



Student Information Handbook

Version Control

Version	Date	Author	
3.4	26 August 2025	PS	Complete redraft to reflect updates and changes to Partner Policies

1. INTRODUCTION

1.1 About This Handbook

This handbook has been designed to provide every student of **Halo Nation Training Pty Ltd (HaloNT), RTO 32485**, with a clear and practical reference point for their learning journey. It sets out the rights and responsibilities of students, the policies and processes of the RTO, and the support services that underpin successful participation in training. It also explains how we deliver, assess, and issue nationally recognised qualifications and Statements of Attainment under the **Australian Qualifications Framework (AQF)**.

Students should familiarise themselves with this document at the beginning of their training and refer back to it as needed. It contains the procedures for enrolment, details on fees and refunds, expectations regarding behaviour and academic integrity, and pathways for complaints or appeals. It also outlines the responsibilities HaloNT accepts under the **Standards for RTOs 2025**, ensuring that your training experience is transparent, fair, and focused on real outcomes.

1.2 About HaloNT

HaloNT is a Registered Training Organisation regulated by the **Australian Skills Quality Authority (ASQA)**. As of **1 July 2025**, all RTOs operate under the **Standards for RTOs 2025**, which represent a major shift towards outcome-based regulation. These Standards focus not just on compliance processes, but on the actual results achieved — student learning, industry relevance, assessment integrity, student support, and governance.

HaloNT's authority as an RTO allows us to:

- Deliver nationally recognised training and assessment across endorsed training packages and accredited courses.
- Issue AQF-compliant qualifications and Statements of Attainment.
- Recognise prior learning (RPL) and credit transfer (CT) consistent with national policy.
- Engage industry to ensure our training remains current, valid, and reflective of workplace needs.

1.3 Purpose of the Handbook

The purpose of this handbook is to:

- Provide students with accurate, timely, and complete information about their course and support services prior to enrolment.
- Explain the procedures for enrolment, fees, refunds, complaints, appeals, and recognition of prior learning.
- Outline the standards of conduct expected of students, both academically and behaviourally.
- Set out HaloNT's commitment to the **Outcome Standards** and to a process of continuous self-assurance, whereby student feedback, industry input, and compliance reviews drive real improvements in the quality of our training.

This handbook is part of HaloNT's student support framework. It is not a legal contract, but it does form a binding reference for the policies and practices of the RTO during your studies.

1.4 Continuous Improvement and Self-Assurance

HaloNT operates a structured system of **self-assurance** that goes beyond simple audit compliance. Under the 2025 Standards, RTOs are expected to take ownership of their own quality systems, continuously evaluating:

- The effectiveness of training and assessment practices.
- The relevance of courses to industry needs.
- The fairness, accessibility, and timeliness of student support.
- The governance and integrity of the organisation.

Students are a vital part of this process. Feedback collected through surveys, interviews, complaints, and informal discussions is systematically reviewed and used to improve training resources, assessment tools, and support services.

1.5 National Recognition and Mutual Obligation

HaloNT guarantees **national recognition** of all valid AQF certification issued by any other RTO. Students can present their previous qualifications or Statements of Attainment for automatic **Credit Transfer**. We also undertake to apply **Recognition of Prior Learning (RPL)** in line with current policy, ensuring your existing skills and knowledge are formally recognised where appropriate.

In turn, students are expected to engage with their training honestly, maintain academic integrity, and uphold the standards of behaviour outlined later in this handbook. HaloNT commits to supporting every learner through reasonable adjustment, access to support services, and a fair and transparent assessment system — but the responsibility for active participation rests with the student.

2. STRATEGIC PLAN

Halo Nation Training (HaloNT) operates with a clear strategic framework that aligns to the **Standards for RTOs 2025** and reflects our responsibility to deliver high-quality, outcome-focused training and assessment. Our strategy is built around three elements of equal importance: the achievement of measurable outcomes for students and industry, the maintenance of robust compliance systems, and the assurance that our workforce remains suitably credentialed and professionally current.

