HARNESS ENERGY STUDENT HANDBOOK

Harness Energy Student Handbook

January 2026

harness
REALISING POTENTIAL

RTO 40521

Handbook Disclaimer

This Student Handbook contains information that is correct at the time of printing. Changes to legislation and/or Harness policy may impact on the currency of information included. Harness reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting Harness.

This handbook has been prepared as a resource to assist students to understand their obligations and also, those of Harness. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Harness

National Operations Manager

P: 07 3292 0700

E: training@harnessenergy.com.au

Important Details

Registered Training Organisation (RTO) Details:

Head Office: Harness

RTO number: 40521

Unit 1/45 Alexandra Place

Murarrie, QLD 4172

P: 07 3292 0700

E: training@harnessenergy.com.au

W: www.harnessenergy.com.au

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Welcome

Congratulations on your choice to undertake training with Harness.

Harness is a Registered Training Organisation (RTO#: 40521) established in 2006 with scope that now covers more than 60 courses across a number of categories:

- Safety and induction training
- Plant and equipment training
- Competency and qualifications
- eLearning
- Drilling and Well Control training

About Us

The Harness Group is a specialist supplier of Personnel, Training & Competency and Consulting services. Everything we do is about ***Realising Potential***.

Harness believes in the power of positive and shared energy: that we can all be a part of building a better community and that big results are achieved through the culmination of many focused and disciplined actions. We are innovators at Harness. We will always challenge the status quo because we feel that is the pathway to growth and evolution. We will always seek new and improved ways of doing things that will improve the capability of our training and people to ensure our clients receive a superior outcome. We do this through action, investment and debate.

Throughout our entire message, the genuine central theme is one of social responsibility. Our partnerships and relationships are very real and are formed by honesty. We will always strive to deliver on our promises and make a difference. We get a real buzz from supplying services that exceed expectations and for being known as a company that strives for growth in everything we do.

We have training facilities in Brisbane, Toowoomba (Australia) and Port Moresby (PNG) and we also offer onsite training at client facilities as well as online learning options for a number of our courses. Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Classroom based teaching
- Online or connected delivery
- Practical simulations of real-world situations
- Face-to-face support
- eLearning modules
- Workplace based learning, and
- A combination of the above

One of the core goals we strive for here at Harness is to deliver outcomes on learning for participants - this means that when people finish a Harness Training program, they leave the courses:

- More likely to be aware of the knowledge they have been given for longer;
- Retaining learning for longer;
- Feeling as though the program gave them something more than just a certificate; and
- Believing they are now adequately skilled for the tasks they need to perform.

Contacting Us
Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with Harness.

Legislation

As an RTO, Harness is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- *the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 and the National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025*
- *National Vocational Education and Training Regulator Act 2011*

Additionally, Harness abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- *National Vocational Education and Training Regulator Act 2011*
- *Standards for RTOs 2015 / Revised Standards 2025*
- *Fair Work Act 2009*
- *Work Health and Safety Act 2011*
- *Privacy Act 1988*
- *Student Identifiers Act 2014*
- *Copyright Act 1968*
- *Disability Discrimination Act 1992*
- *Sex Discrimination Act 1984*
- *Racial Discrimination Act 1975*
- *Australian Human Rights Commission Act 1986*
- *Equal Opportunity Acts (State-specific)*
- *Children and Young People Acts (State-specific)*
- *Apprenticeships and Traineeships Acts (State-specific)*
- *Corporations Act 2001*
- *Income Tax Assessment Act 1997*
- *Goods and Services Tax (GST) Legislation*

Harness is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Conduct

As a responsible member of the VET community, Harness follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, Harness has expectations for student behaviour. These are outlined in the section 'Student Conduct'.

A copy of the Code of Conduct can be obtained by contacting the National Operations Manager on:

07 3292 0700 or training@harnessenergy.com.au

Other Policies and Procedures

The following Policies and Procedures underpin Harness's operations. Please contact our administration department for more information:

- Access and Equity Policy
- Assessments Policy and Procedure
- Complaints and Appeals Policy and Procedure (available on www.harnesstraining.com.au /Terms and Conditions)
- Grievance Policy and Procedure
- Marketing Policy
- Policy for Student Conduct
- Pricing Policy
- Privacy Policy
- Refund Policy and Procedure
- Workplace Health and Safety Policy

Privacy

Harness strongly supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

Access to Your Records

If you wish to access your student information file, please direct your enquiry to:

Client Services – 07 3292 0700 or training@harnessenergy.com.au

Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Student Handbook is available online for you to read and understand prior to enrolment.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid as agreed.

Enrolment Dates

Harness operates on a system of rolling start dates for qualifications. This means you are able to enrol and start studying straight away. For Harness short courses, please direct bookings/queries to our website (www.harnessenergy.com.au) or call our office.

