

THE LEARNING TEAM

RTO 46386

Student Handbook

Version 2.2 | September 2026

Organisation	The Learning Team Pty Ltd
RTO Number	46386
Phone	1300 963 698
Email	support@tlt.edu.au
Website	tlt.edu.au
Regulatory body	Australian Skills Quality Authority (ASQA) — asqa.gov.au
Registration check	training.gov.au

1. Overview and Regulatory Framework

STANDARD Standards for Registered Training Organisations 2025

The Learning Team Pty Ltd (TLT) is a registered training organisation (RTO 46386) regulated by the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011 (Cth). TLT delivers nationally recognised vocational education and training in the Queensland real estate sector.

This handbook is your guide to studying with TLT. It covers everything you need to know from how we deliver training and assess your skills, to your rights as a student, the fees you will pay, and what to do if something goes wrong. Please read it carefully before you enrol.

TLT is committed to delivering training that is engaging, current, and genuinely prepares you for a career in Queensland real estate. Our trainers are not just educators, they are active licensed real estate professionals who bring their current industry experience into every session.

Your rights as a student

As a student enrolled with TLT you have the right to:

- Access clear, accurate, and current information about your course before and during your enrolment
- Be treated fairly and with dignity in all your interactions with TLT
- Receive the training and assessment you enrolled for
- Access support services throughout your studies
- Make a complaint or appeal a decision through TLT's documented process
- Have your personal information handled in accordance with the Privacy Act 1988 (Cth)

2. Training and Assessment

STANDARD Standards for RTOs 2025 — Outcome Standards 1.1 to 1.8 and Credential Policy 2025

2.1 How TLT delivers training

TLT delivers all training online through a blended delivery model. There are no mandatory in person face-to-face sessions. You study at your own pace within a structured 2-week-per-unit schedule, accessing all your learning materials through an online learning management system (LMS).

Your training program includes:

- **Self-paced study and research** — access LMS resources, readings, and materials at your own pace
- **Pre-recorded video tutorials** — unit-specific videos accessible on demand, revisit as many times as you need
- **Theory assessment** — written knowledge questions completed in the LMS

- **Practical assessment tasks** — applied tasks based on real real estate documents and scenarios
- **Monthly live virtual classroom** — a one-hour group sessions covering current industry topics
- **Mandatory one-on-one authenticity session** — a live 15-minute video session with your trainer at the end of each unit, confirming your genuine understanding
- **Additional one-on-one sessions** — bookable any time through TLT's online booking system if you need extra support

2.2 Principles of assessment

All assessment at TLT is conducted in accordance with the four Principles of Assessment:

- **Fairness** — your individual needs are considered. Reasonable adjustments are available where appropriate. You have the right to appeal any assessment decision.
- **Flexibility** — assessment recognises competencies regardless of how or where you acquired them. Different assessment methods are used to suit different learning styles.
- **Validity** — every assessment task is designed to measure exactly what it claims to measure, aligned to the unit of competency requirements.
- **Reliability** — assessment results are consistent and accurate. Validation processes ensure assessors interpret requirements consistently.

All evidence collected during assessment must meet the Rules of Evidence. It must be valid, sufficient, authentic, and current.

2.3 Authenticity and academic integrity

TLT's assessment system is designed to assess your own understanding and knowledge. Every assessment includes an authenticity component. This is a live one-on-one session with your trainer where you demonstrate your genuine understanding of the unit content. This applies to all students equally. It is completed through an online meeting.

Additional authenticity measures include:

- No copy-paste functionality in the LMS assessment environment
- Proctoring enabled for adult student knowledge assessments
- Assessment scenarios based on real industry situations

2.4 Use of artificial intelligence — students

You must not use artificial intelligence (AI) tools to generate your assessment responses. TLT's assessment system is specifically designed to assess your own understanding and knowledge, therefore responses must reflect your genuine learning and transfer of knowledge from the training program.

AI tools you must not use to generate assessment responses include: ChatGPT, Bing Chat, Gemini, Claude, Jasper Chat, Perplexity, Bard, and similar generative AI tools.

