academic integrity. All assessments must reflect your own skills, knowledge and understanding. This ensures your qualification is valid, industry-ready and genuinely represents your capabilities.

Academic integrity means being honest about your learning and the work you submit.

YOUR RESPONSIBILITIES

When completing assessments, you must:

- submit your **own original work**
- acknowledge any sources you refer to
- follow assessment instructions carefully
- use workplace evidence truthfully and accurately
- ask your trainer if you are unsure about what is allowed

Any form of plagiarism, cheating, falsification of evidence or submission of work not completed by you is considered a breach of academic integrity.

APPROPRIATE USE OF AI (ARTIFICIAL INTELLIGENCE)

Tools such as ChatGPT, Copilot or other AI platforms can be helpful for learning, but they must be used appropriately.

Allowed (Learning Support Only)

You may use AI to:

- understand concepts and definitions
- brainstorm ideas
- explore background information
- clarify technical terms
- check grammar or readability
- analyse general trends (you must interpret them yourself)

These uses help you learn — but **your assessment answers must always be written in your own words.**

Not Allowed (Academic Misconduct)

AI must *not* be used to:

- generate or write your assessment responses
- rewrite or paraphrase your entire answer
- produce case studies, examples, or workplace evidence
- create fabricated logs, reports or supervisor comments
- replace the practical or analytical skills required by your unit
- complete templates or assessment documents for you

If any part of your submission is generated substantially by AI, it will be treated as plagiarism or cheating.

DECLARING AI USE (WHEN PERMITTED)

If a specific assessment allows limited AI use, you must declare:

- which tool you used, and
- how you used it

This can be recorded in your assessment workbook or as an appendix.

If the assessment instructions do **not** mention AI, then AI use is **not permitted**.

HOW ACADEMIC MISCONDUCT IS IDENTIFIED

Trainers may investigate suspected misconduct when:

- writing style differs significantly from your usual work
- the answer is generic, overly polished or lacks personal/farm context
- technical details appear without explanation or relevance
- the submission does not align with your level of demonstrated understanding

- AI language patterns are detected

You may be asked to verbally explain or clarify parts of your submission.

REFERENCING AND USING SOURCES

When you use information from other sources, you must:

- acknowledge the source (even if paraphrased)
- avoid copying large sections of text
- include citations where practical (simple referencing is fine)

This shows integrity and demonstrates genuine understanding of your topic.

CONSEQUENCES IF ACADEMIC MISCONDUCT

If academic misconduct is confirmed, outcomes may include:

- resubmission requirements
- a “Not Competent” result for the assessment or unit
- cancellation of enrolment

You will always have access to the complaints and appeals process.

5.10 COPYRIGHT

RuralBiz Training provides learning materials for your personal study as part of your enrolment. These resources are protected under the Australian Copyright Act 1968 and may only be used within the limits of our statutory Education Licence, which allows us to share certain copyrighted content with students for study purposes.

WHAT YOU MAY DO

You may:

- copy small portions of materials **for your own study**, such as one chapter or 10% of a book, or one journal article
- download and save RuralBiz Online resources for personal use during your enrolment

WHAT YOU MAY NOT DO

You must not:

- share RuralBiz Training materials with others
- upload materials to websites, social media or file-sharing platforms
- reproduce substantial portions of copyrighted materials without permission
- use RuralBiz content for teaching, commercial or business purposes

These actions breach copyright law.

5.11 COMPLAINTS AND APPEALS

RuralBiz Training is committed to handling all complaints and appeals fairly, respectfully and promptly. If you have concerns about your training, assessment, fees, support or any decision made by RuralBiz Training, you have the right to raise the issue and have it reviewed.

Our process follows the principles of natural justice, meaning you will be heard, treated fairly and informed of the outcome.

COMPLAINTS

A complaint is when you are unhappy with a service, interaction, process, or experience.

You can make a complaint about:

- training or assessment services
- communication or support
- staff or student behaviour
- delays or administrative issues
- fees, resources or facilities
- any aspect of your enrolment experience

We will:

- acknowledge your complaint
- treat it confidentially
- investigate it fairly
- keep you informed
- resolve it within **60 calendar days**, or advise you in writing if more time is required

APPEALS

An *appeal* is a request to review a decision, such as:

- an assessment outcome
- a refusal of an extension or deferral
- a withdrawal or cancellation decision
- any decision you believe was unfair or incorrect

All appeals are reviewed independently to ensure fairness and transparency.

If your concern is about an assessment result, your work will be reviewed by another qualified assessor.

HOW TO LODGE A COMPLAINT OR APPEAL

You can submit a complaint or appeal by:

- contacting us in writing
- requesting assistance from Student Support

You may have a support person (friend, family member, advocate) assist you throughout the process.