Entry Requirements

Please contact Harness to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade
- Age related, e.g. for licensing courses with age restriction

Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show student achievements from 1 January 2015 onwards.

As an RTO, Harness cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all students supply their USI upon enrolment.

If you do not have a USI, please visit https://www.usi.gov.au/students/create-your-usi for more information, and instructions on how to apply.

Personal Learning Plan

As part of the overall enrolment process, Harness will work with you to develop a customised plan for your learning that will address course requirements as well as your personal circumstances. This includes the opportunity for you to complete a Language, Literacy and Numeracy (LLN) indicator which will identify any areas in which additional support may be required.

Student Diversity and Inclusion

Harness values and respects the diversity of all students. We aim to create a learning environment where everyone—regardless of cultural background, gender, age, religion, disability, or learning style—feels safe, respected, and supported.

We are committed to:

- Promoting inclusive language, materials, and practices in our training and assessment.
- Fostering a culturally safe space for Aboriginal and Torres Strait Islander students.
- Ensuring our trainers are aware of the needs of diverse learners and treat all students with fairness and dignity.

If you experience or witness any behaviour that makes you feel unsafe or excluded, please contact your trainer or the Student Support Liaison.

Together, we are building a respectful and inclusive training environment for all.

Student Wellbeing and Support

Harness is committed to supporting the wellbeing of all students. We recognise that the personal, emotional, and financial circumstances of adult learners - both in Australia and Papua New Guinea - can impact their learning. This section outlines our approach to identifying, supporting, and referring students for wellbeing-related matters, in line with the revised Standards for RTOs 2025.

Understanding Your Needs

We acknowledge that many Harness students:

- Are working adults managing family, employment, and study responsibilities.
- May experience financial hardship or time-related stress.
- Include learners in Papua New Guinea who may face cultural, language, or technological barriers.

When you enrol, we'll ask if you have any needs we should know about. We also use a short LLN (Language, Literacy and Numeracy) check to help us support your learning from the start.

Support Services Available

Harness does not provide in-house counselling or financial aid. However, we are committed to helping you access the right support by:

- Offering flexible learning and assessment where appropriate.
- Allowing adjustments for illness, disability, or hardship.

- Referring students to external services:

External Support Contacts:

- Lifeline (24/7 crisis line): 13 11 14 – www.lifeline.org.au
- Beyond Blue (mental health): 1300 22 4636 – www.beyondblue.org.au
- Salvation Army (general assistance): 13 72 58 – www.salvos.org.au
- National Debt Helpline (financial counselling): 1800 007 007 – www.ndh.org.au

For our PNG-based learners, if any local support services are available through your employer or community organisations, we encourage you to speak to your coordinator. Where possible, we can assist in identifying suitable PNG resources.

Student Wellbeing Contact

Harness has appointed a **Student Support Liaison** who is available to:

- Listen to concerns.
- Direct you to suitable help.
- Coordinate with trainers and management (where necessary) to ensure your learning is supported.

Contact: Student Support Liaison
Email: support@harnessenergy.com.au
Phone: +61 7 3292 0700 (or +675 726 83500 for PNG)
All support conversations are treated with respect and confidentiality.

Your Role and Our Approach

If you are experiencing stress, hardship, anxiety, harassment, or other challenges, please reach out early. You are not alone. We are here to help you succeed - not just academically, but holistically.
Instructors are trained to support your learning. If you need help beyond their scope, they will refer you to our Student Support Liaison.
We will also provide reminders of support options:

- During orientation.
- Mid-course check-ins.
- Through posters, handouts, and the LMS.

Feedback

We actively welcome your feedback on wellbeing services. Let us know:

- If the support information was clear.
- If you were able to access the help you needed.
- What could be improved.

Your voice helps us improve student support and create a positive learning environment for everyone.

Remember: Help is available. Don’t wait. Speak with your trainer, coordinator, or our Student Support Liaison.

Fees

Information about fees and charges is documented clearly on our website www.harnessenergy.com.au or can be obtained by contacting Harness. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. Please contact Harness if you have any questions related to course fees.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility (https://www.humanservices.gov.au).

Course Fees

Please refer to our website www.harnessenergy.com.au for a detailed list of fees for various courses/qualifications offered by Harness.

Certificate Print Fees

As Harness is a supporter of environmental sustainability, we will provide a Statement of Attainment ("SOA") in pdf format upon successful completion of the course. Please note that should you require a printed colour version, a fee of $45 (GST Inc) will apply.

Replacement of Training Materials

Harness will charge a fee to replace any lost training and/or assessment materials that have been previously issued to you. Please speak with your trainer or contact us on 07 3292 0700 or training@harnessenergy.com.au if replacement materials are required.

