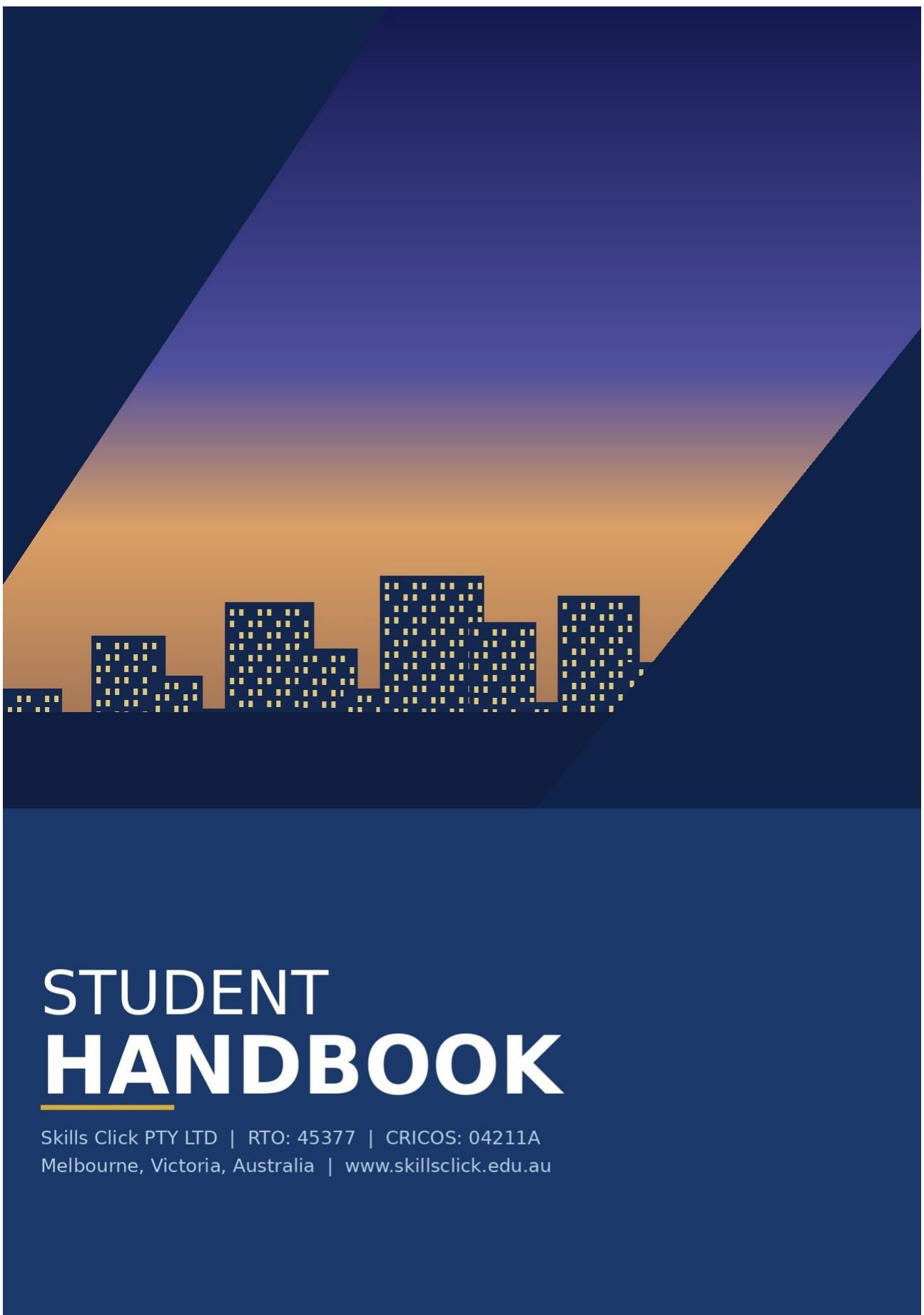




STUDENT HANDBOOK

Skills Click PTY LTD | RTO: 45377 | CRICOS: 04211A
Melbourne, Victoria, Australia | www.skillsclick.edu.au

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1. WELCOME TO SKILLS CLICK

Welcome to Skills Click PTY LTD. We are pleased that you have chosen to study with us and look forward to supporting you throughout your training journey.

