

ABOUT OPEN EDUCATION ACADEMY

Tec Skill Pty Ltd, trading as Open Education Academy, is an established Registered Training Organisation (RTO). Our national registration code is **45055**. You can find a list of our accredited qualifications on the national register at www.training.gov.au by searching for our registration code.

Please note:

- The list of qualifications on the national register does **not** include non-accredited business courses, as these are not registered courses.
- The national register (TGA) presents all accredited qualifications for our group and may display courses beyond those specifically advertised by Open Education Academy.

ACCREDITED QUALIFICATIONS VS NON-ACCREDITED COURSES

Open Education Academy delivers a wide range of education and training services, including nationally accredited qualifications and non-accredited programs.

This **student handbook applies only to accredited qualifications** delivered by Open Education Academy under RTO licence **45055**. Non-accredited courses, short courses, business programs, and other education products are **outside the scope of this handbook**.

Open Education Academy and Techskill Academy are both owned by the Founder, **Lawrence Mackey**. Open Education Academy is aligned with the Founder's personal brand and education strategies, which include a combination of accredited and non-accredited learning options.

By enrolling, you acknowledge and agree to this distinction between brands and products — and understand that only the accredited qualifications listed under licence 45055 fall within the compliance framework outlined in this handbook.

PRIVACY POLICY

The **Privacy Amendment (Enhancing Privacy Protection) Act 2012** made significant changes to the **Privacy Act 1988 (Privacy Act)**. These commenced on 12 March 2014. The **Privacy Regulation 2013** also commenced on the same date.

Open Education Academy will only collect information related to a student's program and takes all reasonable steps to protect personal information from misuse, loss, unauthorised access, modification, or disclosure, including restricted access to electronic files, secure storage of paper files, and backup of data.

By law, Open Education Academy may be required to share your student file with:

- Australian Skills Quality Authority (ASQA)
- National Centre for Vocational Education Research (NCVER)
- USI Office
- Other government departments such as the Department of Employment, Small Business and Training

No further access to enrolment information will be provided to any other organisation or persons without your written consent or unless authorised or required by law.

WORKPLACE HEALTH AND SAFETY

Open Education Academy is committed to providing a safe and healthy environment for its students, staff, and visitors. As part of that commitment, staff and students will be provided with information to enable them to work and learn in a safe environment should any onsite learning be required.

All training delivery is conducted **online and remotely**.

ANTI-DISCRIMINATION, HUMAN RIGHTS, AND EQUAL OPPORTUNITY

At Open Education Academy, we are committed to providing a fair, respectful, and inclusive online learning experience. We comply with the **Anti-Discrimination Act 1991** and the **Fair Work Act 2009**.

Discrimination means treating someone unfairly because of:

- Race or colour
- Gender or age
- A physical or mental disability
- Religion or political beliefs

Harassment includes behaviour that makes someone feel uncomfortable, upset, or unsafe, such as rude messages, offensive jokes, or unwanted contact. Respectful communication is especially important in an online learning environment. All communication with staff or students must be professional and courteous.

If you are subject to online abuse, contact our office immediately.

UNIQUE STUDENT IDENTIFIER (USI)

From 1 January 2015, each student must provide a valid Unique Student Identifier (USI) when enrolling in a nationally recognised program.

If you already have a USI, please provide it at enrolment. With your consent, Open Education Academy can apply for a USI on your behalf.

- Without a verified USI, Open Education Academy cannot issue certification.
- Offshore students permanently residing overseas cannot access training records through the USI portal.
- Students on international student visas cannot enrol with Open Education Academy.

In accordance with the **Student Identifiers Act 2014 (Cth)**, Open Education Academy securely destroys personal information collected solely to apply for a USI once the application has been made or the information is no longer needed.

AVETMISS

Under the **Data Provision Requirements 2012**, Open Education Academy must collect personal information and disclose it to the **NCVER** for compliance and reporting.