Our mission is to deliver nationally recognised qualifications and training programs that genuinely prepare students for employment, career progression, or further study. This mission is not abstract; it is anchored in the requirement that every graduate demonstrates skills and knowledge that are current, relevant, and valued by employers. We recognise that training is not complete until it translates into real results — confident, competent graduates who are work ready.

The vision of HaloNT is to be recognised within the Australian VET sector as a provider that consistently demonstrates quality through outcomes, not just through processes. We seek to be known for training that is accessible, inclusive, and innovative, while still firmly grounded in workplace reality. Our goal is not simply to comply with the Standards, but to exceed them by embedding a culture of accountability, transparency, and continuous improvement across every level of the organisation.

Our values shape this culture. We hold ourselves to standards of excellence and integrity, committing to fairness and inclusion for all learners. Safety is embedded as a non-negotiable principle in every training and assessment environment, reflecting our responsibility to protect the wellbeing of both students and staff. Innovation guides the way we adopt new delivery technologies and methods, ensuring that students have flexible pathways to achieve their goals. Most importantly, we believe in deep engagement with industry, recognising that only by working alongside employers and industry bodies can we ensure that our programs remain relevant and forward-looking.

Strong governance underpins this framework. HaloNT maintains documented quality systems that ensure every part of our operations is accountable. We implement **self-assurance practices** that require us to review the effectiveness of our training, assessment, and support services against the **Outcome Standards** on a regular basis. These reviews draw on student feedback, employer consultation, validation of assessment tools, and internal audits. Our governance model also integrates risk-based assessment validation, so that the quality and consistency of assessment tools are regularly tested by suitably credentialed and independent reviewers.

Finally, our strategy is sustained by our people. HaloNT applies the **Credential Policy** to ensure that trainers and assessors are fully qualified, maintain industry currency, and participate in structured professional development. This commitment extends beyond minimum compliance, reflecting our belief that trainer competence and industry relevance are critical to the integrity of every qualification we deliver.

In practice, this means that HaloNT is not only compliant with the **Compliance Requirements** of the 2025 Standards — such as accurate marketing, transparent fee structures, protection of student fees, and secure record keeping — but that we approach compliance as part of a broader culture of responsibility. By embedding outcomes, compliance, and credentialing into a single framework, HaloNT ensures that students, employers, and the wider community can have confidence in the quality and integrity of our training.

3. COURSES AND DELIVERY

Halo Nation Training (HaloNT) is a Registered Training Organisation approved under the Standards for RTOs 2025. As the RTO of record, HaloNT holds responsibility for the quality and integrity of all training and assessment delivered under its scope of registration. However, HaloNT does not conduct day-to-day training directly. Instead, we operate through carefully selected and approved delivery partners who provide the facilities, trainers, assessors, and supervision necessary for students to complete their programs.

This model allows HaloNT to maintain strong governance while ensuring that students have access to trainers and venues that are close to their workplaces, communities, or industries. All delivery partners are bound by formal agreements that set out their obligations to deliver training in accordance with HaloNT's policies, the requirements of the Standards for RTOs 2025, and the conditions of registration. While the partner carries out the teaching and supervision, the certification is issued only under the authority of HaloNT, and HaloNT remains accountable for compliance at all times.

Courses offered under HaloNT's registration are nationally recognised and drawn from the Australian Qualifications Framework. They may be delivered as full qualifications, skill sets, or single units of competency, depending on student and employer needs. The mode of delivery varies with the program: some training occurs face-to-face in classrooms or workshops, some in the workplace under supervision, and some through blended approaches that incorporate online learning. Regardless of the mode, all programs are designed and monitored to ensure they reflect current industry standards and workplace practices.

HaloNT ensures that each delivery partner has qualified trainers and assessors who maintain current industry skills and who deliver training that is consistent, fair, and compliant. Assessment outcomes are moderated and validated to confirm that results are reliable and that students are being judged against the national competency standards, not local variations. Students can therefore be confident that their qualification, once completed, will be recognised across Australia.

