



Qualifications, short courses and bespoke training programs



Gamified simulations and team building



Instructor-led virtual and ondemand online learning

Elemental Learner Handbook

Policies, procedures, and other information for students regarding training and assessment.



Contents

Introduction	3
Obligations, Responsibilities and Rights	3
Assessment	5
Complaints and Appeals	8
Fees and Refunds	10
Learner Welfare	10
Privacy Policy	12
FAQs	14

Introduction

Purpose of this document

This Handbook is to inform Elemental Learners with regards to the relevant standards, policies and procedures that will impact their learning journey with Elemental Projects. All prospective Learners should take the time to through read this handbook so that they may make an informed decision.

About us

Elemental Projects is a boutique project management and leadership training and consulting business based in Sydney. We pride ourselves on designing, developing and delivering outstanding learning experiences for participants that result in tangible improvements in individual and project performance. We also work hard to ensure that we meet our clients' needs and expectations, providing additional benefits and value wherever possible.

We take a strategic view of the adaptive nature of project management and the importance of tailoring the approach to the given context to maximise effectiveness and efficiency. This approach is informed by our rich cross-industry experience.

About RTOs

We are a Registered Training Organisation (RTO) that provides quality training and assessment throughout Australia. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

RTOs must act in the best interests of their clients and meet the Standards for Registered Training Organisations 2015. This means that we must have quality systems, policies and procedures in place and the business is monitored by the National Regulator, Australian Skills Quality Authority (ASQA).

The Standards for Registered Training Organisations 2015 are the national set of standards that underpin the provision of quality training and assessment in vocational education and training throughout Australia.

Your point of contact

Your primary points of contact at Elemental Projects is your facilitator and our Training Manager, who is available to support you throughout the assessment process and can be contacted at any time at support@elemental-projects.com.au.

Obligations, Responsibilities and Rights

Your Rights

In all your interactions with Elemental Projects, you can expect:

- To be always treated with respect and courtesy.
- To be treated fairly and without discrimination, regardless of your religion, culture, race, gender, sexual orientation, marital status, age, disability, or socio-economic status.

- To be free from all forms of intimidation and bullying.
- To learn in a safe, clean, orderly, and supportive environment.
- To be able to express and share ideas and to ask questions.
- To access a complaints system and assessment appeals process.
- To have disputes in which you are involved settled in a fair and rational manner.

Your Obligations and Responsibilities

Prior to enrolment, applicants are required to:

- Review the information provided to ensure they are making an informed decision and commit to meeting the obligations and expectations of an Elemental Project Learner. This includes clarifying any questions or concerns with regards to the program and/ or policy prior to enrolment.
- Demonstrate eligibility for the course including the completion of an LLN evaluation.
- Advise of any special needs, special adaptive equipment, or support for the training course prior to the course commencement.

As an enrolled Learner, you are expected to:

- Submit all assessment tasks in line with deadlines, or where not possible communicate early to request an extension.
- Ensure all assessment products are your own work.
- Meet with your Trainer or Assessor to review your progress if required.
- Participate in course evaluation and feedback processes.

During your scheduled classes, you are required to:

- Attend all scheduled classes throughout the program and actively participate in the learning activities. If you are unable to attend a scheduled class, you must inform the Elemental Projects team as soon as possible.
- Notify the Trainer of any health and safety issues you identify throughout the program as it arises or as soon as possible.
- Follow the directions of the Trainer or the venue coordinator in case of an emergency.

At all times, you are expected to:

- Treat all other participants, your trainer, assessors, and support staff with respect and without discrimination, regardless of religion, culture, race, gender, sexual orientation, marital status, age, disability, or socio-economic status.
- Raise any concerns regarding your ability to complete the training program with a member of the Elemental Projects team.

Our responsibilities to you

Elemental Projects will:

- Treat you with respect and courtesy.
- Provide quality training and assessment.
- Not limit access or act in any way as to discriminate based on religion, culture, race gender, sexual orientation, marital status, age, disability, or socio-economic status.