IF YOU ARE NOT SATISFIED WITH THE OUTCOME

If you are not satisfied with the outcome of your complaint or appeal, you may seek further assistance through external bodies such as:

- ASQA (for training quality concerns)

- Ombudsman services (for VET Student Loan appeals)
- relevant state authorities (for funded students)

We will provide information on the appropriate external body if needed.

Full details of our general complaints and appeals process are available on our website:

www.ruralbiztraining.edu.au/general-complaints-and-appeals

5.12 SUPPORT SERVICES

RuralBiz Training is committed to helping every student succeed. We understand that learners have different needs and may require additional support at various points throughout their studies. A wide range of academic, personal, LLND and wellbeing supports are available to assist you.

Many of these services are provided directly by RuralBiz Training, while others are offered through external organisations.

LANGUAGE, LITERACY, NUMERACY AND DIGITAL (LLND) SUPPORT

All students complete an LLND assessment at enrolment to help identify any areas where additional support may assist your learning.

Support may include:

- assistance with reading or interpreting assessment requirements
- guidance with writing tasks
- help with numeracy skills
- digital and online learning support
- referrals to specialist LLND providers if needed

Support can be accessed at any stage of your enrolment. Simply speak to your Guardian Ange, trainer or contact our office.

GUARDIAN ANGEL SUPPORT

Every student is assigned a Guardian Angel who checks in regularly, answers questions and helps you stay on track.

Your Guardian Angel can help with:

- navigating RuralBiz Online or the Student Portal
- time management planning
- organising extensions or deferrals
- linking you to other support services
- staying motivated and focused

You are encouraged to stay in regular contact with your Guardian Angel to ensure you have the support you need.

DISABILITY SUPPORT AND REASONABLE ADJUSTMENT

If you have a disability, health condition or any circumstances that affect your ability to participate in learning or assessment, RuralBiz Training will work with you to provide reasonable adjustments, such as:

- extra time
- alternative formats
- assistive technology
- modified assessment delivery (where appropriate)

Adjustments must not compromise the integrity of the unit requirements, but we will always do our best to make learning accessible.

Please tell us as early as possible if you need support - however, you may request assistance at any time.

SUPPORT FOR ABORIGINAL AND TORRES STRAIT ISLANDER STUDENTS

Scholarships, mentoring programs and additional services may be available through state and national agencies.

Helpful resources include:

- Indigenous Scholarships Portal - www.indigenousscholarships.com.au
- NSW Aboriginal Communities Program - <https://www.nsw.gov.au/living-in-nsw/information-for-aboriginal-people>

RuralBiz Training can also help you explore available supports.

SUPPORT FOR LONG-TERM UNEMPLOYED LEARNERS

You may be eligible for government programs designed to assist with:

- training
- employment preparation
- financial support

For more information: Department of Employment and Workplace Relations — www.dewr.gov.au/employment

EXTERNAL WELLBEING AND COMMUNITY SUPPORT

A range of external services are available if you require additional help, including:

Reading Writing Hotline - 1300 655 506 | readingwritinghotline.edu.au

Centrelink - 131 021

Ability Options - 02 8811 1777 | abilityoptions.org.au

Physical Disability Council of NSW - 02 9552 1606 | pdcnsw.org.au

Beyond Blue (Mental Health Support) - 1300 224 636 | beyondblue.org.au

Salvation Army Counselling - 1300 363 622

Homeless Persons Information Line - 1800 234 566

NSW Domestic Violence Crisis Line - 1800 656 463

If you would like assistance connecting with any service, we are here to help.

5.13 HEALTH, SAFETY AND WELLBEING

RuralBiz Training is committed to providing a learning environment that is safe, supportive and respectful, whether you are studying online, participating in AgForums or attending in-person training activities.

Your health and wellbeing are important to us. While most of your study occurs at home or on your farm, we ask that you take reasonable steps to create a safe and comfortable study environment.

YOUR RESPONSIBILITIES FOR A SAFE STUDY ENVIRONMENT

To support safe and effective learning, please ensure that your study space:

- is free from hazards (e.g., tripping risks, poor lighting)
- has appropriate ergonomic setup where possible (e.g., supportive chair, screen height)
- allows you to work without unsafe distractions
- enables you to participate safely online

If you need guidance, SafeWork NSW provides excellent tips for setting up a safe home office and computer workstation.

If you attend any in-person training or assessment activities, please follow all instructions provided by your trainer or assessor to ensure your safety and the safety of others.

IF YOU HAVE ANY CONCERNS

If you experience anything that makes you feel unsafe, uncomfortable or at risk online or in person, please contact your:

- Guardian Angel, or
- the RuralBiz Training office

We will respond promptly and confidentially and help you access further support if needed.