This Student Handbook is your essential guide to studying at Skills Click. It covers everything you need to know — from enrolment and entry requirements through to your rights, responsibilities, support services, and obligations under Australian law. Please read it carefully and keep it as a reference throughout your studies.

Skills Click PTY LTD is a registered training organisation (RTO No. 45377) and CRICOS provider (04211A) delivering nationally recognised vocational qualifications in building and construction. We operate under the Standards for Registered Training Organisations (RTOs) 2025 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).

About Skills Click

Detail	Information
RTO Number	45377
CRICOS Code	04211A
ABN	78 608 602 526
Campus Address	15 Hawker Street, Airport West VIC 3042
Phone	(03) 9995 2359
Email	info@skillsclick.edu.au
Website	www.skillsclick.edu.au
Operating Hours	Monday to Friday, 8:00am – 8:00pm. Special classes may be held on weekends.

Emergency and Key Contacts

Service	Contact
Emergency Services (Police / Fire / Ambulance)	000
Police — non-urgent	131 444
Lifeline — crisis support	13 11 14
Beyond Blue — mental health	1300 22 4636
Department of Home Affairs	131 881
Skills Click (during office hours)	(03) 9995 2359

2. ENROLMENT AND ADMISSIONS

Step-by-Step Enrolment Process

The following steps apply to all prospective students:

1. Review course information via our website, marketing materials, or by contacting us directly.
2. Make an enquiry by phone, email, or in person at our campus.
3. Speak with Admissions staff about the course, entry requirements, fees, and study options.
4. Submit a formal Student Application Form with all required supporting documents.
5. Complete an Application Assessment Form and an Initial Skills Assessment Form.
6. Receive and sign your Letter of Offer and Student Agreement (LOO/SA).
7. Make the initial deposit payment as outlined in your LOO.
8. Receive your Confirmation of Enrolment (CoE) — international students use this to apply for a student visa.
9. International students: Apply for your Student Visa (Subclass 500) via <https://immi.homeaffairs.gov.au>
10. Book travel and arrange accommodation before arriving in Australia.
11. Arrive in Melbourne at least 2 weeks before your course start date.
12. Attend the compulsory Orientation Session. On orientation day you will be required to complete an Enrolment Form and an LLN assessment.

Entry Requirements

All applicants must meet the following minimum requirements:

1. Age: Must be 18 years of age or older at course commencement.
2. Education: Completion of studies equivalent to Australian Year 11 or Year 12.
3. English Proficiency: IELTS overall band score of 6.0 (or equivalent), verified via LLN assessment at enrolment.
4. Physical Ability: Capacity to meet the physical demands of the course (e.g. working at heights, manual handling, use of tools).
5. Technology (BYOD): Students must bring a personal device with a camera, speaker, and any required software installed.
6. Internet Access: Required to access online learning materials and resources.
7. Digital Literacy: Basic proficiency in digital technologies and MS Office products.

Unique Student Identifier (USI)

All students enrolled in nationally recognised training must have a valid Unique Student Identifier (USI). You must provide your USI, or authorise Skills Click to create one on your behalf, before we can issue any qualification or Statement of Attainment.

Create or access your USI at: www.usi.gov.au

Credit Transfer

Skills Click will assess applications for Credit Transfer upon receipt of verified certificates or results statements. Credit is granted where the content and learning outcomes of previously completed units are equivalent to units in your current course. Credit Transfer is provided at no charge.