NOTE: TLT itself uses AI tools (including Claude and Gemini) responsibly for content development, proofreading, and administrative tasks under TLT's Staff AI Use Policy. This is entirely separate from student use. TLT's AI use involves human review and approval of all outputs and never involves AI making assessment judgements.

Students are held to the same standard of authentic, original work that the qualifications they are earning require.

Where TLT identifies a response that may have been generated by AI, the Plagiarism Policy may be applied. Repeated incidents may lead to disciplinary action. The mandatory authenticity session at the end of each unit is designed to confirm that your assessment responses genuinely reflect your own understanding.

2.5 Assessment feedback and marking timeframes

Following each assessment submission, you will receive written feedback identifying your strengths and any areas where further evidence is required. TLT aims to provide feedback within 2 business days of submission and commits to a maximum of 4 business days. Assessments are marked Not Yet Competent (NYC) or Competent (C) in line with competency based training.

You may resubmit an assessment up to 3 times at no additional cost. If you remain NYC after 3 submissions, TLT will discuss options with you including additional support or alternative assessment arrangements.

2.6 Trainers and assessors

TLT's trainers and assessors hold the credentials required under the Credential Policy 2025:

2.7 Validation

TLT conducts regular assessment validation to ensure the quality and consistency of its content and assessment practices. Validation involves a review of content and assessment tools, and outcomes by qualified assessors and industry practitioners. Validation findings are used to improve TLT's assessment system over time. TLT welcomes and encourages feedback throughout your studies if you think something is incorrect or outdated.

2.8 Facilities and resources

TLT delivers all training online. The following resources are required:

- **TLT provides** — eSkilled LMS and SMS, Google Meet for live sessions, all learning materials and assessment tools within the LMS
- **You must provide** — your own laptop or computer and reliable internet access. You will be asked to confirm you have these before your enrolment is confirmed.

A training room at 103 Sutton Street, Redcliffe QLD is available as a contingency for exceptional circumstances. No student costs are associated with TLT's facilities beyond the course fee.

3. The Learning Team Courses

3.1 CPP41419 Certificate IV in Real Estate Practice

Duration	12 months
Delivery	Online — self-paced with structured unit schedule
Units	18 units of competency (5 core + 13 elective) plus one additional unit required for licencing purposes
Licensing	Satisfies the Queensland OFT requirement for a real estate agent licence
Commencement	Rolling enrolment — you can start at any time
Study schedule	Approximately 2 weeks per unit; 12 hours per week recommended

3.2 Sales Associate Registration Course

Duration	6 months
Delivery	Online — self-paced
Purpose	Satisfies the Queensland OFT registration requirement for a sales associate (12 units of competency from CPP41419 Certificate IV in Real Estate Practice)
Commencement	Rolling enrolment

3.3 Upgrade to Full Real Estate Licence Course

Duration	4 months
Delivery	Online — self-paced
Purpose	For Sales Associates upgrading to a full real estate agent licence
Important	Enrolment requires TLT to review your currently held units before it can be confirmed. Please contact TLT before submitting your enrolment form to discuss your eligibility.

3.4 Buyer's Agent Skill Set

Duration	2 months
Delivery	Online — self-paced
Units	CPPREP4101, CPPREP4171, CPPREP4172, CPPREP4173
Commencement	Rolling enrolment

4. Enrolment

STANDARD Standards for RTOs 2025 — Outcome Standards 2.2 and 2.3

4.1 How to enrol

To enrol with TLT, complete the enrolment form available on TLT's website or that has been sent to you. The form includes a pre-enrolment questionnaire that helps TLT understand your background, identify any support needs, and confirm your readiness for the program. Take your time to complete it accurately — this information helps TLT support you from day one.