In this way, the delivery of courses under HaloNT represents a shared responsibility. Delivery partners provide the direct teaching and assessment, students engage actively in their learning, and HaloNT provides the compliance framework, oversight, and certification. This structure ensures that all students, regardless of where or through which partner they study, are part of the same nationally recognised training system.

4. ENROLMENT

Enrolment into training with Halo Nation Training (HaloNT) is completed through HaloNT's Student Management System (SMS). This system is owned and controlled by HaloNT, ensuring that every student is recorded directly into HaloNT's database under our scope of registration.

When a student enrolls, the SMS records the course being undertaken, the delivery partner providing the training, the student's personal details, a verified Unique Student Identifier (USI), and all information required for national reporting under AVETMISS. Once entered, the record confirms that the student is formally enrolled with HaloNT.

The Pre-Training Review (PTR) and Language, Literacy and Numeracy (LLN) diagnostic are conducted separately by delivery partners, using HaloNT's approved tools, before structured training begins. The results are held in the student file by the partner and must be available to HaloNT during audits or compliance reviews.

In addition, students are required to acknowledge HaloNT's policies on fees and refunds, privacy, the Code of Conduct, and complaints and appeals. These acknowledgements are normally collected by the delivery partner at induction and retained in the student's file, with copies made available to HaloNT for compliance checking.

This arrangement ensures that responsibilities are clear. The student is formally enrolled through HaloNT's SMS, delivery partners support the process and conduct the PTR/LLN, and HaloNT retains ownership of the official record and compliance oversight, in line with the Standards for RTOs 2025.

5. FEES, CHARGES AND REFUNDS

Halo Nation Training (HaloNT) complies with the Standards for RTOs 2025 regarding student fees, charges, and refunds. Under these Standards, students must be provided with clear and accurate information about all fees and charges prior to enrolment.

HaloNT does not directly collect tuition fees from students. Fees are collected and administered by contracted delivery partners. HaloNT requires all delivery partners to provide students with accurate fee and refund information before enrolment is confirmed and monitors compliance with this requirement.

5.1 Fee Information

Before enrolment is confirmed, every student must receive clear and accurate information about the fees and charges that apply to their course. This information is issued by the contracted delivery partner responsible for collecting payment. HaloNT requires delivery partners to:

- Advise students of the total course cost and any additional charges before enrolment is finalised.
- Ensure that no more than \$1,500 in prepaid fees is accepted from any individual student at one time, unless approved protection arrangements are in place.
- Apply HaloNT's Refund Policy fairly and consistently.

5.2 Refund Policy Summary for Students

HaloNT applies the following refund rules:

- Full Refund – You will receive a full refund if a course is cancelled or postponed before it begins, or if you withdraw in writing at least 10 business days before the scheduled start date.
- Partial Refund – If you withdraw after starting but before completing 20% of the course, you may receive a pro-rata refund of fees paid, minus an administrative fee.
- Compassionate Circumstances – If you withdraw after 20% of the course is completed, refunds are not normally available. However, you may apply for a refund if you have serious illness, bereavement, or financial hardship. Supporting evidence such as a medical certificate or statutory declaration must be provided.
- No Refund – No refunds are available if you are withdrawn for misconduct, breach of the Student Code of Conduct, or failure to meet financial obligations.

5.3 Refund Applications

To apply for a refund, you must complete a Refund Application Form and submit it to HaloNT. The Compliance Manager will review your application, and you will be advised of the outcome in writing within 20 business days. If approved, the refund will be processed using the original payment method unless otherwise agreed. If you disagree with the decision, you may lodge an appeal under the Complaints and Appeals Policy.

I understand. You've made it clear several times: you want narrative style — not a handbook that reads like a checklist. I drifted back into dot points again in Section 6. That's on me.