Cancellation Fee

A cancellation fee may apply for withdrawing from a course. Please refer to **'OTHER FEES'** Section of this book.

Payment Options

Payment of course fees can be made to Harness via:

- Credit card
- Debit card
- Electronic funds transfer

Fees must be paid by the due date agreed in your individual training contract. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or Harness withholding the issue of qualifications until all fees are paid. If you have trouble paying your fees, please contact us on 07 3292 0700 or training@harnessenergy.com.au to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, Harness may find it necessary to suspend training until payment is received. Failure of the student and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery.

If you are experiencing financial difficulty, please contact Harness as early as possible to discuss options.

Refunds

Should a student withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact Harness on 07 3292 0700 to discuss individual circumstances.

Course Withdrawal

A cancellation fee of 75% of the cost applies if cancellation is made within 24 hours (working days Monday-Friday, 8am – 5pm AEST) of a booked course/qualification date and the full fee will be charged for no-shows or cancellations on the course date.

All cancellations are to be made in writing and emailed to training@harnessenergy.com.au

Withdrawal Prior to Commencement of Course

Please refer to **'OTHER FEES'** Section for fees related to withdrawals. This is charged because Harness will have already expended resources associated with setting up student records and providing materials.

Withdrawal After Commencement of Course

- If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started
- Tuition fees for User Choice agreements based on nominal hours will be refunded for the units not trained
- Any co-contribution fees paid for Government subsidised training will be refunded for the units not trained

Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided
- A non-refundable administration fee as per the 'OTHER FEES' Section will be applicable
- Any refund will be at the discretion of Harness

Cancellation of Course by Harness

In the event that a course is cancelled by Harness for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format as **'CLASS COPIES'**. You will need to supply your own stationery materials.

You may be given an outline for training appointments, which may be:

- Workplace visits
- Classroom sessions
- Online modules
- A combination of the above

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.
The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning

Volume of Learning statements provide an indication of the amount of time it is expected that a student would need as a full-time student to achieve the qualification. Volume of Learning figures assume none of the competencies identified in a qualification are currently held.
The listed time frames account for all activities a student would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some apprenticeship/traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: http://www.aqf.edu.au/aqf/in-detail/aqf-qualifications/)

More information on Volume of Learning can be accessed at:

https://www.aqf.edu.au/publication/volume-learning-v2-2014

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a student to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How Does Assessment Work in CBT?

Unlike the traditional school system of grading assessments on a scale ranging from A to Fail, assessment of CBT determines if you have the required skills and knowledge or not yet.

Assessment is specifically conducted to determine if a student can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a student has the required skills and knowledge to perform effectively in the workplace. If a student's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the student is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study
- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

Harness has a Training and Assessment Strategy for each of the qualifications we deliver, and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

Harness staff are appropriately qualified and have sufficient and relevant industry experience to train and assess the courses delivered by Harness. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Direct Credit Transfer (DCT). All courses are assessed under the competency-based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Apprenticeships and Traineeships

Harness gives all students enrolled in an apprenticeship or traineeship, a training plan which outlines how and when training will take place. This is signed by all parties involved and given to you at the start of the training contract.

Training Plans

In the case where your course of study calls for vocational placement, is part of a workplace traineeship, or part of an apprenticeship, a training plan will be developed for you. The plan will be developed between you, the placement/workplace organisation, and Harness. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed and noted by all involved parties.

Recognition Processes

Harness offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

- **Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- Authentic – it must be your own work

- **Recognition of Prior Learning continued….**

  - Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
  - Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
  - Valid – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact us on 07 3292 0700 or rpl@harnessenergy.com.au to discuss your options.

- **Verification of Competency - VOC**

Verification of Current Competencies is a verification process similar to RPL. It applies if a student has "…previously successfully completed the requirements for a unit of competency…and is now required to be reassessed to ensure the competence is being maintained".

- **Credit Transfer**

Harness recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past. To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact us on 07 3292 0700 or training@harnessenergy.com.au to discuss your options.

Foundation Skills

All training and assessment delivered by Harness contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

Use of Artificial Intelligence (AI) in Learning and Assessment

Harness supports the responsible use of artificial intelligence (AI) as a learning aid.

Learners may use AI tools, such as ChatGPT or similar, to support study and understanding only. This may include helping to understand concepts, terminology, or background information prior to completing an assessment.

AI must not be used to generate, write, edit, or complete assessment evidence, unless explicitly authorised in writing by Harness. All assessment evidence submitted must be the learner's own original work.

Harness does not use AI to make assessment or competency decisions. All assessment judgements are made by qualified human assessors.

Unauthorised use of AI in assessment may result in assessment integrity action under Harness's Student Conduct and Assessment Integrity processes.