- Provide information on support services that can be accessed, including but not limited to Language, Literacy and Numeracy, the use of technology and access to technology or support to overcome learning barriers.
- Make sure that you have a safe and healthy learning environment.
- Provide opportunities to practice skills and apply knowledge acquired.
- Provide you with access to your learning and assessment record as required.
- Provide training materials and recommend resources for further learning.
- Advise you when and how assessments will occur.
- Provide you with support in preparing you for assessment.
- Advise you of the appeals process and options for if you are unhappy with a result.
- Issue AQF Certificate on successful completion of an accredited training program.

Assessment

Assessment is only relevant for courses that result in a qualification and/or statement of attainment. Please refer to your course outline for detailed information with regards to the assessment methods used in your course.

Your Student Portal

You will be given access to a Student Portal where you can submit your modules for assessment, download your assessor reports and communicate with the Elemental Projects team.

Submitting an assessment module

It is every Learner's individual responsibility to submit assessment modules on time. You will be able to find your due dates for upcoming modules in the Student Portal. We strongly recommend that you keep a copy of all assessments submitted.

Extensions

If for whatever reason you are unable to complete an assessment task by the due date, you must request an extension from Student Support via the Student Portal or by emailing support@elemental-projects.com.au to request an extension.

A request for an extension should include the reason for the need for an extension, as well as any relevant supporting documents, such as medical certificates. Any information shared by Learners will be treated as strictly confidential. Learners may also apply for 1-month or 3-month extension of the cut-off date, however this may trigger a fee as outlined in [Fees and Refunds](#). Applications will be considered on a case-by-case basis.

Applications for extension must be received before the due date for the relevant Module Assessment, or the Course Completion Deadline for enrolment extensions.

Getting feedback and results on Module Assessments

You will receive your assessment result and detailed feedback within 10 days of submission. All Learners will have the opportunity to resubmit an assessment module with detailed feedback from the Assessor if an assessment is initially assessed as Not Satisfactory. Additional opportunities to resubmit are at the discretion of the Assessor.

Following the initial assessment of a Module Assessment, you will receive a result of Satisfactory (S) or Not Satisfactory (NS) for each assessment task and the overall Module Assessment.

If any assessment task is marked NS, you will receive detailed feedback and direction as to what is required to achieve a result of S. You will then be given 5 working days (or more at the discretion of the Assessor) to resubmit that Module Assessment with the required changes (more on this in the following section).

The detailed feedback and comments that assessors provide following each Module Assessment are intended to enhance your understanding and practice of project management in the context of your workplace/industry. Please note that these comments do not constitute professional advice and are for your consideration and professional development only.

Assessment Attempts and Resubmissions

If your original submission does not meet all requirements, then the assessor will outline which assessment tasks need to be resubmitted, and what, specifically, is needed to achieve a result of Satisfactory for each task. Depending on the task, this may include (but not limited to):

- Resubmitting incorrect or incomplete answers to knowledge questions
- Resubmitting work-based documents with more detail
- Completing an Observable Task for a second time

Students are generally allowed up to two attempts to complete a given Module Assessment satisfactorily. If after the second attempt, if you have not completed the task satisfactorily, the assessor will record a result of Not Satisfactory for the assessment task, and a result of Not Yet Competent for the unit/s of competency to which that assessment task relates. If your second submission is close to being Satisfactory, then a third submission may be permitted at the assessor's discretion.

A result of NYC in a Unit of Competence means that the assessor has determined that you require further work experience and/or professional development to become competent in that Unit. If you are found NYC in one or more Units of Competency, then you will receive a Statement of Attainment for all Units of Competency in which you were found Competent, however you will not receive the BSB50820 Diploma of Project Management. In this event, you may re-enrol in these units at a later stage, with Elemental Project or any other RTO with the BSB50820 Diploma of Project Management on the scope of registration, and, once assessed as Competent in these 'gap' units, you will be awarded the Diploma qualification. You will not need to re-do any unit in which you have been found Competent.

Renewal

A renewal may be required where the Learner has been unable to complete the full program prior to the course cut-off date. Renewal requests can be made either via the Student Portal or by email to support@elemental-projects.com.au.

Renewals will require re-enrolment into the program. Given the need for currency of evidence, evidence may need to be resubmitted at the direction of Elemental Projects. Renewal is unlikely to require attendance at training already completed.