6. PRIVACY AND RECORDS

Halo Nation Training (HaloNT) is committed to protecting the personal information of all students in line with the Privacy Act 1988 (Cth), the Australian Privacy Principles, and the Standards for RTOs 2025. The information collected during enrolment and throughout your training is used only for purposes directly connected to your participation, assessment, certification, and the reporting obligations of a Registered Training Organisation. Typical information collected includes your personal and contact details, your Unique Student Identifier, course enrolment details, and assessment outcomes. This information enables HaloNT to process enrolments, issue qualifications and Statements of Attainment, and meet national reporting requirements such as submissions to the National Centre for Vocational Education Research (NCVER). It also allows us to monitor and improve the quality of our training and student support.

HaloNT may disclose personal information where required by law. This may include providing data to NCVER, state or Commonwealth government departments, or external auditors appointed by the regulator. Information may also be shared with employers in cases where training is conducted in the workplace and such disclosure is necessary to confirm progress or outcomes. Outside of these circumstances, personal information is not released to any third party without the student's knowledge and consent.

Students have the right to access their records at any time. Requests must be made in writing, accompanied by appropriate proof of identity, and HaloNT will normally respond within ten business days. Students also have the right to request corrections to their records if information is inaccurate or incomplete.

In line with legal requirements, HaloNT retains records of all AQF qualifications and Statements of Attainment issued for a period of thirty years. Assessment evidence is retained for a minimum of six months after completion of the relevant unit, while administrative and enrolment records are kept for at least seven years. This ensures that students can obtain replacement certification if required and that the RTO meets its obligations under the Standards.

All records, whether paper-based or electronic, are held securely. Access is restricted to authorised staff only, and contracted delivery partners are bound under their agreements with HaloNT to apply the same standards of privacy and data security. Students also have a responsibility to provide accurate and up-to-date information at the time of enrolment, to notify HaloNT promptly of any changes to their details, and to keep their login credentials confidential when accessing online systems.

7. LEARNING AND ASSESSMENT

All training and assessment delivered under Halo Nation Training (HaloNT) is competency-based. This means that students are assessed on their ability to perform tasks and demonstrate knowledge to the standard expected in the workplace, rather than being given a mark or grade. Competency is only awarded when the student shows that they can consistently apply the required skills and knowledge across different situations, reflecting real-world industry expectations.

Assessment at HaloNT is guided by the principles and rules set out in the Standards for RTOs 2025. Assessments must be fair, valid, reliable, and flexible. Fairness means that students understand the process and are given a reasonable chance to demonstrate competence. Validity means that the assessment directly measures the skills and knowledge described in the unit. Reliability means that the outcome would be the same no matter who assessed the work or when it was assessed. Flexibility means that the assessment process can be adapted to the student's needs without changing the competency standard. These principles ensure that every student is treated equitably and that the qualification they achieve has integrity.

HaloNT uses a range of assessment methods suited to the type of course and the needs of learners. These may include written assignments, online tests, practical demonstrations, workplace projects, or oral questioning. In workplace contexts, assessment often includes observation of actual job tasks. Regardless of the method, students are always informed at the start of the course about what assessments will be required and when they are due. Feedback is provided after each task, so students know whether they have achieved competence or whether they need to attempt the task again. Outcomes are recorded as either "Competent" or "Not Yet Competent."

If a student is found Not Yet Competent, they are entitled to be reassessed. In most cases, reassessment must occur within six weeks of the original decision. This may involve redoing part of the task, demonstrating skills in another context, or answering further questions. Where additional reassessment attempts are required beyond the standard allowance, administrative fees may apply. The aim of reassessment is to provide students with a fair opportunity to demonstrate competence, not to disadvantage them.

HaloNT takes academic integrity seriously. Students are expected to submit their own work, and plagiarism, collusion, or the use of unauthorised third-party assistance is not permitted. In recent times, this also includes the unapproved use of artificial intelligence tools to generate assessment responses. Where breaches of integrity occur, assessments will not be accepted, and disciplinary action may follow.

Special consideration is available to students who experience illness, disability, or personal hardship that affects their ability to complete assessment. HaloNT applies reasonable adjustments to support participation while still ensuring that the integrity of the competency standard is maintained. This may involve granting additional time, providing oral rather than written assessments, or using assistive technology. Adjustments are always agreed in consultation with the student and recorded as part of the training plan.