Recognition of Prior Learning (RPL)

RPL allows you to gain formal recognition for skills and knowledge gained through work experience, informal learning, and prior training. RPL is available to all enrolled students upon request. An RPL fee of \$250 per unit applies and is non-refundable.

To apply for RPL, complete the RPL Application Form available from the Administration office or at www.skillsclick.edu.au.

Individual Enrolment Conditions

Your Letter of Offer may include specific enrolment conditions that apply to your individual enrolment — for example, requirements to provide additional documentation, complete a language assessment, or meet other conditions prior to commencement. You should review Section 7 of your Letter of Offer carefully. Enrolment will not be confirmed until all stated conditions are met.

If you have any questions about conditions applying to your enrolment, contact us at info@skillsclick.edu.au or (03) 9995 2359 before accepting your offer.

3. COURSES OFFERED

Skills Click PTY LTD delivers nationally recognised vocational qualifications in building and construction. All courses are delivered at our CRICOS-registered campus at 15 Hawker Street, Airport West VIC 3042.

Course Code	Course Name	AQF Level
CPC30220	Certificate III in Carpentry	Certificate III
CPC30620	Certificate III in Painting and Decorating	Certificate III
CPC40120	Certificate IV in Building and Construction	Certificate IV
CPC50220	Diploma of Building and Construction (Building)	Diploma

For full course details including fees, durations, and delivery schedules, refer to: www.skillsclick.edu.au

4. ATTENDANCE AND COURSE PROGRESS

Attendance Requirements

Students are expected to attend all scheduled classes, workshops, and assessment sessions. Maintaining satisfactory attendance is a condition of enrolment and, for international students, a condition of your student visa.

Minimum attendance requirement: 80% of all scheduled contact hours per study period.

If you are unable to attend, notify Skills Click by phone or email as early as possible.

Absences should be supported by evidence (e.g. medical certificate) where applicable.

Unexplained absences are recorded and may affect your visa status.

Course Progress Requirements

Skills Click monitors student progress each study period and will intervene where a student is at risk of not meeting requirements.

- Satisfactory progress means achieving Competent (C) in at least 50% of units attempted in each study period.
- If a student fails more than 50% of units in two (2) consecutive terms, Skills Click is required to notify the Department of Home Affairs (DHA) via PRISMS. This may affect your student visa status.
- Students will be contacted and intervention support provided before any report is made to DHA.

Academic Intervention

Where a student is identified as being at risk, Skills Click will:

13. Notify the student in writing of the concern.
14. Meet with the student to discuss the issue and explore support options.
15. Develop an intervention plan which may include additional tutoring, mentoring, or an adjusted study load.
16. Monitor progress and review the plan each study period.

Assessment

Assessment at Skills Click is competency-based. You will be assessed through a range of methods including written tasks, practical demonstrations, projects, and direct observation.

- You must achieve Competent (C) in all units to graduate.
- If deemed Not Yet Competent (NYC), you are entitled to two (2) further reassessment attempts at no additional charge.
- If you remain NYC after the second reassessment, you must re-enrol in that unit. A re-enrolment fee applies.

Assessment Evidence Retention:

In accordance with the Standards for RTOs 2025, Skills Click retains all student assessment evidence for a minimum of two (2) years from the date of completion of the training product. This applies to all students completing a unit or qualification on or after 1 July 2025.

Academic Integrity

Skills Click has a zero-tolerance approach to academic dishonesty. Prohibited conduct includes:

- Plagiarism: submitting another person's work as your own.
- Collusion: working with others on an individual task without authorisation.
- Contract cheating: having another person complete your assessment.
- Fabrication of data, results, or references.

Breaches of academic integrity may result in cancellation of enrolment.

5. STUDENT CODE OF CONDUCT

All students are expected to conduct themselves professionally and respectfully at all times — on campus, at any workplace or industry placement, and in any online or digital learning environment.