Plagiarism and academic misconduct

Plagiarism is the presentation of an assignment or assessment task as one's own work when it has been copied in whole or in part from another Learner's work, or another source (such as books, journals, periodicals, or websites).

Note that collaborating with others from your peer-learning group is not regarded as academic misconduct. You will workshop various activities in learning groups during the facilitated training sessions. You are encouraged to continue to engage with this peer-learning group afterwards to discuss and co-create case study activities, answers to knowledge questions, and work-based documentation. You may share copies of these documents, and submit them as your own assessment, provided you substantially contributed to each task.

All work submitted for assessment must be your own work with all sources given appropriate recognition through citations and referencing. Plagiarism is not acceptable and suspected cases will be investigated by Elemental Projects.

The penalties for plagiarism may include:

- The plagiarism that has taken place being recorded on appropriate records
- Suspension from the course
- Cancellation of enrolment
- Loss of course fee

National Recognition and Credit Transfer

Elemental Projects will recognise all Australian Qualification Framework qualifications and statements of attainment issued by all other Registered Training Organisations within Australia through Credit Transfer.

To apply for Credit Transfer, simply reach out to Student Support via the Student Portal. You must present original documents for copying or submitting certified copies of original documents. Once validated, Credit Transfer will be awarded to the Learner, and assessment requirements adjusted as appropriate to reflect the prior learning.

Recognition of Prior Learning (RPL)

Elemental Project is committed to providing all Learners with equitable access to Recognition of Prior Learning (RPL). RPL is a process by which Learners may be assessed based on their previous experience and existing knowledge, without the need to complete training or learning activities.

To apply for RPL, simply contact Student Support via the Student Portal explaining why you think you are eligible for RPL. An Assessor will then reach out to you directly to evaluate your suitability. The Applicant or Learner will be informed of the result of their RPL application within 10 working days of the initial application.

If you are seeking recognition as part of our services, we will provide you with a comprehensive brief on the process and support you through it. RPL decisions can be appealed through the [Complaints and Appeals](#) process.

Completion

Once all modules have been successfully completed you will be issued with a qualification or statement of attainment within 10 business days of your final report being completed.

Complaints and Appeals

Elemental Projects is committed to providing a responsive avenue for complaints and appeals to all of our stakeholders. We commit to managing all complaints and appeals fairly, equitably and efficiently.

A complaint is a statement made by an individual expressing dissatisfaction with a process, person, service or outcome. An appeal is a request for an Elemental Projects decision to be reviewed, and may concern course enrolment, response to a complaint or assessment result.

Elemental Projects acknowledges that any recipient of an Elemental Projects service has a right to raise a complaint or appeal and expect that every effort is made to resolve it without fear of reprisal. Elemental Projects encourage all relevant parties to see the complaint or appeal objectively and will seek to do so themselves. Problem solving will be encouraged through discussion and conciliation. Where this fails, Elemental Projects acknowledges the need for an appropriate, external and independent mediator between the parties. The parties will be given the opportunity to formally present their case to the independent mediator.

Elemental Projects will maintain confidentiality throughout the complaints and appeals process. The rights and privacy of all parties will be protected to enable the Learner to return to a comfortable and productive learning environment as a priority.

Lodging a Complaint

The complaints procedure is as follows:

- 1. Lodge a complaint within 5 business days of the incident by emailing support@elemental-projects.com.au with the subject "Complaint"**

When preparing a complaint, make sure to provide as much information as possible to enable us to suitably assess and try to rectify the situation. For example, a complaint should include information regarding the issue, supporting evidence for the complaint, details regarding steps taken to resolve the issue, and suggestions regarding how the matter can be resolved.

- 2. Elemental Projects will seek to understand and resolve the complaint.**

The complaint will immediately be recorded and acknowledged. A member of the Elemental Projects team will reach out to discuss your complaint within the 5 business days following receipt of the complaint. The complaint will then be investigated and escalated for immediate resolution. The resolution will be discussed with the complainant prior to being actioned.