4.2 The enrolment process

Once TLT receives your application, the following process applies:

- **Step 1 — LLN assessment triggered** — as soon as your application is received, you will receive your New User set up email to complete the Language, Literacy and Numeracy (LLN) assessment. You can begin immediately, including if you apply after hours. An automated email explains what to expect at each stage.
- **Step 2 — CEO review** — at the same time, TLT's CEO reviews your enrolment form and pre-enrolment questionnaire. If any concerns are identified, TLT will contact you before your course access is granted.
- **Step 3 — LLN assessment** — you complete the LLN assessment through the online learning management system platform. The assessment is aligned to the Australian Core Skills Framework (ACSF) at Certificate IV level. It includes self-marking questions and questions reviewed by TLT's trainer/assessor.
- **Step 4 — Digital literacy task** — you complete a digital skills task as part of your LLN assessment. This confirms you can manage the technology required for your studies.
- **Step 5 — Outcome** — if your LLN and digital literacy assessments are successfully completed and TLT has no concerns: your status will automatically change to Enrolled and you will receive an email confirming your enrolment and granting access to your courses in the LMS. If your LLN requires further review: your status will change to Application Approved and you will receive an email advising TLT will be in touch. TLT will contact you personally to discuss next steps.

You can begin the LLN assessment as soon as you apply — including evenings and weekends. You do not need to wait for manual approval. TLT reviews every application carefully and will contact you personally if anything needs to be discussed before your course access is granted.

4.3 Prerequisites and entry requirements

There are no formal academic prerequisites for TLT's real estate programs. However students must:

- Have access to a laptop and reliable internet connection
- Successfully complete TLT's LLN assessment at Certificate IV level
- Successfully complete TLT's digital literacy task
- Have or be able to obtain a Unique Student Identifier (USI)

4.4 Students under 18 years of age

TLT enrolls students under 18 years of age. Additional requirements apply for under-18 students:

- All TLT staff who interact with under-18 students hold a current Queensland Blue Card (Working with Children Check)
- TLT's Online Safety Protocol for Under-18 Students applies to all sessions — sessions are not recorded, proctoring is disabled, and written records of all one-on-one sessions are maintained
- Parents and guardians are notified of all one-on-one sessions involving their child

TLT takes its obligations under the Child Safe Organisations Act 2024 (Qld) and the National Principles for Child Safe Organisations seriously. TLT's Child Safety Policy and Staff Code of Conduct for Working with Children are available on request.

4.5 Unique Student Identifier (USI)

All students enrolled in nationally recognised training must hold a Unique Student Identifier. TLT will issue your qualification or statement of attainment only after verifying your USI. If you do not have a USI, TLT can assist you in applying for one. Visit usi.gov.au for information.

5. Academic Integrity and Discipline

STANDARD Standards for RTOs 2025 — Outcome Standard 1.4

5.1 Plagiarism

Plagiarism is the act of presenting another person's words, ideas, or work as your own without acknowledgement. TLT treats plagiarism as a serious breach of academic integrity. While research during assessments is encouraged, all sources must be clearly cited. Proven plagiarism may result in a Not Yet Competent outcome for the relevant assessment and, in repeated or serious cases, cancellation of enrolment.

5.2 Use of AI in assessments

As described in Section 2.4, you must not use AI tools to generate your assessment responses. Where AI-generated content is detected, TLT will address the matter through its plagiarism and discipline processes. The mandatory authenticity session at the end of each unit is designed to confirm your genuine understanding, if your written responses do not match your demonstrated knowledge in the session, this will be flagged for review. You may be asked to review your work and resit the assessment.

5.3 Professional behaviour

TLT expects all students to behave professionally and respectfully in all interactions, whether in virtual classrooms, in one-on-one sessions, and in written communications. TLT staff may issue a warning, ask a student to leave a session, or in extreme cases cancel a session without refund where behaviour is inappropriate. Students have the right to appeal any disciplinary decision through TLT's complaints and appeals process.

6. Student Support

STANDARD Standards for RTOs 2025 — Outcome Standard 2.3

6.1 How to contact TLT

Email	info@tlt.net.au
Phone	1300 963 698
Bookings	Online booking system- link provided at enrolment
LMS	Online student portal — messaging available
Hours	Monday to Friday, business hours
After hours	Email acknowledgement sent automatically. Response next business day.