This information may be used for:

- Populating authenticated VET transcripts
- Statistical and research purposes
- Workforce planning and consumer information
- Administration and monitoring of VET

Students may be contacted to complete government or NCVER surveys (opt-out available).

ENTRY REQUIREMENTS

Entry requirements vary per qualification. Acceptable evidence may include:

- Identity documents (licence or passport)
 - Evidence of residency (if applicable)
 - Statement of attainment
 - Record of results or USI transcript
 - Declaration of access to required tools/equipment
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LANGUAGE, LITERACY & NUMERACY (LLN)

Students may be asked to complete a short questionnaire or assessment to confirm LLN and digital skills. Additional support is available if needed, and referrals may be provided for external services.

DELIVERY OPTIONS

- **Online Learning** – Access via the online platform with assessments submitted digitally.
- **Recognition of Prior Learning (RPL)** – Assessment-only pathway recognising existing skills.
- **Blended Learning** – Combination of online study and other flexible activities (e.g. video support, workplace activities).

Some courses are RPL-only.

ENROLMENT & DURATION

- Enrolment requires completion of an enrolment form (including AVETMISS data).
 - Students are informed of program start and end dates.
 - Extensions can be requested before expiry (fees apply).
 - Programs not extended will be closed and access revoked.
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DEFERRALS & TRANSFERS

- Deferral requests must be emailed to **admin@openeducationacademy.com**.
 - Transfers to another Open Education Academy program must be requested within 3 months of enrolment. Fee differences apply.
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ASSESSMENT POLICY

- Three submission attempts allowed per unit or RPL application.
- Assessors provide feedback if gaps are identified.
- Outcomes: **Competent** or **Not Yet Competent**.

Plagiarism

Zero tolerance. Includes copying, AI-generated content, or submitting another's work.

- First offence: Written warning, re-attempt required.
- Second offence: Expulsion, no refund.

Reasonable Adjustment

Available where required to ensure equitable assessment, without altering learning outcomes.

RPL & CREDIT TRANSFER

- RPL available, with unlimited opportunities to resubmit evidence until competency is demonstrated.
 - Credit transfers accepted with valid Statements of Attainment or USI transcripts, where units are equivalent. Fees apply.
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COMPLAINTS

- Informal resolution encouraged first.
 - Formal complaints must be submitted to admin@openeducationacademy.com.
 - Written outcomes provided with reasons and resolution steps.
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RETURN FEE REQUESTS

At Open Education Academy, our goal is simple: to help you finish what you start. When you enrol, you're not just purchasing a course—you're investing in your future, and we're here to support you every step of the way.

By signing your enrolment form, you agreed to complete your program and use the resources available to you. We take that commitment seriously—and we ask that you do too.

If your circumstances have changed, we understand. While we don't offer cancellations or refunds due to personal change, we do offer flexible options:

- **Pause Your Course** – Take a break and return when ready
- **Extension** – Get more time to complete your course (fees may apply)
- **Transfer** – Move to another course that fits your goals better
- **Sell or Gift Your Course** – You own it; transfer it if needed (fees may apply)

Need help? Reach out to admin@openeducationacademy.com and we'll work through it together.

Please note requests are reviewed by an Executive Manager. Should the matter proceed further, Open Education Academy reserves the right to recover any costs incurred in the process, including but not limited to legal fees, staff time, and administrative expenses. These costs will be invoiced and treated as recoverable debts.

TRANSITION POLICY

Open Education Academy will transition all students from superseded to current qualifications within 12 months of publication on training.gov.au, in compliance with ASQA requirements.

ISSUANCE POLICY

Certificates and Statements of Attainment are issued promptly once competency is achieved and all fees are paid.

STUDENT SUPPORT

Open Education Academy provides inclusive support services, including:

- Academic progress monitoring
- Email communication and reminders
- Flexible support arrangements where required

Students are encouraged to disclose challenges that may affect study.