5.14 RESPECTFUL BEHAVIOUR AND ANTI-DISCRIMINATION

RuralBiz Training is committed to maintaining a learning environment where all students, trainers and staff are treated with dignity and respect. Bullying, harassment, discrimination and threatening behaviour, online or offline, will not be tolerated under any circumstances.

This includes behaviour related to:

- age
- gender or gender identity
- disability
- race, culture or ethnicity
- religion
- sexual orientation
- personal beliefs
- any other personal characteristic protected under law

All students must follow RuralBiz Training's Code of Conduct and maintain respectful communication in emails, AgForums, online messages and all interactions.

IF YOU EXPERIENCE DISCRIMINATION, BULLYING OR HARASSMENT

We encourage you to raise concerns early. You may:

- speak with your Guardian Angel
- contact the RuralBiz Training office
- lodge a confidential complaint or appeal

You will be listened to, supported and treated fairly throughout the process.

EXTERNAL SUPPORT AGENCIES

If you feel uncomfortable raising the issue internally, or wish to seek additional support, you may contact any of the following state or national agencies:

Anti-Discrimination NSW – antidiscrimination.nsw.gov.au

Australian Human Rights Commission – humanrights.gov.au

Queensland Human Rights Commission – qhrc.qld.gov.au

Equal Opportunity Tasmania – equalopportunity.tas.gov.au

NT Anti-Discrimination Commission – ntadc.nt.gov.au

These organisations provide confidential advice and support.

OUR COMMITMENT

RuralBiz Training ensures all complaints of bullying, harassment or discrimination are:

- taken seriously
- handled confidentially
- investigated fairly
- resolved promptly
- aligned with our Complaints and Appeals Policy

We are committed to fostering an inclusive, welcoming and safe learning community for all students.

6. ADMINISTRATIVE MATTERS

6.1 ISSUING YOUR CERTIFICATE OR STATEMENT OF ATTAINMENT

When you successfully complete your qualification or individual units of competency, RuralBiz Training will issue your AQF certificate or Statement of Attainment within 30 calendar days, provided all course, unit or material fees have been paid.

Your certificate confirms the skills and knowledge you have achieved and is issued in line with the Australian Qualifications Framework (AQF) and ASQA's national regulatory requirements.

- A qualification certificate is issued when you complete an entire course.

- A Statement of Attainment is issued when you complete one or more units but not the full

If you ever need a replacement certificate or Statement of Attainment, we can reissue it on request. A replacement fee applies in line with our current Schedule of Fees and Charges.

If you or an employer needs to verify your qualification, you can request verification through the RuralBiz Training office. We may also verify qualifications for third parties with your written permission.

6.2 UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI). Your USI creates a secure online record of the qualifications and units you complete and is required for RuralBiz Training to issue your certificate or Statement of Attainment.

You can create or retrieve your USI at - www.usi.gov.au

If you prefer, you may authorise RuralBiz Training to create a USI on your behalf.

Your USI is protected under the Student Identifiers Act 2014 and the Australian Privacy Principles. RuralBiz Training will only use your USI information for training and reporting purposes and will store it securely. Please read the USI privacy notice here - [USI Privacy Notice](#)

If you believe you may be eligible for an exemption, please contact our office or visit - [USI Exemptions](#)

6.3 STUDENT CARD

For students who enrol in a full qualification, a student card will be issued. These cards confirm your enrolment and may be required when accessing training-related services.

If your card is lost or damaged, a replacement can be provided on request. A replacement fee applies in line with RuralBiz Training's current Schedule of Fees and Charges.

7. STATE SPECIFIC INFORMATION

If you are receiving government-subsidised training, your enrolment is subject to the rules of your state's funding program. This section outlines the key information you need to know as a subsidised student.

This information should be read together with RuralBiz Training's policies on enrolment, fees, progression, deferral, withdrawal, complaints and privacy.

7.1 NSW – SMART & SKILLED ENROLMENTS

Some RuralBiz Training qualifications are subsidised under the NSW Smart and Skilled program, funded by the NSW Government. If you live or work in NSW, you may be eligible for a subsidised place.

ELIGIBILITY AND FEES

Before you enrol, RuralBiz Training will:

- confirm your eligibility
- advise you of the exact student fee
- inform you of any concessions, exemptions or fee caps that may apply
- check whether any RPL or credit transfer will change your fee

You can also check your eligibility using the NSW Smart and Skilled tool -

<https://skills.education.nsw.gov.au>

Please note: Smart and Skilled rules may apply to deferrals or withdrawals, including reporting your enrolment as 'Discontinued' if you do not return within 12 months or withdraw.

PRIVACY AND CONSENT

As part of your enrolment, you must complete the official Consent to Use and Disclosure of Personal Information form required by the NSW Government. This allows your information to be used for eligibility checking, subsidy administration and reporting.