6.2 Response times

TLT commits to the following response times:

- **General queries** — response within 1 business day
- **Assessment marking** — feedback within 4 business days (TLT aims for 2 business days)
- **Session bookings** — confirmation email will be sent with log in details.
- **After-hours queries** — next business day response

6.3 Support services available

The following support services are available to all enrolled students:

- **Monthly virtual classroom** — live group session covering current industry topics. All students are invited. Reminders sent via the Announcement Board.
- **Mandatory one-on-one sessions** — a 15-minute live video at the end of each unit. Included in your course.
- **Additional one-on-one sessions** — book as many extra sessions as you need throughout each unit via the booking system. No limit and no extra charge.
- **Progress monitoring** — TLT monitors your activity in your online portal. If your progress stalls, your trainer will reach out proactively to check in and offer support.
- **Announcement Board** — study tips, webinar reminders, industry updates, and other communications sent to your online portal dashboard and email inbox.
- **LMS resources** — all learning materials, videos, and assessment tools accessible on demand throughout your enrolment.

6.4 LLN and study skills support

Where your LLN assessment identifies a gap or you need additional support with study skills, TLT will discuss options with you which may include a referral to an appropriate external LLN support program. Any costs associated with external programs will be communicated to you before you commit to them.

7. Access, Equity, Disability and Wellbeing

STANDARD Standards for RTOs 2025 — Outcome Standards 2.4, 2.5 and 2.6

7.1 Access and equity

TLT is committed to providing fair and equitable access to training and assessment for all students regardless of background, cultural identity, disability, age, gender, sexual orientation, religion, or any other personal characteristic. TLT's online delivery model removes many of the geographic, physical, and scheduling barriers that can affect access to training.

7.2 Anti-discrimination

TLT prohibits discrimination on the basis of any protected attribute under the Anti-Discrimination Act 1991 (Qld), the Human Rights Act 2019 (Qld), and applicable Commonwealth anti-discrimination legislation. This applies to all enrolment, assessment, and participation decisions, and to the conduct of TLT staff and students. Any concern about discrimination should be raised through TLT's complaints process (Section 10).

7.3 Cultural safety for First Nations students

TLT acknowledges the Traditional Custodians of the lands on which we operate and pay our respects to Elders past, present and emerging. TLT is committed to providing a culturally safe learning environment for Aboriginal and Torres Strait Islander students. TLT's Cultural Safety Policy is embedded in our delivery and our staff interactions. Please contact TLT if you would like to discuss cultural safety arrangements relevant to your studies.

7.4 Reasonable adjustments for students with disability

TLT is committed to making reasonable adjustments to ensure that students with disability can access, participate in, and demonstrate competency in their training on the same basis as other students. Adjustments change the way you access or demonstrate learning however they do not change what you are assessed on or the competency standard you must meet.

Adjustments TLT can make include:

- Paper-based assessment delivery
- Verbal or oral assessment
- Extended time for assessments
- Adjusted scheduling and pacing
- Alternative document formats
- Modified submission methods

To request an adjustment, contact support@tlt.edu.au. You can disclose a disability or request an adjustment at enrolment or at any time during your studies. All disclosures are treated with strict confidentiality.

Where an adjustment cannot be made without compromising assessment integrity or the licensing outcome the qualification is designed to deliver, TLT will explain this to you in writing and explore all available alternatives.

7.5 Student wellbeing

TLT recognises that personal circumstances, mental health, financial stress, and life events can significantly affect your ability to engage with training. If you are experiencing difficulty, please contact our support team support@tlt.edu.au. TLT will work with you to find a practical solution, whether that is additional support, adjusted scheduling, or a referral to an appropriate external service.

TLT's role is to identify concerns and connect you with the right support. TLT staff are not trained clinicians. Where your needs go beyond what TLT can provide, we will refer you to appropriate external services with your consent.

7.6 Wellbeing support contacts

Organisation	Contact	Support type
Lifeline	13 11 14	24/7 crisis support and suicide prevention
Beyond Blue	1300 22 4636	Anxiety and depression support — 24/7
Head to Health	headtohealth.gov.au	Digital mental health resources hub
headspace	1800 650 890	Youth mental health support (ages 12–25)
SANE Australia	1800 187 263 sane.org	Support for complex mental health issues
1800RESPECT	1800 737 732	Domestic, family and sexual violence support
Emergency	000	Immediate danger to life

If you are in crisis or experiencing thoughts of self-harm, please contact Lifeline on 13 11 14 or call 000 immediately.

8. Course Fees and Refunds

STANDARD Standards for RTOs 2025 — Outcome Standard 2.1

TLT is a fee-for-service RTO. No government subsidies or funded training places are available through TLT. All fees below are current as at September 2026.