Expected Behaviour

- Treat all staff, fellow students, and visitors with respect and courtesy.
- Arrive on time, prepared, and ready to participate in class.
- Keep mobile phones on silent during class unless directed otherwise by the trainer.
- Dress appropriately; wear required PPE for all practical sessions.
- Take care of all equipment, materials, and facilities provided by Skills Click.
- Comply with all Work Health and Safety (WHS) requirements on campus and at placement sites.

Prohibited Conduct

- Harassment, bullying, discrimination, or intimidation of any person.
- Offensive, threatening, or abusive language or behaviour.
- Possession or use of alcohol, illegal drugs, or prohibited substances on campus.
- Theft or intentional damage to property.
- Cheating, plagiarism, or any form of academic dishonesty.
- Unauthorised access to or misuse of Skills Click systems or equipment.
- Any conduct that poses a risk to the health or safety of others.

Consequences of Misconduct

Breaches of the Code of Conduct will be managed progressively:

17. Verbal warning from the trainer or student support officer.
18. Written warning placed on the student's file.
19. Formal meeting with management and a documented action plan.
20. Suspension or cancellation of enrolment.

Serious breaches may result in immediate suspension or cancellation without prior warning. International students should note that cancellation will be reported to DHA via PRISMS. Students have the right to appeal through the process outlined in Section 10.

6. FEES AND PAYMENT

Fee Schedule

Fee Type	Amount / Detail
Tuition Fee	As specified in your Letter of Offer (charged per term in advance).
Enrolment Fee	Non-refundable; payable on acceptance of offer.
Resource Fee	As specified in your Letter of Offer.
RPL Assessment Fee	\$250 per unit (non-refundable).
Re-enrolment Fee	\$200.
Re-assessment Fee	\$50.00 per class hour.
Re-issue of Certificate / SOA	\$150 per document.
Late Payment Penalty	5% of outstanding fees.
Administration Fee	5% of amount paid or \$500, whichever is lesser.
Credit Card Surcharge (Visa/MC)	2.5%.
Credit Transfer	No charge.

Payment Conditions

- Tuition fees are payable one (1) term in advance.
- Under the ESOS Act 2000, Skills Click will not collect more than 50% of total tuition fees prior to course commencement.
- All fees are payable in Australian Dollars (AUD).
- Accepted payment methods: Electronic Funds Transfer (EFT) or money order.
- Do not make payment until you have signed and returned the Student Agreement.

EFT Bank Details:

Bank: NAB

Account Name: Skills Click PTY LTD

BSB: 083004

Account Number: 737299318

Reference: Your Student ID / Full Name

Late Payment Procedure

21. A payment reminder is issued within 7 calendar days of the due date.
22. If unpaid after the reminder, a written notice is issued. The student has 7 calendar days to pay or arrange an approved payment plan. A 5% late payment fee may apply.
23. If fees remain outstanding after 28 calendar days, a final notice is issued.
24. Continued non-payment may result in suspension or cancellation. International students may be reported to DHA.

Students experiencing financial difficulty are encouraged to contact Skills Click as early as possible.

7. REFUND POLICY

All refund applications must be submitted in writing to the Administration Manager. Refunds will be processed within 20 working days of a completed application being received.

Cooling-Off Period

Students may withdraw their acceptance within 3 business days of signing the Student Agreement and receive a refund less the applicable administration fee (5% of amount paid or \$500, whichever is lesser).

After the 3-business-day cooling-off period has elapsed, the standard refund provisions set out below apply.