- 3. Elemental Projects will send confirmation of resolution in writing to the Learner and undertake resolution actions.**

Within 10 business days of the complaint being received, the individual will be informed in writing of the decision relating to the complaint. Action will be taken as soon as reasonably possible to resolve the issue. Where more time is required, the individuals involved will be

advised in writing of the circumstances and will be updated weekly until the matter is resolved. Elemental Projects will maintain the Learner's enrolment while the complaints process is ongoing.

4. If the resolution is inadequate

If a Learner remains unsatisfied with the resolution, they may raise an appeal or seek external avenues for resolution by seeking recourse through ASQA (as detailed in the Appeal process).

Lodging an Appeal against an Assessment Result or Decision

There are many decisions that will be made throughout the Learner's interaction with Elemental Projects. Any of these decisions may be appealed by a Learner.

An appeal may be for any decision related to the Learner journey including but not limited to:

- Enrolment eligibility
- An Assessment Result
- A request for an Extension, Renewal or RPL
- The outcome of a Complaint
- Any other aspect of the Learner journey

The appeal procedure is as follows:

- 1. Lodge an appeal within 5 business days of a decision being received by emailing support@elemental-projects.com.au with the subject "Request for appeal"**

When preparing an appeal, make sure to provide the details of the decision being appealed, as well as your rationale for the appeal, supporting evidence for the appeal, and suggestions regarding the outcome that you would prefer.

- 1. Elemental Projects will seek to understand and resolve the appeal request.**
The appeal will immediately be recorded and acknowledged. The outcome of the appeal will be discussed with the Learner prior to being actioned.
- 2. Elemental Projects will send confirmation to the Learner and undertake resolution actions.**
Within 10 business days of the request being received, the individual will be informed in writing of the decision. Action will be taken as soon as reasonably possible to resolve the issue. Where more time is required, the individuals involved will be advised in writing of the circumstances and will be updated weekly until the matter is resolved. Elemental Projects will maintain the Learner's enrolment while the appeals process is ongoing.

For an appeal regarding an assessment result, the following steps will be taken:

- a. Review by the original Assessor.
- b. If the same result, then the Learner may request reassessment by another Assessor.
- c. If the Learner is still not satisfied, then the matter may be referred to Elemental Projects' CEO who will review the assessment approach applied and make a final decision regarding the assessment result.
- d. If the Learner is still not satisfied, then the matter may be referred to ASQA as per step 3 below.

3. If you feel that the resolution is inadequate

If a Learner remains unsatisfied with the resolution of an appeal, they may seek recourse through ASQA by emailing enquiries@asqa.gov.au. Elemental Projects will cooperate with any external mediators and investigators and will be bound by the recommendations arising from the investigations. Recommendations will be implemented within 20 business days of Elemental Projects being notified of the recommendations and the complainant will be notified of the result.

Fees and Refunds

For Public courses, refer to your course outline for the fee schedule for your course.

Cancellation fees

In the rare case you must cancel your attendance at the course, if you give advanced warning:

- More than 2 weeks prior to course commencing, you will be refunded for all fees paid.
- Less than 2 weeks prior to course commencing, the \$300 deposit will be forfeited.
- Less than 5 working days prior to course commencing, all fees paid to date will be forfeited.
- After the course has commenced, no refund will be granted, however, we will offer transfer to a future or substituted course or part thereof, if possible.

Course completion guarantee

If unforeseen circumstances prevent us from continuing to deliver a course, we guarantee we will:

- Refund participant fees for any units of study yet to commence, and
- Issue a Statement of Attainment for any unit completions, and
- Assist participants to locate an equivalent course with another Registered Training Organisation.

Other Fees & Charges

Elemental Projects may also charge the following fees depending on your situation.

Service	Fee
1 month Extension beyond the course cut-off date	\$250 (GST Free)
3-Month Extension beyond the course cut-off date	\$500 (GST Free)
RPL or Renewal of enrolment	\$2,500 (GST FREE)
Re-issue of a Certification	\$110 (including GST)

Learner Welfare

Access and Equity

We are committed to ensuring that we offer training opportunities to all people on an equal and fair basis. The aim of the access and equity policy is to remove barriers and provide opportunities. For

Elemental Projects it means ensuring that we meet Learners differing needs and abilities by providing them with the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, colour, race, gender, religion, sexuality, family responsibilities, or location. Recognising and valuing individual differences is known as diversity. Elemental Projects recognises, respects, and values the range of social and cultural differences amongst our participants to support increased access, participation and achievement.