8.1 Course fee schedule

Course	Fee
CPP41419 Certificate IV in Real Estate Practice (12 months)	\$1,495.00
Sales Associate Registration Course (6 months)	\$995.00
Upgrade to Full Real Estate Licence Course (4 months)	\$595.00
Buyer's Agent Skill Set (2 months)	\$445.00
CPPREP4101 Appraise property (standalone unit)	\$95.00
Recognition of Prior Learning (RPL) — up to 12 months	\$750.00

8.2 Other fees

Enrolment administration fee	\$150.00 — non-refundable, included in total course fee
Credit Transfer	No fee
Re-submit fee (up to 3 submissions)	No fee
Re-assessment fee (up to 3 submissions)	No fee
Partial completion — Statement of Attainment	No fee
Re-print certification — digital	No fee — digital copy provided
Re-print certification — hard copy (Registered Post)	\$75.00 (within 2 weeks of payment)
Extension fee	Fair fee determined on request based on individual circumstances
Withdrawal fee	No fee

8.3 Payment options

You may pay your course fee upfront in full or through a staged payment schedule across the training program. Payment schedule details are available at the online checkout.

Accepted payment methods:

- Credit or debit card — MasterCard and VISA only, via the online payment portal
- Direct deposit — contact TLT for bank details

Certificates and statements of attainment will not be issued until the course fee is paid in full.

8.4 Refund policy

TLT's refund policy reflects our online delivery model. The meaningful measure of whether a course has commenced is not a calendar date but whether you have accessed your course content through the LMS. A 7-day cooling-off period applies from the date your enrolment is confirmed, during which you may request a full refund regardless of portal access. After 7 days or after you log into the LMS, whichever comes first, refunds are assessed on a case-by-case basis according to the content you have accessed.

Situation	Refund entitlement
Within 7 days of enrolment confirmation AND student has NOT logged into the LMS	Full refund minus \$150 non-refundable enrolment administration fee
After 7 days OR after portal access — whichever comes first — no units completed	Case-by-case review. Any approved refund minus \$150 enrolment fee. TLT may offer a course extension in lieu of monetary refund.
After portal access — units completed	No monetary refund. TLT may offer a 3-month extension in lieu where exceptional circumstances apply.

Short courses (Sales Associate Course, Buyer's Agent Skill Set, standalone unit):

Situation	Refund entitlement
14 or more days before commencement — student has NOT logged into portal	100% refund minus \$150 non-refundable enrolment fee
After portal access (course commenced)	No refund. Students may discuss returning to the same course at a future date.

Corporate clients: refund arrangements are negotiated between TLT and the corporate client on a fair and equitable basis.

9. Recognition of Prior Learning and Credit Transfer

STANDARD Standards for RTOs 2025 — Outcome Standards 1.6 and 1.7

9.1 Recognition of Prior Learning (RPL)

RPL recognises skills and knowledge you have already acquired through work experience, prior study, or other learning. TLT offers RPL for all units in its qualifications.

To apply for RPL:

- **Step 1** — contact TLT to discuss your prior experience and whether RPL may be suitable
- **Step 2** — complete TLT's RPL application. You will be asked to provide evidence of your current competency — this may include your current licence, resume, work samples, or other relevant documentation
- **Step 3** — TLT reviews your evidence against the unit requirements and advises you of the outcome — Full RPL, Partial RPL with gap training, or RPL not granted

RPL fee	\$750.00 — covers assessment of evidence for all applicable units
Currency requirement	Evidence must be current — completed within 30 days prior to your application
Outcomes	Full RPL Partial RPL with gap training RPL not granted

9.2 Credit Transfer (CT)

Credit transfer is available where you have already completed an identical unit of competency with another registered training organisation. TLT must grant credit transfer where you provide valid evidence of prior completion of an identical unit.