Refund Table — International Students

Circumstance	Refund Entitlement
Initial visa refused before commencement (with DHA refusal letter)	Full refund less Administration Fee
Skills Click unable to deliver the course — before commencement	Full refund of all pre-paid tuition fees.
Skills Click cancels or ceases to deliver the course — after commencement	Refund of unused tuition fees for future study periods only.
Withdrawal 60+ days before commencement, or within cooling-off period	75% refund less Administration Fee
Withdrawal between 28 and 60 days before commencement	Course material fee only refundable
Withdrawal less than 28 days before commencement	No refund
Visa refused after commencement (with DHA refusal letter)	Unused tuition fees for future periods only
Withdrawal after commencement with extenuating circumstances	Unused tuition fees for future periods only
Withdrawal after commencement without extenuating circumstances	No refund
Abandonment / failure to return after scheduled break	No refund
Visa cancelled due to student's own actions	No refund
RPL assessment fees	Non-refundable
Enrolment fee	Non-refundable in all circumstances

Tuition Protection Service (TPS)

In the event Skills Click is unable to deliver your course, you are protected by the Australian Government's Tuition Protection Service. Skills Click will endeavour to arrange a suitable alternative placement at no cost. Where this is not possible, a refund of unused tuition fees will be provided. See: <https://tps.gov.au>

8. STUDENT SUPPORT SERVICES

Skills Click is committed to the wellbeing and academic success of every student. A range of support services are available throughout your studies.

Academic Support

- Individual tutoring and mentoring from qualified trainers.
- Additional learning resources and study materials.
- Regular progress check-ins and assessment feedback.
- Structured intervention support for students identified as at-risk (see Section 4).

Personal and Welfare Support

- Student welfare officer available during campus hours.
- Confidential referrals to counselling services.
- Assistance with referrals for accommodation, transport, and financial difficulty.
- Confidential support for students experiencing domestic or family violence.

External Support Services

Service	Contact
Lifeline — crisis support	13 11 14 www.lifeline.org.au
Beyond Blue — mental health	1300 22 4636 www.beyondblue.org.au
1800RESPECT — family violence	1800 737 732 www.1800respect.org.au
Study Melbourne — student hub	www.studymelbourne.vic.gov.au
Overseas Students Ombudsman	1300 362 072 www.ombudsman.gov.au
Department of Home Affairs	131 881 www.homeaffairs.gov.au
Victoria Legal Aid	1300 792 387 www.legalaid.vic.gov.au

Disability and Special Needs

Skills Click is committed to an inclusive learning environment. If you have a disability, medical condition, or other circumstance that may affect your learning, please inform us at enrolment or at any time during your studies. We will work with you to arrange reasonable adjustments.

Language and Literacy Support

Students requiring additional English language support will be referred to appropriate resources including the LLN support program. Skills Click may conduct an English proficiency assessment at orientation and your study plan may be adjusted based on results.

9. DEFERRAL, SUSPENSION AND CANCELLATION

Student-Initiated Deferral or Suspension

You may apply to defer your commencement or suspend your studies by submitting a written request to the Administration Manager.

- Approved requests: you will be notified in writing and your CoE updated in PRISMS.
- Refused requests: you will be advised in writing and of your right to appeal within 20 working days.
- Deferrals are generally granted for compassionate or compelling circumstances — that is, circumstances beyond the student's control that impact course progress or wellbeing. Examples include: serious illness or injury (supported by a medical certificate); bereavement of a close family member; major political upheaval or natural disaster in the home country requiring emergency travel; or a traumatic experience such as involvement in or witnessing of a serious accident or crime (supported by police or psychologist reports).
- The maximum period for a student-initiated suspension is 6 months. If a longer suspension is required, the application will be reassessed on its individual merits.

Provider-Initiated Suspension or Cancellation

Skills Click may initiate suspension or cancellation of your enrolment where:

- You have breached the Student Code of Conduct.
- You have failed to maintain satisfactory course progress after intervention.
- You have failed to pay outstanding fees after due process.
- You have provided false or misleading information in your application.

Before initiating any suspension or cancellation, Skills Click will provide written notice and the opportunity to respond.

Important — International Students:

Any deferral, suspension, or cancellation of your enrolment will be reported to DHA via PRISMS. This may affect your student visa. Contact DHA to understand the impact before any action is finalised.

Transfer Between Providers

Transferring TO Skills Click

If you wish to transfer to Skills Click from another provider, your application will be assessed by our Administration Manager. If you have not completed 6 months of study with your previous provider and no release has been recorded in PRISMS, we cannot enrol you.

