



SR PT EDUCATION

Educate • Recruit • Coach

POLICY MANUAL

*Student-facing policies
and procedures*



NATIONALLY RECOGNISED TRAINING

Delivered under a third-party arrangement with

Strike Training & Consulting

RTO 41500

*A clear, practical reference for students,
staff and delivery partners.*



STUDENT FOCUS

Fair, supportive
and transparent



QUALITY ASSURED

Policies that uphold
excellence



PROFESSIONAL

Built on integrity,
respect and trust



**SR
PT**

EDUCATION



2026

POLICY SERIES



VERSION

1.0



ISSUED

JULY 2026



REVIEW

JULY 2027



PUBLICATION COPY



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Document Control

This manual consolidates the key student policies applying to SR PT Education’s delivery of nationally recognised training on behalf of Strike Training & Consulting (RTO 41500). It is designed for website publication and student access.

Control	Details
Document title	SR PT Education Policy Manual
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Applies to	Prospective and enrolled students; SR PT Education personnel; Strike personnel supporting SR PT students; relevant contractors and placement partners

Version History

Version	Date	Summary of changes	Authority
1.0	July 2026	Initial consolidated policy manual aligned to the Student Handbook and 2025 Standards for RTOs.	SR PT / Strike authorised representatives

APPROVAL NOTE

The approval authority must confirm this manual matches the executed third-party agreement, current Training Agreements, published fees and refund settings, operational timeframes, contact details and Strike Training & Consulting’s controlled RTO policies before publication.

Review Cycle

This manual will be reviewed at least annually and earlier when legislation, the Standards for RTOs, training products, delivery arrangements, fees, systems, identified risks, complaints, assessment validation outcomes or organisational responsibilities change. Superseded copies will be archived and removed from public access.

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About This Manual

Purpose

The purpose of this manual is to provide clear, accessible and consistent policy requirements for students and personnel involved in SR PT Education programs. It supports fair treatment, quality training and assessment, student protection, transparent decision-making and continuous improvement.

Scope

The manual applies to all nationally recognised training and related student services promoted or delivered by SR PT Education under its third-party arrangement with Strike Training & Consulting (RTO 41500), including online learning, practical academies, practical placement, assessment, mentoring and student support. Where a government funding contract, licensing rule or course-specific requirement imposes an additional obligation, that requirement also applies.

Third-party delivery and accountability

WHO DOES WHAT

SR PT Education provides day-to-day course delivery, practical academies, mentoring and student support under a written third-party arrangement. Strike Training & Consulting is the Registered Training Organisation and remains responsible for regulatory compliance, quality assurance, assessment governance, student certification and oversight of services delivered on its behalf.

SR PT Education: Provides student-facing services, receives enquiries and complaints, maintains local records, implements approved systems and promptly escalates matters requiring RTO authority.

Strike Training & Consulting: Maintains the RTO's registration and systems, oversees third-party delivery, approves or controls assessment and certification decisions, assures compliance and manages escalated or RTO-level matters.

Students: Provide accurate information, participate honestly and safely, follow course requirements, raise support needs early and use the procedures in this manual.

All personnel: Apply policies consistently, protect confidentiality, disclose conflicts of interest, maintain records and escalate risks or potential non-compliance.

Policy hierarchy and interpretation

This manual should be read with the Student Handbook, Training Agreement, course information, assessment instructions and applicable controlled RTO procedures. It does not limit rights under the Australian Consumer Law, Privacy Act 1988, anti-discrimination laws, work health and safety laws, the National Vocational Education and Training Regulator Act 2011, the Student Identifiers Act 2014 or other applicable law. If documents conflict, legislation and regulatory instruments prevail, followed by Strike's approved RTO policies and the executed third-party agreement.

Nothing in this manual guarantees successful completion, a shortened course duration, a refund, credit, RPL, employment or a licensing outcome. Each decision is made on evidence and the applicable requirements.

Definitions

Term	Meaning
Appeal	A request for review of a decision that adversely affects a student, including an assessment decision.
Complaint	An expression of dissatisfaction about services, conduct, decisions, facilities, personnel or a third party.
Credit transfer	Recognition of an equivalent training product previously completed and authenticated.
Reasonable adjustment	A change to training or assessment that supports access without compromising the competency requirements or causing unjustifiable hardship.
RPL	An assessment process that considers relevant prior formal, non-formal and informal learning against training product requirements.
Student	A prospective, current or former VET student where the context permits.
Training product	An AQF qualification, skill set, unit of competency, accredited course or module.