To apply for credit transfer:

- Email your Statement of Attainment, Record of Results, or authenticated VET transcript to support@tlt.edu.au
- The unit code on your evidence must exactly match the unit in TLT's current qualification
- TLT will review your evidence and advise you of the outcome

CT fee	No fee
Evidence required	Statement of Attainment, Record of Results, or authenticated VET transcript from the issuing RTO
Superseded units	Where your unit has been superseded and no longer matches TLT's current qualification, CT cannot be granted. TLT will discuss RPL as a possible alternative.
Transcript notation	Credit Transfer units are noted as CT on your transcript

10. Complaints and Appeals

STANDARD Standards for RTOs 2025 — Outcome Standards 2.7 and 2.8

TLT takes all complaints and appeals seriously. Our goal is to resolve any concern quickly, fairly, and transparently. You will not be disadvantaged in any way for making a complaint or appeal in good faith.

10.1 How to lodge a complaint or feedback

You can lodge a complaint, provide feedback, or raise an appeal directly through the complaints and appeals button in your student portal. This is always available from your student dashboard. You can also contact TLT by email at support@tlt.edu.au or by phone on 1300 963 698.

10.2 Informal resolution

Most concerns can be resolved through direct conversation. TLT encourages you to contact your trainer or the CEO directly in the first instance — many issues can be resolved quickly this way without a formal process being needed.

10.3 Formal complaints procedure

Where informal resolution has not resolved your concern, you may lodge a formal complaint through the student portal. TLT will:

- Acknowledge your complaint in writing within 5 working days
- Investigate the complaint fairly, giving all parties the opportunity to present their account
- Convene a complaint committee where required, comprising a TLT management representative, a TLT staff member, and an independent VET sector consultant
- Communicate the committee's decision to all parties in writing within 5 working days of reaching a decision
- You may be accompanied by a support person or representative at any stage of the formal process

Where the complaint process takes more than 60 calendar days, TLT will notify you in writing within 5 days of identifying the delay and provide regular progress updates.

10.4 Assessment appeals

If you wish to appeal an assessment decision:

- **Step 1** — discuss the decision with your trainer. Your trainer will explain the reasoning behind the assessment judgement and, where appropriate, give you the opportunity to resubmit to address any identified gap.
- **Step 2** — if you remain dissatisfied after the discussion and any resubmission opportunity, you may submit a written notice of appeal within 5 days of receiving the trainer's re-evaluation decision.

- **Step 3** — your appeal will be reviewed by the complaints and appeals committee. Where you remain dissatisfied after the committee decision, independent review by TLT's independent VET sector consultant is available at no cost to you.

10.5 External avenues

If you remain dissatisfied after exhausting TLT's internal processes, you may seek resolution through:

- **ASQA** — asqa.gov.au/complaints — for complaints about an RTO's compliance with the Standards for RTOs 2025
- **National Training Complaints Hotline** — 133 873
- **Office of Fair Trading (Queensland)** — qld.gov.au/oft — consumer protection issues
- **Independent VET sector consultant** — available at no cost to you through TLT's referral
- **Australian Human Rights Commission** — humanrights.gov.au — discrimination complaints
- **Queensland Human Rights Commission** — qhrc.qld.gov.au — discrimination and human rights complaints

11. Student Records and Privacy

STANDARD Standards for RTOs 2025 — Compliance Standard Part 2 | Privacy Act 1988 (Cth)

11.1 Access to your records

You have the right to access your individual training records at any time. Contact TLT at support@tlt.edu.au to request access. TLT will provide you with the requested information promptly.

11.2 Record retention

TLT retains assessment records for a minimum of 2 years in accordance with the Standards for Registered Training Organisations 2025. Training records, business records, and taxation records are retained for a minimum of 7 years. The CEO is the sole authorised person to approve the destruction of records. If TLT ceases operations, records will be transferred to ASQA as required.

11.3 Privacy policy

TLT handles all personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles. TLT collects personal information for the purpose of delivering training and assessment, meeting regulatory reporting obligations (including AVETMISS reporting to NCVER), and communicating with you about your studies. TLT does not sell or rent your personal information to third parties.

Your information may be disclosed to:

- Government bodies — NCVER, ASQA, Department of Education — for regulatory reporting purposes
- External auditors bound by confidentiality agreements
- Parents or guardians of students under 18 years of age

- TLT's trusted IT providers (eSkilled, Google) for the purpose of delivering your training

For privacy questions or concerns, contact info@tlt.net.au or call 1300 963 698.