Your information is protected under:

- the Privacy and Personal Information Protection Act 1998 (NSW)
- the Smart and Skilled records and reporting requirements
- the National VET Data Policy (for training activity reporting to NCVER)

RuralBiz Training will store and use your information only as required for training and reporting.

CONSUMER PROTECTION

Smart and Skilled students are covered by the Smart and Skilled Consumer Protection Strategy, which ensures:

- clear information about fees and refunds
- access to RuralBiz Training's complaints and appeals process
- additional support from Training Services NSW if a matter cannot be resolved

More information: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

AGSKILLED 3.0 (WHERE APPLICABLE)

Some agricultural skill sets may be delivered under AgSkilled 3.0, which is administered through Smart and Skilled.

Eligibility includes:

- being Smart and Skilled eligible
- being a primary producer, farm worker, agricultural contractor or jobseeker entering the agriculture industry

Your eligibility and documentation requirements will be confirmed with you during enrolment.

7.2 QLD – CAREER BOOST PROGRAM

Some RuralBiz Training qualifications are subsidised under Queensland's **Career Boost Program**, funded by the Department of Trade, Employment and Training (DTET). If you live in Queensland and meet the eligibility requirements, you may be able to access a subsidised place in a Certificate IV or Diploma qualification.

To be eligible for Career Boost, you must:

- be 15 years or older and permanently reside in Queensland
- be an Australian citizen, permanent resident (including humanitarian entrant), eligible temporary resident on a pathway to permanent residency, or a New Zealand citizen
- not be a school student
- not already hold a Certificate IV or higher qualification completed within the past 10 years (school-based and foundation skills qualifications do not count)
- not be enrolled in another qualification at the time of commencement, except foundation skills

If eligible, Career Boost provides funding for one subsidised qualification at Certificate IV level or above, as well as up to two subsidised skill sets.

Please note: Career Boost funding may not continue if you withdraw or are cancelled due to non-engagement, and re-enrolment may require new eligibility checks or different fees.

STUDENT CONTRIBUTION (CO-CONTRIBUTION) FEES

Students must pay a co-contribution fee for subsidised training.

- The fee is set by RuralBiz Training.
- It cannot be waived by RuralBiz Training.
- It may be paid by you or by a third party (e.g., employer or family member).

- Concessional rates may be available if you hold a Health Care Card or similar, identify as Aboriginal or Torres Strait Islander, have a disability or are an adult prisoner.

Your exact fee will be confirmed in writing before you enrol.

SURVEYS AND REPORTING

You may be invited to complete the Queensland Government Student Voice Survey, which helps monitor training quality.

PRIVACY

Your information may be shared with the Queensland Government as required under the Information Privacy Act 2009 (Qld) and the National VET Data Policy to administer subsidies and report training outcomes

More information: <https://www.qld.gov.au/education/training/funded/career-boost>

7.3 SA – SUBSIDISED TRAINING INFORMATION

Some RuralBiz Training qualifications may be subsidised through Skills SA, funded by the Government of South Australia. If you live or work in South Australia and meet the eligibility requirements, you may be able to access a subsidised training place.

ELIGIBILITY

You may be eligible if you:

- live or work in South Australia
- are an Australian or New Zealand citizen, permanent resident, or eligible temporary visa holder
- are **16 years or older** and not enrolled in school (*school students are only eligible if in a school-based apprenticeship/traineeship or certain approved senior-year VET pathways*)

Eligibility also depends on the qualification being on the **Subsidised Training List** at the time of enrolment.

FEES AND CONCESSIONS

Your participant fee is set according to the South Australian VET Training Fee Framework.

Your fee will depend on:

- the qualification you choose
- your unit selection
- whether you qualify for a concession
- RPL or credit transfer, which may reduce your fee

RuralBiz Training will confirm your exact fee in writing before your enrolment is finalised.

Please note: If you withdraw or your enrolment is cancelled due to non-engagement, your eligibility or subsidised fee may change under Skills SA rules.

PRIVACY

Your information may be shared with the Government of South Australia for:

- confirming your eligibility
- administering subsidies
- reporting training activity
- monitoring training outcomes

This occurs under the National VET Data Policy and relevant SA privacy requirements.

MORE INFORMATION

More details about subsidised training in South Australia can be found at - www.skills.sa.gov.au

RuralBiz Training will guide you through your eligibility, documentation and fee requirements during enrolment.

7.4 TAS – SUBSIDISED TRAINING INFORMATION

RuralBiz Training occasionally receives funding through Skills Tasmania for specific programs and training initiatives.

ELIGIBILITY

Eligibility and fees vary depending on the funded program.

Students will be informed of:

- eligibility requirements
- training fees
- any concessions or exemptions
- withdrawal/refund rules during the enrolment process.