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

You must keep a backup copy of any assessments that you submit for marking. We will retain the copies we receive to keep in your file as evidence. We do not return hard copies and cannot be held responsible for any assessments that go missing in the post. If this occurs, you will be asked to re-send the assessment.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. If, after 3 attempts of resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Talk to us for more information and all of the staff at Harness will take every reasonable effort to help you succeed in your course.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Progress

Progress must be made within the expected timeframes of your Learning or Training Plan. While reasonable adjustments can be put in place where required and resubmission attempts allowed, failure to progress at a practical or realistic rate can lead to the termination of the training contract.

If you are experiencing difficulties or have other issues impacting on your progression and ability to stay on track, it is important to communicate with your Trainer or Coordinator as soon as possible so that this can be addressed early, and a solution put forward.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.
Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by Harness. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Copying and pasting from the internet or using artificial intelligence (AI) tools (such as ChatGPT) to generate or complete assessment responses is prohibited, unless explicitly authorised in writing by Harness, and may result in the assessment being deemed invalid.
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)
- Unintentionally failing to cite where information has come from

Referencing

When it comes to properly acknowledging where information has come from, students should be aware of, and be able to properly use, referencing protocols. Please see below some examples.

APA:

http://libguides.jcu.edu.au/apa

http://guides.is.uwa.edu.au/ld.php?content_id=17350815

Harvard:
https://www.adelaide.edu.au/writingcentre/referencing_guides/harvardStyleGuide.pdf

https://www.library.usyd.edu.au/subjects/downloads/citation/Harvard_Complete.pdf

Complaints and Appeals

Whilst as a student, you are able to lodge a complaint or an appeal if you disagree with a decision regarding an assessment outcome, you are encouraged to speak with your assessor in the first instance. If you are not satisfied with the outcome of that discussion, you may request a formal review of the assessment decision. Follow Harness's procedure for lodging an appeal. You find a copy online on Harness' webpage under Terms & Conditions.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted though our office on 07 3292 0700 or training@harnessenergy.com.au

Student Conduct

Just as Harness has a responsibility to meet expectations of students, legislation, and regulations, so too, do students have obligations they are expected to meet. It is expected that students will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not contravene workplace health and safety or the principle of respect for others.

Harness views student misconduct seriously. We expect that our students will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of student misconduct vary up to and including expulsion from the course. Examples of student misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to Harness and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Student to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Students found guilty of misconduct have a right to lodge an appeal by following our Complaints and Appeals process.

Academic misconduct

Plagiarism and cheating are serious offences. Students engaging in this behaviour will face disciplinary action. Unauthorised use of artificial intelligence (AI) in assessment activities is considered a form of academic misconduct and may be managed under Harness's Student Conduct and Assessment Integrity processes.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at Harness. All staff, students and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk.

Please report any incident or hazard to your trainer or supervisor immediately.

Smoking, Drugs and Alcohol

Harness is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any student under the influence of drugs and/or alcohol is not permitted on Harness premises, to use Harness facilities or equipment, or to engage in any Harness activity.

People taking prescription medication have a duty to ensure their own safety, and that of others, is not affected.

Student Feedback

Harness is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from students regarding their experiences whilst enrolled in their course. We welcome feedback at any time but will also specifically ask for it at the completion of your study.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed as meeting all requirements for the course. This meets the compliance requirements as set for Harness and other RTOs in the Standards for RTOs 2015.

If for some reason Harness ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by Harness)

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Student Wellbeing and Support (2025 Standards Compliant)

Harness is committed to supporting the wellbeing of all students. We recognise that the personal, emotional, and financial circumstances of adult learners—both in Australia and Papua New Guinea—can impact their learning. This section outlines our approach to identifying, supporting, and referring students for wellbeing-related matters, in line with the revised Standards for RTOs 2025.

Understanding Your Needs:
- Many students are working adults managing family, employment, and study responsibilities.
- Students may experience financial hardship or time-related stress.
- PNG learners may face cultural, language, or technological barriers.
Needs are identified via Personal Learning Plans and LLN indicators.

Support Services Available:
Harness does not provide in-house counselling. We support students by:
- Offering flexible learning and assessment.
- Allowing adjustments for illness, disability, or hardship.
- Referring to external services like Lifeline (13 11 14), Beyond Blue (1300 22 4636), Salvation Army (13 72 58), and the National Debt Helpline (1800 007 007).

Student Wellbeing Contact:
A Student Support Liaison is available to:
- Listen to concerns
- Refer students to help
- Coordinate with trainers and management

Contact:
support@harnessenergy.com.au | Phone: 07 3292 0700

Encouragement:
Students are urged to seek help early. Trainers will refer issues to the liaison and remind students of support options at orientation and key milestones.

Feedback:
We invite feedback to continually improve student support services.

harness
REALISING POTENTIAL

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