POLICY 01

Student Code of Conduct

A respectful, safe and professional learning environment is a shared responsibility.

AT A GLANCE

This policy forms part of the SR PT Education Policy Manual and must be read with the Student Handbook, Training Agreement, course information and the written third-party arrangement with Strike Training & Consulting (RTO 41500).

Purpose and scope

This policy establishes expected student behaviour across online learning, practical academies, placement, communications, social media interactions connected with the course, and any facility or event used for training or assessment.

Expected conduct

- Treat students, staff, trainers, assessors, mentors, clients and placement personnel with dignity, fairness and respect.
- Follow reasonable instructions, facility rules, work health and safety requirements, emergency procedures and risk controls.
- Attend practical activities in suitable fitness clothing and enclosed training shoes, and use equipment only as instructed.
- Participate actively, arrive prepared, communicate absences promptly and avoid conduct that disrupts learning.
- Use respectful language and do not engage in bullying, harassment, discrimination, racism, vilification, intimidation, violence or sexual misconduct.
- Protect privacy and confidentiality, including client information, assessment scenarios, recordings and the personal information of others.
- Use digital systems, AI tools and course resources lawfully, securely and only for legitimate learning purposes.
- Submit honest work, accurately represent attendance and placement evidence, and comply with the Academic Integrity Policy.
- Do not attend training while impaired by alcohol or drugs, possess prohibited items, damage property or create an unreasonable safety risk.
- Maintain appropriate professional boundaries and comply with lawful industry, placement and safeguarding expectations.

Responding to concerns or misconduct

Where possible and safe, minor concerns may be addressed informally through guidance or a behavioural agreement. Serious, repeated or safety-related concerns may result in a formal process. The student will be

informed of the concern, given a reasonable opportunity to respond, and advised of the decision and any review rights.

- supportive guidance or a warning
- a required action plan or conditions on participation
- removal from an activity while a risk is assessed
- replacement or payment for wilfully damaged property where lawful
- suspension or cancellation of enrolment in serious cases, subject to the Training Agreement and procedural fairness
- referral to emergency services, police, a placement host or another authority where required by law or necessary to manage a serious risk

A student will not be penalised merely for raising a genuine safety concern, complaint or appeal. Decisions may be appealed under Policy 02.

Responsibilities and records

Students: Meet the conduct expectations and report hazards or serious concerns promptly.

SR PT Education: Communicate expectations, respond proportionately, document significant matters and notify Strike of serious or systemic issues.

Strike Training & Consulting: Oversee decisions affecting enrolment or certification and assure procedural fairness.

Records: Material warnings, incident reports, student responses, decisions and appeals are stored securely with access limited to authorised personnel.

Related requirements

- Policy 02 — Complaints & Appeals
- Policy 09 — Access & Equity
- Policy 10 — Academic Integrity
- Student Handbook and Training Agreement

POLICY 02

Complaints & Appeals

Students can raise concerns and seek review without being disadvantaged for doing so.

AT A GLANCE

This policy forms part of the SR PT Education Policy Manual and must be read with the Student Handbook, Training Agreement, course information and the written third-party arrangement with Strike Training & Consulting (RTO 41500).

Purpose and scope

This policy applies to feedback, complaints and appeals about SR PT Education, Strike Training & Consulting, services delivered under the third-party arrangement, staff, contractors, other students, placement settings, assessment decisions and other decisions affecting a student.

Principles

- accessibility and support, including the option to use a support person
- confidentiality to the extent practicable and lawful
- impartiality, procedural fairness and management of conflicts of interest
- no victimisation or disadvantage for making a genuine complaint or appeal
- clear written outcomes, reasons and further review options
- use of outcomes and trends for continuous improvement

How to raise a complaint

Step	Action
1	Contact Student Support by email at support@srpteducation.com.au or phone on (02) 7259 3578. Informal resolution can be attempted where appropriate, but is not required.
2	For a formal complaint, provide your name and contact details, what occurred, relevant dates and people, supporting information, and the outcome you seek. Anonymous feedback may be considered, although it may limit investigation and response.
3	SR PT Education will record the matter, acknowledge it normally within five business days and notify Strike promptly where the matter concerns RTO obligations, assessment, certification, serious conduct, systemic risk or the third-party arrangement.
4	An impartial person will review the information, give affected parties a fair opportunity to respond and communicate a written outcome with reasons. The aim is to resolve matters within 20 business days where practicable.