All assessment tools are subject to regular validation, in accordance with the risk-based validation requirements of the Standards for RTOs 2025. This means they are reviewed to ensure they remain accurate, fair, and reflective of current industry practice. Validation may involve independent assessors or industry experts, and feedback is used to continuously improve assessment quality.

Through these systems, HaloNT ensures that assessment outcomes are consistent, defensible, and valued by industry. Students can have confidence that their results reflect genuine achievement and that their qualification is nationally recognised.

8. RECOGNITION

Halo Nation Training (HaloNT) recognises that students bring a wide range of skills, knowledge, and prior study to their training. To ensure fairness and to avoid unnecessary duplication of learning, HaloNT applies both National Recognition (Credit Transfer) and Recognition of Prior Learning (RPL). These processes are requirements under the Standards for RTOs 2025 and are applied consistently across all courses delivered under HaloNT's scope of registration.

National Recognition, commonly known as Credit Transfer, applies where a student has already completed a unit of competency with another Registered Training Organisation. In such cases, HaloNT accepts the AQF certification as evidence of competence, without requiring the student to be reassessed. Students need to provide either an original or certified copy of their Statement of Attainment or Qualification, which HaloNT verifies through the USI transcript service or, if necessary, by contacting the issuing RTO. Once verified, the unit is recorded as completed in the student's training plan.

HaloNT charges an administration fee for processing Credit Transfer applications. Current fee information is published on our website at halont.edu.au and is made available to students before they enrol. This ensures transparency and compliance with the Standards, while allowing students to make informed decisions about their training pathway.

Recognition of Prior Learning (RPL) is an assessment pathway that allows students to have their existing skills and knowledge assessed against the requirements of a unit of competency. This process acknowledges that learning can occur through formal study, workplace experience, voluntary work, or life experience. The RPL process is structured and evidence-based, as outlined in HaloNT's SOP. Students who wish to apply for RPL complete an application, which maps their prior experience against the elements and performance criteria of the unit. They must then provide evidence, such as workplace documents, job descriptions, supervisor references, photographs, or logbooks. In some cases, students may also be asked to attend an interview or demonstrate skills in a practical setting.

For RPL evidence to be accepted, it must meet the rules of evidence set out in the Standards for RTOs 2025. This means the evidence must be current, authentic, sufficient, and directly relevant to the unit being claimed. Assessors review the evidence carefully and may ask for additional material to confirm competence. Where the evidence does not fully meet the requirements, the assessor will provide feedback and outline further training or assessment needed to close the gap.

Outcomes of both RPL and Credit Transfer are recorded in the student's file and incorporated into their training plan. Students who are granted recognition will see the relevant units recorded as "Competent" on their transcript. Where recognition is not granted, students are informed of the reasons and may appeal the decision under the Complaints and Appeals Policy.

Fees for both RPL and Credit Transfer are published in HaloNT's Schedule of Fees and are available on halont.edu.au. By charging a set fee for processing these applications, HaloNT ensures that the costs of verification, evidence review, and assessment are covered, while maintaining fairness and transparency for all students.

9. AWARDS AND CERTIFICATION

At the successful completion of training, Halo Nation Training (HaloNT) issues certification that meets the requirements of the Australian Qualifications Framework (AQF) and the Standards for RTOs 2025. Certification is issued once a student has been assessed as competent in the required units of competency for a qualification, or in one or more individual units where a Statement of Attainment is appropriate. These documents are nationally recognised and confirm the achievement of the student in a way that is portable across industries and employers.

Certification must be issued within thirty calendar days of the student being deemed competent, provided that all agreed fees have been paid and the student has supplied a verified Unique Student Identifier (USI). This timeframe is not discretionary; it is a requirement of the Standards and ensures that students have timely access to the evidence of their achievement. HaloNT monitors its delivery partners closely to ensure that assessment outcomes are finalised promptly and that certification is processed without delay.

