

Student Handbook



NTHA Training

WELCOME to NTHA Training

FITEC Australia Pty Ltd, trading
as NTHA Training is a not-for-
profit Registered Training
Organisation (RTO # 5343)

Welcome to your NTHA Training course
or training program.

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. NTHA Training deliver vocational education and training (VET) qualifications, courses and workplace training solutions across Australia.

This student handbook is designed to provide you with important information about undertaking training with NTHA Training.

It is important that you take the time to read and understand this information. If you have any questions please contact the NTHA Training team info@ntha.edu.au





NTHA Training

Our aim at NTHA Training is to make your learning journey successful and to provide you with relevant and current skills and knowledge for your personal and professional development.

NTHA Training Qualifications:



BSB30120 Certificate III in Business
BSB40520 Certificate IV in Leadership and Management

SIR30316 Certificate III in Business to Business Sales
SIR30216 Certificate III in Retail



TLI30325 Certificate III in Supply Chain Operations

FWP30322 Certificate III in Timber and Wood Products Operations
FWP30920 Certificate III in Timber Frame or Truss Manufacture
FWP31220 Certificate III in Timber Systems Design
FWP40420 Certificate IV in Timber Systems Design
FWP30622 Certificate III in Timber Building Product Supply



Details of NTHA Training qualifications and accredited courses can be viewed via this link:
[NTHA Training courses](#)

NTHA Training Accredited Skill Sets

Sawmill Skill Set

FWPTMM2205 Cut materials to length and angles
FWPCOT3280 Replace saw blades, knives and guides
FWPCOT3282 Assess and maintain saw blade and sawing machine performance
FWPCOT3295 Assess and maintain cutter performance.

Leadership and Management Skill Set

BSBLDR411 Demonstrate leadership in the workplace
BSBLDR413 Lead effective workplace relationships
BSBWHS411 Implement and monitor WHS policies, procedures and programs
BSBSTR502 Facilitate continuous improvement

Frame and Truss Manufacture Skill Set

FWPTMM3213 Read and interpret timber truss or wall frame fabrications plans
FWPCOT3323 Assess wood materials visually
CPCCOM1015 Carry out measurements and calculations
FWPCOT3308 Assemble timber wall frames
FWPCOT3309 Assemble timber roof trusses

ACDC Skill Set

AHCCHM307 Prepare and apply chemicals to control pest, weeds and diseases
AHCCHM304 Transport and store chemicals

Timber Systems Design Skill Set

FWPCOT3304 Take off material quantities
CPCCOM1015 Carry out measurements and calculations
FWPTMM3215 Work effectively in the timber systems design industry
FWPCOT3219 Produce standard truss or frame plans and details using computers

Internal Sales Skill Set

FWPCOT3302 Access and provide timber and wood product information
SIRXPDK001 Advise on products and services
SIRXCEG005 Maintain Business to Business relationships

Chainsaw Skill Set

FWPCOT2254 Maintain chainsaws
FWPCOT2259 Cut materials with a hand-held chainsaw

Retail Customer Service Skill Set

SIRXCEG001 Engage the customer
SIRXCEG002 Assist with customer difficulties
SIRXSLS001 Sell to the retail customer

Merchandising Skill Set

SIRXMKT001 Support marketing and promotional activities
SIRRMER001 Produce visual merchandise displays
SIRRMER003 Coordinate visual merchandising activities



NTHA Training course information

NTHA Training can provide you with advice about the appropriate training product to meet your needs and current circumstances.

To assist NTHA Training with ensuring that you enrol into the course/s please review the below 'is this course suitable for me' checklist:

Is the course suitable for me?

-  I can commit the time to complete the course within the allocated course timeframe (including any work placement hours)
-  the course description and the outcomes align with my goals
-  I have the ability to complete a variety of assessments e.g. theory tasks, practical tasks, and complete them either by filming, virtually or face-to-face
-  the delivery and study methods for the course are suitable for me
-  I will be able to meet my responsibilities as a student e.g. meeting assessment submission timelines, attending training sessions, meeting my traineeship requirements (where relevant)
-  my chosen industry could also have requirements for me to complete e.g. First aid certificate



Entry requirements

NTHA Training has a specific entry requirement that the minimum age at time of enrolment is 15 years of age.

Course Enrolment

There are no formal entry requirements for qualifications, however, it is important that you understand the requirements if you are completing a traineeship.

These requirements will be explained to you when you sign your training contract with an AASN (Australian Apprenticeship Support Network).

Enrolment Processing

You can enrol at any time.

All personal information that is uploaded is encrypted by the system.