Step	Action
5	If a matter cannot be finalised within 60 calendar days, the student will be told in writing why more time is needed and will receive regular progress updates.

Appeals

A student may appeal an assessment or administrative decision. The appeal should normally be lodged within 20 business days after the decision is communicated, unless it is reasonable to accept a later appeal. An appeal will be considered by a person who was not the original decision-maker and has appropriate authority and competence. Assessment appeals will include an objective review by a suitably qualified assessor.

Further review

If the internal process does not resolve the matter, the student may request review by an appropriate independent party. The student will be told of any cost before referral and the organisation will consider reasonable steps to minimise cost. A student may also contact a relevant external body, such as a consumer protection agency, the Office of the Australian Information Commissioner for privacy matters, or ASQA about RTO regulatory concerns. ASQA does not act as a merits appeal body for every individual dispute.

IMMEDIATE RISK

Urgent threats to life or safety should be reported to emergency services on 000. Student Support is not an emergency service.

Responsibilities and records

Students: Provide relevant information honestly, cooperate reasonably and advise if accessibility support is needed.

SR PT Education: Receive and record matters, protect parties, manage local resolution and escalate relevant issues to Strike.

Strike Training & Consulting: Oversee RTO-level complaint and appeal systems, ensure independent review where required and act on systemic findings.

Records: Complaints, evidence, communications, decisions, reviews and improvement actions are kept securely and retained under applicable RTO record requirements.

Related requirements

- Standards for RTOs 2025 — Standards 2.7 and 2.8
- Policy 03 — Assessment
- Policy 04 — Refund
- Policy 05 — Privacy

Assessment

Assessment decisions must be valid, fair, flexible, reliable and supported by authentic, sufficient and current evidence.

AT A GLANCE

This policy forms part of the SR PT Education Policy Manual and must be read with the Student Handbook, Training Agreement, course information and the written third-party arrangement with Strike Training & Consulting (RTO 41500).

Purpose and scope

This policy applies to all assessment, reassessment, practical observation, workplace evidence, knowledge questions, case studies, projects, RPL assessment and assessment appeals in SR PT Education programs.

Assessment principles

Fairness: Students receive clear instructions, relevant support, reasonable adjustment where appropriate, feedback and opportunities for reassessment where necessary.

Flexibility: Assessment considers the context, training product and student, including relevant skills and knowledge acquired in different ways.

Validity: Tasks and evidence directly address the training product and include practical application where required.

Reliability: Tools, benchmarks and assessor practices support consistent, comparable decisions.

Rules of evidence: Evidence must be valid, sufficient, authentic and current.

Assessment process

- Students receive instructions explaining what will be assessed, required conditions, evidence, due dates, submission method and decision criteria.
- Assessment may include knowledge assessments, case studies, projects, practical academy observations, practical placement evidence, demonstrations, questioning, third-party reports and other methods allowed by the training product.
- Qualified assessors make individual competency judgements. Other people may collect evidence where authorised, but do not make the final assessment judgement unless appropriately qualified and authorised.
- Outcomes and constructive feedback are recorded and communicated. “Needs further evidence” or an equivalent outcome is not a final failure; it identifies what additional evidence or improvement is required.
- Reassessment opportunities are provided in accordance with the Training Agreement and assessment instructions. Additional training may be required before reassessment, and any applicable fee must have been disclosed.
- Reasonable adjustments may change the method, format, timing or environment, but not the competency standard or required evidence.

- Assessment tools and practices are reviewed and validated under Strike’s assessment system, including monitoring of delivery by SR PT Education.

Authenticity and AI

Students must submit their own work and be able to explain and demonstrate it. Identity checks, questioning, version history, similarity review, practical observation or other proportionate methods may be used to verify authenticity. AI may be used only as permitted by instructions and Policy 10. AI-generated content is not evidence of a student’s competence unless the assessment expressly permits it and the student independently demonstrates the required knowledge and skills.

Assessment appeals

A student should first seek clarification from Student Support or the assessor. A formal appeal may then be lodged under Policy 02, normally within 20 business days of the assessment decision. Work subject to appeal will be preserved and reviewed objectively by a suitably qualified person who was not the original decision-maker.

Responsibilities and records

Students: Follow instructions, submit authentic evidence, disclose support needs and retain copies of submissions where practical.

Assessors: Make and document evidence-based decisions within the approved assessment system.

SR PT Education: Implement approved tools, provide feedback and support, maintain records and escalate risks.