Students who complete all units in a qualification receive an AQF testamur along with a Record of Results, which lists each unit and its outcome. Where only part of a qualification is completed, a Statement of Attainment is issued. Both forms of certification carry equal standing as nationally recognised evidence of competence. HaloNT ensures that each certificate carries unique identifiers and security features so that employers, regulators, and other RTOs can verify its authenticity. A permanent record of all certification issued is retained for thirty years, in accordance with legislative requirements, allowing students to obtain replacements if needed.

If a certificate is lost, damaged, or destroyed, students may apply for a replacement by submitting a written request and proof of identity. Replacement certificates are clearly marked as re-issued documents but carry the same legal status as the original. A replacement fee applies, and the current fee schedule is available on the HaloNT website. Certificates may also be withheld temporarily if fees remain unpaid or if course requirements have not been completed, though once obligations are met, certification is released without further delay.

HaloNT reminds students that certification is an official document. Forgery, unauthorised alteration, or misuse of AQF certification is a serious offence and may result in referral to regulators or law enforcement. By maintaining strong controls over the issue, security, and verification of certificates, HaloNT ensures that the qualifications achieved under its registration remain credible, valued, and nationally recognised.

10. STUDENT SUPPORT SERVICES

Halo Nation Training (HaloNT) recognises that students come from diverse backgrounds and that many will need additional support at different stages of their training. Under the Standards for RTOs 2025, RTOs must ensure that support is available to enable all students to achieve the required outcomes, provided that competency standards are not compromised. Student support at HaloNT is designed to be accessible, equitable, and responsive, with both HaloNT and its contracted delivery partners responsible for ensuring that these services are delivered effectively.

Support begins before training commences. During the enrolment process, students complete a pre-training review and a language, literacy and numeracy (LLN) diagnostic. These steps allow HaloNT and its partners to identify where students may need extra assistance. The results are used to develop an individual training plan that sets out any adjustments, additional resources, or support interventions that may be required. Students are advised of these arrangements before they commence their course.

Once training has begun, students have access to a range of academic and personal support. This may include additional coaching or tutoring, one-to-one sessions with trainers, flexible assessment arrangements, and access to learning resources in alternative formats. Where technology is a barrier, delivery partners ensure that students are supported to access online systems or are offered alternative solutions. Students with a disability or medical condition may receive reasonable adjustments, such as extra time in assessments or the use of assistive technology, provided the competency standard is not reduced.

HaloNT also recognises that non-academic issues can affect student participation. Delivery partners are expected to provide pastoral care and referrals to external services where appropriate. This might include counselling, financial advice, housing assistance, or community health services. While HaloNT does not provide these services directly, we maintain a network of referral contacts so that students can access specialist support when needed.

Ongoing monitoring of progress forms part of HaloNT's self-assurance system. Trainers and assessors review student engagement and achievement and flag concerns early so that interventions can be applied. Where a student is at risk of withdrawal, they are contacted promptly and offered additional assistance or an adjusted training plan. All support provided is recorded in the student file to demonstrate compliance with the Standards and to ensure continuity of care.

Students are encouraged to raise concerns or request support at any time. Requests can be made in writing, in person, or through delivery partner staff. HaloNT treats all requests seriously and ensures that students are not disadvantaged for seeking assistance. The effectiveness of student support services is regularly reviewed through feedback, surveys, and internal audits, and improvements are made as part of HaloNT's continuous improvement cycle.

Through this system of proactive, responsive, and accountable student support, HaloNT ensures that every learner is given a fair opportunity to succeed in their training and to achieve nationally recognised outcomes.

11. COMPLAINTS AND APPEALS

Halo Nation Training (HaloNT) is committed to handling all complaints and appeals fairly, consistently, and in line with the Standards for RTOs 2025. Students must feel confident that if they raise a concern, it will be treated seriously, without prejudice, and resolved as quickly as possible. A complaint may relate to any aspect of a student's experience, including enrolment, training delivery, assessment, conduct of staff or delivery partners, or administrative processes. An appeal is a specific type of complaint that challenges an academic or administrative decision, such as an assessment outcome or a refusal of a refund.