Your enrolment is organised and processed by the NTHA Training administration team.

Course access will be given once all relevant documentation has been received and relevant fees have been paid.

Key enrolment documentation requirements:

Photo identification -

NTHA Training will need photo identification to meet government requirements e.g. driver licence.

Accessing government funding -

NTHA Training will need additional evidence to meet funding eligibility requirements e.g. Medicare card.

Unique student identifier (USI) -

A USI is mandatory for all Australians undertaking nationally recognised training.

As an RTO, NTHA Training cannot issue Certificates or Statements of Attainment without a USI.

Note: Certificates and Statements of Attainment will only be issued in the name associated with the USI and the name shown on your photo identification documents.

Details about USI accounts can be viewed via this link: <https://www.usi.gov.au/>

Upfront assessment of need (UAN) process -

This is a mandatory requirement for students accessing subsidised training through the Skilling South Australia project funding.

The NTHA Training team will take you through this process.



You may be eligible for government funding.

Course Fees

NTHA Training provides government-funded programs in:

- Queensland,
- New Sales Wales,
- South Australia.

Where a course is not funded in these States, NTHA Training can discuss your training needs and provide you with specific pricing information.

p: 1800 822 621

e: info@ntha.edu.au

State-Specific Funding

State specific funding information and pricing are detailed on our dedicated webpage:

<https://www.ntha.com.au/training/funding-pricing/>

Fee Protection -

In accordance with the 2025 Standards for RTO's NTHA Training has implemented learner fee protection measures by NOT accepting any prepaid fee more than \$1500 per student prior to the commencement of the course.

Following the course commencement, NTHA Training may require payment of additional fees that will be collected during the students progression through the course.

Refunds - NTHA Training may provide you with a refund of Tuition Fees in a number of circumstances where it's not possible for you to continue with your studies. Refunds will be applied in accordance with NTHA Training Refund Policy. Key points of the policy include:

- A request for a refund must be made in writing within 14 days of the withdrawal/cancellation from the course to info@ntha.edu.au
- Cancellation in writing of a short course enrolment at least 14 working days prior to the scheduled commencement date will incur a \$100 administration cancellation fee and within 14 working days of the scheduled commencement date will incur a 50% cancellation fee.
- No refunds will be given within 7 working days of the short course start date or non- attendance on the day of the course (**Note:** substitute participants are NOT accepted at any stage).

Note: It is recognised that extenuating circumstances can sometimes apply, contact the NTHA Training team to discuss. NTHA Training refund policy can be viewed at: <https://www.ntha.com.au/training/student-support/>



STUDENT WELLBEING

NTHA Training fosters a safe and inclusive learning environment for VET students by creating a supportive space where learners of all backgrounds feel respected, valued, and empowered.

Through culturally responsive teaching practices, flexible delivery methods, and personalised support, NTHA Training ensures that every student, regardless of age, ability, or experience, has equal opportunity to succeed.

NTHA Training team members are equipped to address diverse needs, uphold strong workplace health and safety standards, and actively promote a culture of mutual respect and belonging across all training settings.

As a student, the additional demands and responsibilities of study can sometimes make it challenging to focus on your wellbeing. Whenever you feel that you need support, or just want to have a chat with someone, there is a range of support services that are available to you and are detailed on the next page.

They are free and confidential. Click on the logo to find out more.



Crisis support and suicide prevention services. Call 13 11 14.



LGBTIQ+ peer support.
Call 1800 184 527



Urgent Mental Health Care Centre

Located at 215 Grenfell Street, Adelaide or call (08) 8448 9100.



Providing a wide range of services to support your needs.
Call 1800 615 677.

1800RESPECT
NATIONAL DOMESTIC FAMILY AND SEXUAL VIOLENCE COUNSELLING SERVICE

1800 737 732

WWW.1800RESPECT.ORG.AU

AVAILABLE 24/7

medicare

Mental Health
1800 595 212

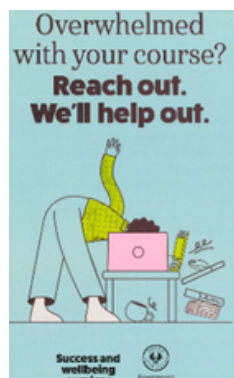


Aboriginal or Torres Strait Islander Crisis Support.
Call 13 92 76.



Providing all social services support.
Call 13 72 58.

Additional services are also available in South Australia:

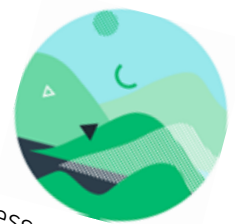


Dedicated Success and Wellbeing Services for SA students. For a confidential session.

yvette.wijayasekera@wt.edu.au

or call

0429 687 005



Homeless Connect South Australia. Call 1800 003 308 or submit a form online.