Strike Training & Consulting: Own and quality assure the RTO assessment system, validation program and third-party oversight.

Related requirements

- Standards for RTOs 2025 — Standards 1.3, 1.4 and 1.5
- Policy 02 — Complaints & Appeals
- Policy 06 — Student Support
- Policy 07 — Recognition of Prior Learning
- Policy 10 — Academic Integrity

POLICY 04

Refund

Fee and refund decisions must be transparent, consistent with published terms and preserve students' statutory consumer rights.

AT A GLANCE

This policy forms part of the SR PT Education Policy Manual and must be read with the Student Handbook, Training Agreement, course information and the written third-party arrangement with Strike Training & Consulting (RTO 41500).

Purpose and scope

This policy explains the general approach to refunds for fees paid for SR PT Education programs delivered on behalf of Strike Training & Consulting. Exact fees, payment schedules, inclusions, non-refundable items and course-specific refund conditions are set out in the Training Agreement and pre-enrolment information.

CONSUMER RIGHTS

Nothing in this policy excludes, restricts or modifies rights or remedies that cannot lawfully be excluded under the Australian Consumer Law or other applicable legislation.

General principles

- Students receive clear fee and refund information before enrolment and before additional charges are incurred.
- Prepaid fees are managed using the protections applicable to Strike Training & Consulting as the RTO.
- A five-day cooling-off period applies from the date the student signs or accepts the Training Agreement, unless a longer period is stated in that agreement or required by law.
- A cancellation made within the five-day cooling-off period incurs a \$370 administration fee. Any amount paid above that fee will be refunded, and any payment agreement will be cancelled, subject to applicable law.
- After the five-day cooling-off period, a change-of-mind withdrawal does not entitle the student to a refund or cancellation of the payment agreement. Remaining agreed instalments continue to be payable.
- Financial hardship or exceptional circumstances may be considered on evidence, but do not automatically create a refund entitlement.
- No refund term applies where it would be unfair, misleading or inconsistent with law.

Cooling-off, withdrawal and statutory remedies

Provider cancellation or inability to deliver: Where the agreed training cannot be delivered, the student will be offered an appropriate remedy, which may include transfer to an acceptable alternative or refund of relevant unspent fees, subject to law and the Training Agreement.

Cancellation within five days: A student may cancel during the five-day cooling-off period by giving written notice. A \$370 administration fee applies; the balance of amounts paid will be refunded and the payment agreement cancelled.

Withdrawal after five days: No refund or cancellation of the payment agreement is available for change of mind after the cooling-off period. This applies whether or not the student has commenced or completed the available training, subject to rights that cannot lawfully be excluded.

Defective or misrepresented service: Statutory remedies remain available where services do not meet applicable consumer guarantees or were materially misrepresented.

Exceptional circumstances: SR PT Education and Strike may consider a documented request in exceptional circumstances at their discretion. Consideration does not create an automatic refund or release from a payment agreement.

Requesting a refund

Step	Action
1	Submit a written request to support@srpteducation.com.au with the student name, course, reason, relevant dates, payment details and supporting information.
2	The request will normally be acknowledged within five business days. SR PT Education will obtain any required decision or confirmation from Strike.
3	A written decision, calculation and reasons will normally be provided within 20 business days after all necessary information is received.
4	Approved refunds will be paid to the original payer or payment method where practicable, subject to identity and fraud controls.
5	A student may complain or appeal a refund decision under Policy 02.

Responsibilities and records

Students: Review the Training Agreement, keep payment records and provide complete information.

SR PT Education: Explain published terms, receive requests, maintain records and avoid making unauthorised promises.

Strike Training & Consulting: Assure RTO fee-protection and refund compliance and decide matters reserved to the RTO.

Records: Fee disclosures, invoices, receipts, requests, calculations, decisions and payments are retained securely.

Related requirements

- Australian Consumer Law
- Training Agreement and published fee schedule
- Policy 02 — Complaints & Appeals
- Policy 05 — Privacy

Privacy

Personal information is collected and handled transparently, securely and only for legitimate education, business and regulatory purposes.

AT A GLANCE

This policy forms part of the SR PT Education Policy Manual and must be read with the Student Handbook, Training Agreement, course information and the written third-party arrangement with Strike Training & Consulting (RTO 41500).

Purpose and scope

This policy explains how SR PT Education handles personal information for services delivered with Strike Training & Consulting. It reflects the Privacy Act 1988, Australian Privacy Principles (APPs), Student Identifiers Act 2014 and applicable recordkeeping obligations.