Transferring FROM Skills Click

If you wish to transfer to another provider before completing 6 months of your principal course, you must:

-
- Submit a written request to the Administration Manager.
 - Provide a valid Letter of Offer from the intended provider.
 - Provide a written explanation of how the new course meets your study objectives.

Skills Click will grant a release where it is in your best interests. Grounds on which a release will be granted include:

- Skills Click has ceased to be registered or is unable to deliver your course.
- Skills Click has had a sanction imposed that prevents you from continuing your course.
- You were misled by Skills Click or an education or migration agent regarding the course or provider, making the course unsuitable to your needs or study objectives.
- Compassionate or compelling circumstances exist that make the transfer appropriate.
- You are at risk of being reported to DHA for unsatisfactory course progress, and the transfer is in your best academic interest.
- An internal or external appeal results in a recommendation to release you.

Transfer decisions are made within 7 days of receiving all required documentation. The outcome will be provided to you in writing. Where a request is refused, you will be advised of the reasons and your right to access the Complaints and Appeals process.

10. COMPLAINTS AND APPEALS

Skills Click is committed to fair, transparent, and accessible complaint and appeal processes. Students will not be disadvantaged for making a genuine complaint.

Making a Complaint

25. First, attempt to resolve the matter informally by speaking with your trainer or the student support officer.
26. If unresolved, lodge a formal complaint in writing to the Administration Manager at info@skillsclick.edu.au.
27. Skills Click will acknowledge your complaint within 3 working days and commence processing within 10 working days.
28. A written outcome will be provided to you.

Lodging an Appeal

If you are dissatisfied with a decision made by Skills Click, you may lodge a formal appeal:

29. Submit your appeal in writing to the Administration Manager within 20 working days of the decision.
30. You are entitled to bring a support person to any appeal hearing.
31. Skills Click will maintain your enrolment while an internal appeal is in progress.
32. A written outcome will be provided within 20 working days of the appeal being lodged.

External Review

If you are not satisfied with the internal outcome, you may seek external review:

Overseas Students Ombudsman (international students): 1300 362 072 | www.ombudsman.gov.au

ASQA (training quality complaints): www.asqa.gov.au/complaints

Note: Your rights under Australian Consumer Law are not affected by this complaints process.

11. QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

Issuance of Qualifications

- Skills Click will issue your qualification within 30 days of all assessment requirements being satisfactorily met.
- A Statement of Attainment (SOA) will be issued where you have completed some but not all units, provided all fees relating to those units have been paid.
- Where you withdraw, transfer, or your enrolment is cancelled prior to completion, an SOA will be issued at no cost provided relevant fees are paid.

Requesting a Statement of Attainment

You may request an SOA at any time by submitting a Student Request Form to the Administration office. SOAs will be issued within 5 working days of a completed request.

Re-Issue of Documents

Replacement certificates or Statements of Attainment may be requested in writing. A fee of \$150 per document applies.

No Guarantee of Outcomes

Completion of a course with Skills Click PTY LTD does not guarantee:

- Employment outcomes.
- Migration outcomes or visa approval.
- Entry into further education.

Students are encouraged to seek independent immigration and career advice before enrolment.

12. INFORMATION FOR INTERNATIONAL STUDENTS

Student Visa (Subclass 500)

Once you receive your Confirmation of Enrolment (CoE), apply for your Student Visa (Subclass 500) through the Department of Home Affairs: <https://immi.homeaffairs.gov.au>

Allow sufficient lead time — visa processing can take several weeks. Arrive in Melbourne at least 2 weeks before your course orientation.

Visa Conditions

As a student visa holder you must:

- Maintain satisfactory attendance and course progress at all times.
- Only work within the hours permitted under your visa conditions.
- Hold valid Overseas Student Health Cover (OSHC) for the full duration of your student visa.
- Notify Skills Click of your Australian address within 7 days of any change.
- Complete your course within the duration specified in your CoE.
- Remain enrolled with Skills Click for 6 months unless a letter of release is issued.