In line with our commitment to access and equity, we aim to:

- Ensure all participants have equal access to our training programs irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, sexual orientation or carer's responsibilities.
- Provide suitable learning experiences and opportunities for all Learners. The learning environment will take account of the different characteristics of Learners and their varying cultural and educational backgrounds.
- Create a learning environment that is positive, respectful, and co-operative where Learners have reasonable access to staff to discuss issues and problems and can expect fair, constructive and helpful assessment and feedback of their work in a timely manner.

Elemental Projects is committed to the principles of access and equity. Accordingly, we will:

- Accept all applicants who meet the entry requirements into our training programs, and where there are limited places available, fill these in order of completed bookings.
- Ensure that Learner selection and enrolment procedures are non-discriminatory.
- Consider the needs of clients with barriers to participation in the development of all our plans.
- Consult with potential applicants regarding their specific support needs.
- Ensure that our working and learning environments and resources are free from discrimination.
- Make reasonable adjustments to courses or programs to support individual learning and assessment needs.
- Encourage a positive image of all clients and provide appropriate support to enable them to participate in our courses and activities. and
- Provide, or arrange for additional support where necessary, to assist participants to achieve intended learning outcomes.

Reasonable Adjustment

Elemental Projects is committed to making reasonable changes to accommodate the needs of any Learner with a disability in accordance with the Disability Standards for Education (2005). Participants will be identified in need of reasonable adjustments according to any disability reported during the enrolment process or during the progression of the course (e.g. pregnancy, medical condition – doctor's certificate to be supplied).

If reasonable adjustment needs are identified, Elemental Projects will in consultation with the participant, facilitator, assessor and implicated support providers to determine the appropriate adjustments.

Examples of reasonable adjustment may include:

- Using adaptive technology or special equipment.
- Scheduling flexible assessment sessions to allow for fatigue or administration of medication.
- Providing assessment materials in a variety of formats.

- Making adjustments to the physical environment or venue.
- Considering their age, gender, cultural beliefs, traditional practices and religious observances.
- Arranging for a member of their community to be present at the assessment.
- Revising proposed due dates through the [Extensions & Renewals](#) process.
- Revising proposed assessment methods and tools. Proposed changes must adhere to the principles of assessment and rules of evidence and be approved by the RTO Manager.
- Providing personal support services (e.g. readers, interpreters, carers, scribes).

Support Services

Support Services are available for all Learners to access including:

- LLN support for applicants that do not comfortably meet the LLN requirements, which may include personalised coaching with a suitably qualified support person. For large gaps in LLN, Learners may be referred to other LLN support services.
- Learning and assessment support is available including further coaching with an assessor.
- Access to Ecademy, our video-based on-demand learning platform, and extra learning resources is provided to all Learners.
- Learners with mental health, psychological, depression or other struggles may be referred to support services such as [Lifeline](#), [Beyond Blue](#), [Headspace](#), [Black Dog Institute](#), or their GP.

Privacy Policy

Collection and use of Information and Privacy

Elemental Projects only collects personal information for purposes which directly relate to our services and activities, and only when it is necessary for such purposes. These purposes include:

- enquiring about and enrolling into courses at Elemental Projects.
- submitting assessment material to Elemental Projects.
- accessing other services or programs with Elemental Projects.
- requests to be on an email or mailing list to receive information from us.

Please ensure you have provided accurate information in your enrolment form to enable us to provide you with a quality service, including the accuracy of personal details contained in the qualification or statement of attainment issued to you and your training records.

Under the Data Provision Requirements 2012, Elemental Projects is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER) and the Australian Skills Qualification Authority (ASQA). A Learner's personal information may be used or disclosed by Elemental Projects for statistical, administrative, regulatory and research purposes. Elemental Projects may disclose personal information for these purposes to Commonwealth and State or Territory government departments and authorised agencies. and NCVER.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Facilitating statistics and research relating to education, including surveys and data linkage.
- Understanding how the VET market operates, for policy, workforce planning and consumer information.
- Administering VET, including program administration, regulation, monitoring and evaluation.