Information we may collect

- identity and contact information
- enrolment, eligibility, language, literacy, numeracy and support information
- USI and verification evidence
- payment and transaction information
- attendance, progress, assessment, placement and certification records
- communications, complaints, appeals and feedback
- health, disability or other sensitive information provided for support, safety or lawful administration
- technical information from websites, learning platforms and security systems

How information is handled

Collection: Information is collected by lawful and fair means and, where practicable, directly from the individual. Sensitive information is handled with additional care and consent where required.

Use: Information is used for recruitment, enrolment, training, assessment, academy and placement coordination, support, safety, fees, certification, quality assurance, reporting, compliance and related communications.

Disclosure: Information may be shared between SR PT Education, SRPT Recruitment and Strike, and with authorised trainers, assessors, academy and placement partners, prospective employers, service providers, government agencies or regulators, where needed for notified purposes, with consent where required, or as authorised by law.

Security: Reasonable physical, technical and administrative safeguards are used. Access is limited to authorised people with a legitimate need.

Retention and disposal: Records are retained for the periods required by RTO, taxation, consumer and other obligations, then securely destroyed or de-identified where lawful.

Direct marketing: Marketing communications will follow applicable consent and opt-out requirements.

Academy, placement and recruitment information sharing

SR PT Education and SRPT Recruitment work together to coordinate practical academies, industry placements and employment opportunities. Relevant information may be shared with academy operators and hosts, placement hosts, fitness facilities and prospective employers. This may include contact details, course and attendance information, qualifications or completed units, placement requirements, availability, employment history, résumé, career interests and other information needed to assess suitability or coordinate a safe placement.

Only information reasonably necessary for the particular purpose will be shared. Sensitive information will not be disclosed for recruitment unless the student gives specific consent or disclosure is otherwise permitted or required by law. Recipients are expected to use the information only for the agreed purpose and protect it from unauthorised access, use or disclosure.

NOTICE AND CHOICE

Students will be told about these usual disclosures at or before collection, or as soon as practicable afterwards. Consent will be obtained where required. Students may discuss recruitment sharing with Student Support; declining optional recruitment sharing will not affect training, although information needed for a required academy or placement may still need to be provided.

Access, correction and privacy complaints

A person may request access to, or correction of, their personal information by contacting Student Support. Identity verification may be required. Access may be limited where a lawful exception applies, and reasons will be provided where required. Privacy concerns may be raised under Policy 02. If unresolved, an eligible person may contact the Office of the Australian Information Commissioner.

USI PROTECTION

A USI is used and disclosed only for authorised purposes. Students should not publish or share their USI unnecessarily.

Responsibilities and records

Students: Provide accurate information, protect account credentials and notify changes or suspected unauthorised access.

SR PT Education: Give appropriate collection notices, use approved systems, restrict access and report suspected data incidents.

Strike Training & Consulting: Oversee RTO privacy, reporting and recordkeeping obligations for the arrangement.

Records: Privacy requests, consent where required, disclosures, data incidents and responses are documented securely.

Related requirements

- Privacy Act 1988 and Australian Privacy Principles, where applicable
- Student Identifiers Act 2014

Student Support

Support is available from enrolment through completion, with Student Support as the first point of contact.

AT A GLANCE

This policy forms part of the SR PT Education Policy Manual and must be read with the Student Handbook, Training Agreement, course information and the written third-party arrangement with Strike Training & Consulting (RTO 41500).

Purpose and scope

This policy explains how support needs are identified, provided, monitored and escalated. Support may relate to course orientation, learning, assessment, language, literacy and numeracy, accessibility, technology, study planning, attendance, progress, practical academics and placement.

Ways to access support

Onboarding session: Course structure, LMS navigation, assessments, academics, study expectations and available help.

Booked support session: Individual guidance on assessment instructions, study planning, course progress and system navigation.

Email support: support@srpteducation.com.au for general, administrative, assessment and technical enquiries.

Phone support: (02) 7259 3578 during published business hours for timely guidance.

On-course chatbot: Immediate help locating resources and understanding common course processes; it does not replace an assessor's judgement or formal advice.

In-course videos: Short explanations of challenging concepts and snapshot guidance for short-answer and essay-style responses.