Failure to comply with visa conditions may result in visa cancellation. See: www.homeaffairs.gov.au

Overseas Student Health Cover (OSHC)

All international students must hold OSHC for the full duration of their student visa. OSHC details will be outlined in your Letter of Offer. You are responsible for maintaining valid OSHC at all times while in Australia.

Arriving in Melbourne

Before You Arrive

- Book temporary accommodation before departing. Suggested sites: flatmates.com.au | iglu.com.au/melbourne/
- Keep all critical documents (passport, CoE, OSHC policy, offer letter) in your carry-on luggage.
- Leave certified copies with family in your home country.
- Arrive at least 2 weeks before your course orientation date to allow time to settle in.

Getting Around Melbourne

- Melbourne has an extensive public transport network: trains, trams, and buses.
- Purchase a Myki card for travel. Top up at stations, 7-Eleven stores, or online at www.ptv.vic.gov.au
- The City Circle Tram is a free service operating around Melbourne CBD.
- Taxis: Silver Top — 131 108 | 13cabs — 13 2227. Rideshare apps (Uber, DiDi) are widely available.

Working While Studying

Work Rights for Student Visa Holders:

Student visa holders may work up to 48 hours per fortnight during study periods. There is no restriction on hours during scheduled course breaks.

You must not commence work until your course has officially started. Working before your course start date is a breach of your visa conditions, even if you have already arrived in Australia.

Work rights are set by the Department of Home Affairs. Confirm your conditions at: www.homeaffairs.gov.au

For information about your workplace rights and entitlements — including minimum pay rates, resolving disputes, and conditions of employment — visit the Fair Work Ombudsman: www.fairwork.gov.au

Estimated Cost of Living — Melbourne

Expense	Approximate Weekly Cost (AUD)
Accommodation (shared house)	\$150 – \$350
Groceries and food	\$80 – \$150
Public transport (Myki)	\$40 – \$60
Mobile phone plan	\$20 – \$50
Other (clothing, entertainment)	\$50 – \$100
Estimated Weekly Total	\$340 – \$710

These are estimates only. Actual costs will vary based on lifestyle, location, and personal choices.

Healthcare in Australia

International students are not covered by Medicare. You must hold OSHC for the duration of your student visa. In an emergency, call 000. For non-urgent medical care, visit a GP or medical clinic and present your OSHC card.

Nearest Medical Services to Campus:

Airport West Medical Centre — 36 Louis St, Airport West VIC 3042 | (03) 9338 1200

Essendon Medical Centre — 367 Keilor Rd, Essendon North VIC 3041 | (03) 9379 7444

Sunshine Hospital (Emergency) — 176 Furlong Rd, St Albans VIC 3021 | (03) 8345 1333 (open 24 hours)

Bringing Family to Australia

If you plan to bring your partner or dependent children to Australia, they will require their own visa and must be covered by health insurance. You must provide proof of family relationships (e.g. birth certificates, marriage certificates). Visit www.homeaffairs.gov.au for full details on dependent visas.

- Children aged 5 to 17 must be enrolled in school at all times while in Australia on a dependent visa for more than 3 months. Arrange school enrolment before arriving.
- Childcare costs in Victoria typically range from \$70–\$192 per day for centre-based care. See www.mychild.gov.au for more information.
- Your dependants' living costs will be in addition to your own. Budget accordingly before applying.

Student Visa Application

The current student visa (Subclass 500) application fee is from AUD \$2,000 per application (as at 2025). Fees are subject to change — confirm the current fee at www.homeaffairs.gov.au before applying.

As part of your visa application, you must demonstrate that you are a Genuine Temporary Entrant (GTE) — that is, that your primary intention in coming to Australia is to study. You may be required to provide a written statement. Contact a registered migration agent or refer to www.homeaffairs.gov.au for guidance.