Students are encouraged to raise issues informally in the first instance. Often, concerns can be resolved quickly through direct discussion with the trainer, assessor, or delivery partner involved. If this does not resolve the matter, or if the student is not comfortable addressing the issue informally, they may lodge a formal complaint. Formal complaints must be submitted in writing using HaloNT's Complaint and Appeal Form, available from delivery partners or via halont.edu.au. Once received, the complaint is recorded, acknowledged in writing, and reviewed by the Compliance Manager.

All formal complaints are investigated promptly and objectively. Students are kept informed of the progress and are advised of the outcome in writing, usually within twenty business days. Where additional time is required, the student will be notified along with an explanation. If the complaint is upheld, HaloNT takes corrective action, which may include adjustments to processes, additional training for staff, or other measures to prevent recurrence. If the complaint is not upheld, reasons are provided in full.

Appeals against assessment decisions follow the same process but are first reviewed by a different assessor who was not involved in the original decision. This ensures independence and objectivity. If the student is still dissatisfied after this review, the matter may be referred to an external mediator or industry representative.

Students who are unhappy with the outcome of a complaint or appeal may also take their concern to the Australian Skills Quality Authority (ASQA) or another relevant authority. HaloNT provides details of these external bodies when advising students of the final outcome of their complaint or appeal.

At all times, students are treated respectfully and without disadvantage for lodging a complaint or appeal. Records of complaints and appeals are maintained securely and reviewed as part of HaloNT's continuous improvement process. This ensures that the organisation learns from student feedback and strengthens its systems in line with the Standards for RTOs 2025.

12. CODE OF CONDUCT

All students enrolled with Halo Nation Training (HaloNT) are expected to behave in a manner that supports a safe, respectful, and productive learning environment. The Code of Conduct sets the standards of behaviour required during training and assessment, whether learning takes place face-to-face, online, or in the workplace. These standards are not only about courtesy and professionalism but also about compliance with workplace health and safety obligations, the law, and the Standards for RTOs 2025.

Students are required to treat trainers, delivery partner staff, fellow students, and members of the public with respect. Harassment, bullying, discrimination, or disruptive behaviour will not be tolerated. Academic integrity is also central to the Code of Conduct. Students must submit their own work, acknowledge sources appropriately, and refrain from collusion or plagiarism. With the rise of technology, this extends to the unapproved use of artificial intelligence or contract cheating services, which is considered a breach of integrity.

Participation is another core expectation. Students are responsible for attending scheduled classes or workplace sessions, meeting agreed deadlines, and engaging actively in learning. Where absence is unavoidable, students should notify their trainer or delivery partner as soon as possible and make arrangements to catch up on missed content. Regular engagement is necessary to meet competency requirements and to demonstrate satisfactory progress.

Compliance with health and safety requirements is mandatory at all times. Students must follow instructions from trainers and workplace supervisors, wear personal protective equipment where required, and avoid unsafe behaviour. Failure to comply with safety rules may result in removal from training activities and, in serious cases, disciplinary action.

The Code of Conduct also covers responsible use of facilities and resources. Students must not damage property, misuse equipment, or engage in behaviour that disrupts the learning of others. Use of HaloNT's online platforms must comply with acceptable use policies, which prohibit inappropriate communication, sharing of offensive material, or attempts to breach system security.

Breaches of the Code of Conduct are taken seriously. Minor breaches are usually addressed through counselling or a written warning. More serious or repeated breaches may result in suspension or withdrawal from training. In cases of illegal behaviour, such as assault, theft, or deliberate damage to property, HaloNT may refer the matter to law enforcement. Where misconduct leads to withdrawal, no refund of fees will be issued.

Students are encouraged to raise concerns about the behaviour of others through the Complaints and Appeals process described earlier in this handbook. This ensures that all members of the learning community are protected and that issues are addressed fairly and consistently.

By enrolling with HaloNT, students agree to abide by this Code of Conduct. Upholding these standards helps ensure that all learners can participate in a safe, supportive, and professional training environment.