Identifying and responding to needs

- Support needs may be identified before enrolment, during onboarding, through student disclosure, progress monitoring, assessment feedback, attendance patterns or staff observation.
- Students are encouraged to contact Student Support early. Disclosure is handled sensitively and shared only as needed to arrange support or meet lawful obligations.
- Support may include orientation, tutorials, additional explanation, study planning, LLN support, assistive technology, reasonable adjustment, technical help, referral to trainers or assessors, or an agreed progress plan.
- Where needs are outside the scope of education services, SR PT Education may provide information about an appropriate external service. SR PT Education does not provide emergency, medical, legal, financial or crisis counselling services.

- Queries are responded to within published service levels and prioritised according to urgency and risk. Unresolved or systemic issues are escalated to Strike.

Reasonable adjustment

A student with disability, injury, illness, learning difficulty, language or literacy need, caring responsibility or another relevant circumstance may request reasonable adjustment. The student may be asked for information needed to understand functional impact and suitable options. Adjustments are decided individually, in consultation with the student and relevant personnel, and must preserve the competency requirements. A decision may be reviewed under Policy 02.

EMERGENCY SUPPORT

Call 000 for immediate danger or urgent medical assistance. For crisis support, contact an appropriate emergency or crisis service. Student Support can assist with study impacts after immediate safety needs are addressed.

Responsibilities and records

Students: Engage with support, provide relevant information and advise if arrangements are not effective.

SR PT Education: Make support visible and accessible, respond promptly, monitor progress and document agreed actions.

Strike Training & Consulting: Oversee support systems and reasonable adjustments affecting RTO requirements.

Records: Support requests, agreed adjustments, referrals and progress actions are recorded proportionately and securely.

Related requirements

- Standards for RTOs 2025 — Standards 2.3 and 2.4
- Policy 02 — Complaints & Appeals
- Policy 03 — Assessment
- Policy 09 — Access & Equity

Recognition of Prior Learning (RPL)

Relevant prior learning may be assessed, but RPL is a rigorous assessment pathway—not an automatic or guaranteed shortcut.

AT A GLANCE

This policy forms part of the SR PT Education Policy Manual and must be read with the Student Handbook, Training Agreement, course information and the written third-party arrangement with Strike Training & Consulting (RTO 41500).

Purpose and scope

This policy supports students to seek recognition for relevant skills, knowledge and competencies gained through formal, non-formal or informal learning. RPL decisions are made against the current training product and use the same principles of assessment and rules of evidence as other assessment.

Eligibility and evidence

A student may request RPL before or during training, although early application is encouraged. Evidence may include authenticated qualifications, work products, job descriptions, employer reports, interviews, challenge tasks, demonstrations, third-party evidence and other material relevant to the unit requirements. Evidence must be valid, sufficient, authentic and current; a résumé or employer declaration alone will rarely be sufficient.

RPL process

Step	Action
1	Contact Student Support and identify the units or outcomes for which RPL is sought.
2	Receive information about the process, evidence expectations, likely timeframe, support, any applicable fee and the role of SR PT Education and Strike.
3	Complete a self-assessment or initial discussion to determine whether a formal application is appropriate.
4	Submit evidence. A qualified assessor may seek clarification, verify documents, contact referees with consent, conduct questioning, observe performance or require a challenge task.
5	The assessor maps the evidence to all relevant training product requirements and records a defensible decision.
6	The student receives the outcome and reasons. Where gaps exist, options may include gap training, further evidence or standard training and assessment, including any disclosed costs.

Step	Action
7	The decision may be appealed under Policy 02.

Controls

- RPL is not granted solely because of seniority, time in industry or possession of a higher-level but non-equivalent qualification.
- Overseas evidence is considered against Australian training product, legal and industry requirements.
- RPL assessors must be suitably qualified and authorised.
- RPL practices delivered by SR PT Education are monitored and validated within Strike's assessment system.
- No qualification or statement of attainment is issued solely through credit transfer or RPL arrangements that would undermine training product integrity or applicable requirements.

Responsibilities and records

Students: Provide complete, genuine and verifiable evidence and participate in competency conversations or demonstrations.

SR PT Education: Explain the pathway, support evidence collection and use approved RPL tools.

Strike Training & Consulting: Own the RPL assessment system, assure assessor competence and quality assure decisions.

Records: Applications, evidence, mapping, verification, decisions, gap plans and appeals are retained as assessment records.

Related requirements

- Standards for RTOs 2025 — Standards 1.4 and 1.6
- Policy 03 — Assessment
- Policy 08 — Credit Transfer
- Policy 02 — Complaints & Appeals

POLICY 08

Credit Transfer

Students who have completed an equivalent nationally recognised training product are supported to obtain credit after authenticity and equivalence are confirmed.