Learners will be invited by Elemental Projects to complete surveys to share their feedback on their experience. Learners may also receive a survey by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Learners may opt out of the survey at the time of being contacted.

Storage and security of personal information

Elemental Projects uses VETtrak to store Learner data. VETtrak has the latest encryption, security patches, virus scanners, firewalls and other security measures to protect against the loss, misuse, unauthorised access, alteration, modification or disclosure of your data. While all reasonable steps are taken to protect your personal data, Elemental Projects cannot guarantee the security of any data that you disclose online.

Accessing your records

If you wish to access or correct any of your information please reach out to support@elemental-projects.com.au. You will be required to verify your identity by providing proof of identification and information that will assist Elemental Projects in locating your records. Elemental Projects will not disclose any information with regards to a Learner to a third party unless we have received express permission to do so as part of their enrolment or separately in writing.

Confidentiality regarding project documentation/information

Anything documentation and/or information that you provide or disclose to an Elemental Projects trainer, assessor or RTO team member that would reasonably be considered to contain commercial, sensitive, classified, or private information will be treated as Confidential Material. This includes, but is not limited to, information about you, your project, your organisation, and the people and organisations involved in the projects that your work-based evidence is drawn from.

Such Confidential Material will be saved on Elemental Projects' secure server where it will be accessed only by those people from the Elemental Projects team who need to review it for the purposes of assessment and compliance with the Standards for RTOs.

You are responsible for ensuring that you do not provide or disclose any information that breaches the privacy or intellectual property rights or confidentiality agreements of any third party, including your employer, colleagues, suppliers, and project delivery partners. If you believe that providing a specific document may breach your confidentiality obligations, then you may either:

- Choose a document from a different project (i.e. NOT submit the confidential document)
- Find-and-replace the name of the client, project, location, delivery partners, etc so the project and parties involved are made anonymous
- Redact (black out) any sections that are of particular concern
- Don't use a real project at all, but rather use a work-based-case-study or second training case study (provided by your trainer or assessor) instead. A "work-based-case-study" is where the

required document is created for a (non-confidential) work-based project that you are familiar with but not actually delivering as project manager. This has the benefit of being authentic, current, and relevant to your workplace context, without risking a breach of confidentiality.

Record-keeping

In accordance with the regulations of the Australian Skills Quality Authority (ASQA) and the Standards for RTOs 2015:

- A copy of all Assessment Submissions (including Assessment Workbooks and accompanying work-based evidence) will be saved on a secure Elemental Projects drive for 6 months after the award of your qualification or statement of attainment, at which time all copies of your assessment submissions will be destroyed.
- A record of your qualification and statement of attainment will be kept for 30 years, in case you need these certificates to be re-issued in the future.

FAQs

How long does it take?

The assessment process is flexible and tailored to each learner's needs but is typically completed in 3-6 months from the final day of training. On average, it is expected that you will spend 4-5 days preparing each of the four Module Assessments.

What is the work-based project?

The work-based project is an opportunity to immediately transfer the knowledge and skills acquired during training sessions to work based projects. This learning transfer is supported by a qualified and experienced workplace assessor who will provide you with detailed feedback on your work. Learners often comment that this opportunity for objective, confidential feedback on their work is one of the most valuable aspects of the course.

Does work-based evidence have to come from a single project?

No, work-based documents do not need to come from a single project. Ideally, most of your work-based evidence will come from the same project to give assessors greater context around each document. However, there are occasions where evidence cannot be provided from the main project. For example, if the project is still in the Planning Phase then it cannot be the source of the Project Status Report, Closure Report, etc. In this case, you should draw on a second project that you are currently managing, or that you have managed within the past two years. Alternatively, a smaller component of the main project (e.g. a substantial work package) may be used to produce the required documentation. This also allows you to 'cherry pick' the best examples of project documentation that you have developed.

Can I provide a work-based document if I wasn't the sole author of it?

Yes, you may submit work-based evidence that was developed with input from others. The guiding rule here is that you must have 'substantially contributed' to each document that you provide. This recognises that projects are (or should be) collaborative endeavours and that no-one should plan in isolation.