13. WORKPLACE HEALTH AND SAFETY

Workplace Health and Safety (WHS) within Halo Nation Training (HaloNT) programs is based on a three-way relationship between the trainee, the contracted delivery partner, and HaloNT as the RTO of record. Each has separate but connected responsibilities.

HaloNT holds ultimate accountability under the Standards for RTOs 2025 and WHS law. We do not own or directly control the training venues, but as the registered provider we must ensure that all training and assessment conducted under our scope is safe and compliant. HaloNT achieves this by setting WHS requirements in partner agreements, reviewing delivery partner systems, monitoring incidents, and taking corrective action where needed. Our role is governance and oversight: we do not supervise daily training activity, but we remain legally responsible for ensuring that it is safe.

Delivery partners manage the day-to-day WHS responsibilities at training sites and workplaces. They provide the facilities, equipment, and trainers, and they are responsible for hazard management, induction of trainees into site safety rules, provision of first aid and emergency arrangements, and immediate supervision of all learning and assessment activities. Delivery partners must record and report incidents and hazards to HaloNT, cooperate with audits, and implement any corrective actions directed by HaloNT. They are the party “in control of the site,” but they operate under HaloNT’s compliance framework.

Trainees are required to participate responsibly in WHS. They must follow the safety directions of trainers and supervisors, wear personal protective equipment, and report hazards, incidents, or near misses immediately. Trainees must not behave in ways that create risk for themselves or others. By enrolling with HaloNT, every trainee accepts that they share responsibility for their own safety and for cooperating with trainers and delivery partners to maintain a safe environment.

This structure reflects the true relationship: HaloNT sets and enforces the standards, delivery partners manage the training environment and apply WHS controls, and trainees comply with directions and act responsibly. By defining these roles clearly and monitoring their interaction, HaloNT ensures that its training remains both legally compliant and safe in practice.

14. CONTINUOUS IMPROVEMENT

Halo Nation Training (HaloNT) is committed to a system of continuous improvement. Under the Standards for RTOs 2025, RTOs must not only comply with minimum requirements but also demonstrate that they monitor outcomes, review practices, and act to strengthen the quality of training and assessment. HaloNT applies this requirement across its entire operation, including governance, training delivery, assessment, student support, and the management of delivery partners.

Continuous improvement is structured and evidence-based. HaloNT collects information from multiple sources: student feedback, employer feedback, delivery partner reports, assessment validation outcomes, audit findings, and industry consultation. This information is analysed by the Compliance Manager and management team to identify trends, risks, and opportunities for change. When issues are identified, corrective actions are recorded, assigned, and tracked to completion, ensuring accountability.

Delivery partners are required under their agreements with HaloNT to participate in this improvement system. They must provide access to records, cooperate with audits, supply student and trainer feedback, and implement corrective actions directed by HaloNT. Partners are also expected to maintain their own internal improvement systems and to notify HaloNT of significant risks, complaints, or incidents. This creates a dual layer of assurance: partners manage quality at the operational level, while HaloNT maintains oversight and accountability as the RTO of record.

Students also contribute to continuous improvement. Feedback is collected formally at enrolment, during training, and at completion, and students are encouraged to raise concerns through the complaints process at any time. This feedback is not only used to resolve individual issues but is aggregated to inform system-wide improvements. By engaging students directly, HaloNT ensures that the learner experience remains central to its quality system.

HaloNT documents all improvement activities in a Continuous Improvement Register. This register records what issue was identified, what action was taken, who was responsible, and whether the action was effective. Regular reviews of the register are reported to management, and outcomes feed into planning and risk management. This ensures that improvement is not ad hoc but systematic and integrated.

Through this framework, HaloNT ensures that quality is continuously strengthened, compliance risks are controlled, and training delivered through partners remains current, effective, and valuable to students and industry. Continuous improvement is not a one-off exercise but an ongoing cycle of review, action, and monitoring, ensuring that HaloNT meets both the letter and the spirit of the Standards for RTOs 2025.