AT A GLANCE

This policy forms part of the SR PT Education Policy Manual and must be read with the Student Handbook, Training Agreement, course information and the written third-party arrangement with Strike Training & Consulting (RTO 41500).

Purpose and scope

Credit transfer recognises previously completed equivalent units or modules. It differs from RPL: credit transfer relies on authenticated AQF certification and equivalence, while RPL assesses a person's current competence from a broader range of evidence.

Application process

Step	Action
1	Contact Student Support and identify the units for which credit is requested, preferably before training begins.
2	Provide an AQF certificate, statement of attainment, record of results or authorised USI transcript and any requested consent or identity information.
3	The evidence is authenticated, including through the USI transcript service or the issuing organisation where appropriate.
4	The unit code, title and equivalence status are checked against the National Register and any relevant licensing or regulatory requirements.
5	The student receives a documented decision. Approved credit is entered in the student management system and the training plan is adjusted.
6	If credit cannot be granted, reasons and an alternative pathway—such as RPL, gap training or standard enrolment—will be explained. The decision may be appealed under Policy 02.

Conditions

- Credit is normally granted for the same current unit or a superseded unit formally determined equivalent, subject to authenticity and any relevant contextual requirements.

- Where a unit is not equivalent, credit transfer is not used to infer competency; RPL may be considered instead.
- Credit may affect course duration, sequencing, fees, funding, visa, licensing or other entitlements. The likely effect will be explained where relevant.
- Credit is not withheld merely to require a student to repeat equivalent training.
- Certification will comply with the AQF, USI and RTO issuance requirements.

Responsibilities and records

Students: Provide authentic documents and relevant permissions promptly.

SR PT Education: Receive applications, explain impacts and maintain communication.

Strike Training & Consulting: Approve or oversee equivalence, authentication, system entry and certification treatment.

Records: Applications, authenticated evidence, equivalence checks, decisions and revised training plans are retained securely.

Related requirements

- Standards for RTOs 2025 — Standard 1.7
- Policy 07 — Recognition of Prior Learning
- Policy 02 — Complaints & Appeals
- National Register (training.gov.au)

Access & Equity

Students are entitled to a safe, inclusive, accessible and culturally respectful learning environment.

AT A GLANCE

This policy forms part of the SR PT Education Policy Manual and must be read with the Student Handbook, Training Agreement, course information and the written third-party arrangement with Strike Training & Consulting (RTO 41500).

Purpose and scope

This policy applies to recruitment, enrolment, training, assessment, support, practical academies, placement, digital systems, communications and decision-making. It supports equitable access while preserving entry requirements, inherent requirements, competency standards, safety and lawful eligibility criteria.

Commitments

- Provide accurate and accessible information so prospective students can make informed choices.
- Make decisions on relevant, lawful and transparent criteria rather than protected personal attributes.
- Foster an environment free from racism, discrimination, harassment, bullying and victimisation.
- Support cultural safety for First Nations students and respect diverse identities, cultures, beliefs, ages, abilities, genders, sexual orientations and backgrounds.
- Identify and remove avoidable barriers in learning materials, facilities, communication and assessment.
- Consider reasonable adjustments and individual support without lowering competency standards.
- Provide a confidential pathway to raise access, discrimination or inclusion concerns.

Access and adjustment process

Students may discuss access needs with Student Support at any stage. A student is not required to disclose a diagnosis unless information is reasonably needed to assess a requested adjustment, manage safety or meet a legal obligation. Discussions focus on functional needs, available evidence, course requirements, student preferences and effective options. Decisions and reasons are documented, privacy is protected, and arrangements are reviewed if circumstances change.

Limits and alternatives

An adjustment will not be made if it would remove an essential competency requirement, create an unacceptable safety risk, breach law or impose unjustifiable hardship. Where a requested option is not available, reasonable alternatives will be explored. Decisions can be reviewed under Policy 02.

Responsibilities and records

Students: Raise barriers early where possible and participate in identifying workable options.

SR PT Education: Use inclusive practices, respond sensitively and escalate complex decisions.

Strike Training & Consulting: Oversee equity, reasonable adjustment and third-party compliance.

Records: Adjustment and access records are proportionate, secure and separate from general access where appropriate.