11.4 AI and your data

TLT uses AI tools (Claude and Gemini) for content development and administrative purposes under TLT's Staff AI Use Policy. No identifiable student personal information is entered into any AI tool under any circumstances. De-identified assessment submissions may be used to support TLT's quality assurance processes.

11.5 AVETMISS reporting

TLT is required to collect and report AVETMISS-compliant data about your training to the National Centre for Vocational Education Research (NCVER). All nationally recognised training records are linked to your verified USI. Data is collected across the calendar year and submitted to NCVER in February of the following year.

12. Compliance and Governance

12.1 Legislation

TLT complies with all relevant Commonwealth, State, and Territory legislation including:

Commonwealth legislation:

- Copyright Act 1968
- Privacy Act 1988 (Cth) / Privacy Amendment Act 2012
- Sex Discrimination Act 1984 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for Registered Training Organisations 2025
- Work Health and Safety Act 2011
- Competition and Consumer Act 2010

Queensland legislation:

- Anti-Discrimination Act 1991 (Qld)
- Human Rights Act 2019 (Qld)
- Child Safe Organisations Act 2024 (Qld)
- Property Occupations Act 2014 (Qld)
- Disability Services Act 2006 (Qld)
- Fair Trading Act 1989 (Qld)
- Further Education and Training Act 2014 (Qld)

- Work Health and Safety Act 2011 (Qld)

12.2 Work Health and Safety

TLT is committed to providing a safe work and study environment. WHS procedures apply to all TLT activities including online sessions. Students are expected to ensure their own study environment is safe and to report any WHS concerns to TLT.

12.3 Harassment and discrimination

Under Australian law all workplaces and educational environments must be free from harassment, discrimination, victimisation, and bullying. TLT's Anti-Discrimination Policy applies to all students, staff, and anyone engaged with TLT's programs. All complaints involving discrimination or harassment will be investigated promptly, impartially, and confidentially. Students may also contact the Australian Human Rights Commission (humanrights.gov.au) or the Queensland Human Rights Commission (qhrc.qld.gov.au) for external assistance.

12.4 Working with students under 18

All TLT staff who interact with students under 18 years of age hold a current Queensland Blue Card (Working with Children Check). TLT has implemented specific child safety policies and online safety protocols for under-18 students, consistent with the National Principles for Child Safe Organisations and the Child Safe Organisations Act 2024 (Qld). TLT is preparing for the Reportable Conduct Scheme which commences 1 January 2027.

12.5 Consumer rights

Your enrolment with TLT constitutes a contractual agreement governed by the Competition and Consumer Act 2010 (Cth). TLT is committed to clear, honest, and transparent communication. No misleading, deceptive, or coercive practices will be used. If you believe TLT has breached your consumer rights, you may contact the Office of Fair Trading Queensland.

12.6 Copyright

TLT holds a Statutory Education Licence under the Copyright Act 1968, which allows TLT to use a wide range of materials in its training environment within the licence terms.

13. Diversity, Inclusion and Disability Access

STANDARD Standards for RTOs 2025 — Outcome Standards 2.5 and 2.6 | Disability Discrimination Act 1992 (Cth)

TLT is committed to ensuring all students have equitable access to and meaningful participation in their training and assessment. TLT's Disability Access and Inclusion Plan (DAIP) 2026-2027 sets out TLT's systemic actions to improve access and inclusion across all operations. Contact TLT to request a copy of the DAIP.

TLT's online delivery model is itself a significant inclusion mechanism — removing geographic, physical, and scheduling barriers that affect many students. Combined with the reasonable adjustment framework in Section 7.4, TLT is committed to making its programs genuinely accessible to all students who meet the entry requirements.

14. Student Acknowledgement

By completing TLT's enrolment form, you confirm that you have received, read, and understood this Student Handbook and that you agree to comply with TLT's policies and procedures during your enrolment.

Student name	Date

This handbook is reviewed and updated regularly. The current version is always available on TLT's website at tlt.edu.au. Students will be notified of any changes that affect their enrolment.

The Learning Team Pty Ltd | RTO 46386 | tlt.net.au | info@tlt.net.au | 1300 963 698