For comprehensive information about living and studying in Australia, visit: www.studyinaustralia.gov.au

13. PRIVACY AND ACCESS TO RECORDS

Privacy Notice

Skills Click PTY LTD collects personal information to manage enrolment and deliver training. Under the Data Provision Requirements 2012, your information may be provided to:

- The National Centre for Vocational Education Research (NCVER).
- Commonwealth and State/Territory government departments and authorised agencies.
- The Tuition Protection Service (TPS).
- The Department of Home Affairs (DHA) via PRISMS as required by law.

Full Privacy Policy: www.skillsclick.edu.au

Relevant legislation: Privacy Act 1988 | ESOS Act 2000 | National Code 2018 | Data Provision Requirements 2012.

Access to Your Records

You have the right to access your own student records held by Skills Click. Submit a written request to the Administration office. Records will be made available within a reasonable timeframe.

Notifying Skills Click of Changes

You must notify Skills Click in writing within 7 calendar days of any change to:

- Residential address
- Email address
- Mobile phone number
- Emergency contact details
- Visa status

Failure to keep your contact details current may result in missed critical communications and may have visa compliance implications.

14. LEGISLATIVE AND REGULATORY FRAMEWORK

Skills Click PTY LTD operates in accordance with the following key legislation and regulatory frameworks.

Legislation / Framework	Purpose
Standards for RTOs 2025 (Outcome Standards and Compliance Standards)	Governs quality of training and assessment by registered training organisations. Came into effect 1 July 2025, replacing the Standards for RTOs 2015.
ESOS Act 2000	Regulates the education and training of overseas students in Australia.
National Code 2018	Sets standards for CRICOS providers on marketing, enrolment, student support, and reporting.
Privacy Act 1988	Governs the collection, use, storage, and disclosure of personal information.
Australian Consumer Law	Protects students' consumer rights. Not overridden by any Skills Click policy.
Work Health and Safety Act 2011 (Vic)	Governs WHS obligations in the workplace and training environment.
Unique Student Identifiers Act 2014	Requires all RTO students to have a USI.
Data Provision Requirements 2012	Requires disclosure of student data to NCVER.

Further information: www.asqa.gov.au | www.legislation.gov.au | Note: The 2025 Standards for RTOs came into effect 1 July 2025 and replace the 2015 Standards.

15. ORIENTATION

Attendance at the Skills Click Orientation Session is MANDATORY.

Failure to attend without prior notification may result in cancellation of your enrolment in accordance with the Refund Policy.

Please arrive at least 15 minutes before your scheduled start time.

Your orientation date, time, and location will be confirmed in your Letter of Offer and Welcome Letter.

What to Expect at Orientation

- Welcome from Skills Click management.
- Overview of your course structure, timetable, and trainer contacts.
- Campus tour and introduction to facilities.
- Review of the Student Code of Conduct, key policies, and support services.
- Complete and submit an Enrolment Form on the day.
- LLN re-assessment (may apply to some students).
- Q&A session with administration and student support staff.

What to Bring to Orientation

- Photo ID (passport for international students).
- Copies of enrolment documents (CoE, Letter of Offer).
- OSHC policy documents (international students).
- Any outstanding documents listed in your Letter of Offer.

ACKNOWLEDGEMENT

By enrolling at Skills Click PTY LTD, you acknowledge that you have read and understood this Student Handbook and agree to comply with all policies, procedures, and obligations outlined herein.

A current copy of this handbook is available at all times at www.skillsclick.edu.au. If you have any questions, please contact us:

Skills Click PTY LTD

15 Hawker Street, Airport West VIC 3042

Phone: (03) 9995 2359

Email: info@skillsclick.edu.au

Website: www.skillsclick.edu.au

Office Hours: Monday to Friday, 8:00am – 8:00pm. Special classes may be held on weekends.