Related requirements

- Standards for RTOs 2025 — Standards 2.4 and 2.5
- Commonwealth, state and territory anti-discrimination laws
- Policy 02 — Complaints & Appeals
- Policy 06 — Student Support

POLICY 10

Academic Integrity

Assessment evidence must honestly demonstrate the student's own knowledge, skills and performance.

AT A GLANCE

This policy forms part of the SR PT Education Policy Manual and must be read with the Student Handbook, Training Agreement, course information and the written third-party arrangement with Strike Training & Consulting (RTO 41500).

Purpose and scope

This policy applies to all learning and assessment activity, including written work, practical demonstrations, placement records, identity verification, collaboration, source use, file sharing and artificial intelligence.

Expected practice

- Submit original work and accurately acknowledge sources, collaboration and assistance as required.
- Do not copy, purchase, share or commission completed assessment answers.
- Do not fabricate client, placement, attendance, workplace, identity or third-party evidence.
- Do not impersonate another person or allow another person to complete an assessment.
- Follow assessment-specific rules about collaboration, reference materials, calculators, software and AI.
- Protect assessment materials and do not distribute controlled questions, answer keys or completed work.
- Be able to explain, apply and demonstrate all submitted evidence.

Responsible use of artificial intelligence

AI can support learning when permitted—for example, by explaining a concept, brainstorming, improving grammar, creating study questions or helping organise notes. It must not replace the student's understanding or practical performance. Unless assessment instructions expressly allow it, students must not submit AI-generated answers as their own, use AI to fabricate sources or workplace evidence, upload confidential or personal information to unapproved tools, or rely on outputs they cannot verify and explain. Where AI use is permitted, the student must follow any acknowledgement or disclosure requirements.

Suspected breach process

Step	Action
1	The assessor or staff member records the concern and preserves relevant evidence. Automated detection is treated as an indicator, not conclusive proof by itself.
2	The student is informed of the concern and given a fair opportunity to respond, provide drafts or explain

Step	Action
	the work. Accessibility, language and other relevant factors are considered.
3	A decision is made on the available evidence and communicated with reasons. Outcomes are proportionate to seriousness, intent, impact, prior history and educational needs.
4	Possible outcomes include education and resubmission, a warning, additional authenticity checks, an assessment consequence, a misconduct action under Policy 01, or referral to Strike for serious or repeated conduct.
5	The student may appeal under Policy 02.

Staff and system responsibilities

Assessment design should reduce opportunities for cheating, verify identity and authenticity proportionately, and require meaningful application of knowledge and skills. Staff must apply the policy consistently, protect student privacy and avoid relying solely on AI-detection software.

Responsibilities and records

Students: Follow assessment instructions, keep appropriate drafts and disclose permitted assistance where required.

SR PT Education: Teach academic integrity, investigate concerns fairly and maintain records.

Strike Training & Consulting: Oversee assessment integrity controls and serious or systemic decisions.

Records: Evidence, student responses, decisions, outcomes and appeals are securely retained with the assessment record where required.

Related requirements

- Standards for RTOs 2025 — Standard 1.4 authenticity requirements
- Policy 01 — Student Code of Conduct
- Policy 02 — Complaints & Appeals
- Policy 03 — Assessment

Contact, Publication and Reference Framework

Student contact

Email: support@srpteducation.com.au

Phone: (02) 7259 3578 during published business hours

Primary contact: Student Support will coordinate the response and escalate matters to Strike Training & Consulting where required.

Publication and accessibility

The current public version of this manual should be available from the SR PT Education website and Student Support. Students may request an accessible format or help understanding a policy. Printed copies are uncontrolled unless marked otherwise; the website version should be checked for currency.

Reference framework

This manual was prepared with reference to the following official frameworks. These sources may change; the current law and regulator guidance should be checked during each review.

- [2025 Standards for Registered Training Organisations — DEWR](#)
- [ASQA Practice Guides for the 2025 Standards](#)
- [Assessment Practice Guide — ASQA](#)
- [RPL and Credit Transfer Practice Guide — ASQA](#)
- [Diversity and Inclusion Practice Guide — ASQA](#)
- [Privacy Act and Australian Privacy Principles — OAIC](#)
- [Unique Student Identifier information — Australian Government](#)
- [National Register of VET — training.gov.au](#)

GOVERNANCE REMINDER

This manual supports—but does not replace—the executed third-party agreement, Training and Assessment Strategies, assessment system, student management and recordkeeping procedures, pre-enrolment disclosures, Training Agreements, fee schedules, staff instructions and evidence of actual practice.

End of manual

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