Completing NTHA Training assessments

NTHA Training learning
content and
assessments are
accessed online.

Assessments tasks can include completing:



projects /
scenarios /
case studies



workplace tasks



observations (may include role plays)



multiple choice questions

Reasonable adjustment

This is the term used to describe any modification made to the learning environment, training delivery or assessment method to help learners with disability or ongoing ill health to access and participate in a course.

It is not designed to give any learner an advantage, change the course outcomes required, guarantee success or affect the integrity of the qualification.

NTHA Training will consider applying reasonable adjustment where relevant to:

- ensuring that course activities are sufficiently flexible for all learners
- providing additional support where necessary

Recognition processes

Recognition of Prior Learning (RPL) is an assessment process.

The aim of RPL is to recognise your existing competencies without having to go through the complete process of training and assessment.

You will need to provide evidence of your prior competencies which an NTHA Training assessor will review and document the outcome.

Outcomes may include RPL given, no RPL to be given, partial RPL given (and you will need to complete one or more assessment tasks).

Consider RPL if you have supporting evidence of your skills and knowledge from the previous two (2) years that align with any of the units included in the course you are enrolling into.



To request an RPL kit or have your CT results reviewed, contact NTHA training at info@ntha.edu.au



Marking Overview

Assessors will give you feedback about the results of your assessments.

Each assessment task will be given a Satisfactory (S) or Not Yet Satisfactory (NYS) result.

You have up to 3 attempts to gain a satisfactory result.

Credit Transfer applies when you have completed formal training in unit/s that are the same as the course you are enrolling in with NTHA Training.

NTHA Training recognise the Australian Qualifications Framework (AQF) Qualifications and Statements of Attainment issued by other Registered Training Organisations.

You will need to submit your Unique student identifier (USI) Transcript to NTHA Training.



Your Certificate
or Statement of
Attainment will
be issued to
you within 30
calendar days.

Issuance

Upon successful completion of your coursework and provided all fees are paid, a copy of your Certificate or Statement of Attainment will be issued to you within 30 calendar days of you as being assessed as meeting all requirements for the course following our completion process.

Issuance of a hard copy of a Certificate/Transcript or Statement of Attainment incurs a \$75 fee.

Hard copy requests can be submitted via email to: info@ntha.edu.au

Note: NTHA Training is required to retain records of AQF certification documentation issued for a period of:

- seven years if a student completes a training product on or after 1 January 2015
- thirty years if a student completes a training product before 1 January 2015

Privacy

NTHA Training is committed to the protection of your personal information in accordance with the Australian Privacy Principles (APPs) as set out in the Privacy Act 1988 (Privacy Act) which incorporates the amendments made to the Privacy Amendment (Private Sector) Act 2020.

Any details collected from NTHA Training students are required for us to conduct business as an education provider.

Collected information is used for the following purposes:

- Determine whether we can provide suitable training and assess your specific needs
- Manage administration of training and services
- Communication in the case of an emergency
- To determine eligibility for a course
- Report to government agencies and other regulating bodies, funding or industry bodies as required



A full copy of the NTHA and NCVER Privacy policy can be viewed at:
<https://www.ntha.com.au/training/student-support/>



IMPORTANT STUDENT INFORMATION

Stuff that you need to be
aware of as a student

Your rights as a student:

- be treated with respect from others, treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability or socioeconomic status.
- be free from all forms of intimidation, harassment and violence.
- be allowed to express and share ideas and to ask questions.
- to have any disputes settled in a fair and rational manner (this is accomplished by the complaint procedure).

Student feedback:

We welcome feedback at any time but will specifically ask for it at the completion of your studies, in the form of a government-issued Learner Feedback Survey.

Note: If enrolled in a government funded training program, you may also receive a survey from the Department seeking information on your training experience.



We expect our students to always behave in an honest and respectful manner

Expected student behaviour:

- Students will refrain from any actions which might reasonably be perceived as unsafe, intimidating, discriminating, harassing, bullying, antisemitism, or sexual violence in any face-to-face and online situations.
- Students will respect the personal property of others.
- Students will not partake in the consumption of alcohol or drugs before or during a training session with an NTHA Training team member.
- Follow work health and safety instructions from trainers, employers and facility providers.
- Allocate sufficient study time to complete the course requirements.
- If unable to attend a training session you will inform NTHA Training as soon as practicable.
- Submit only your work. AI tools should enhance learning and research but not replace the intellectual effort required to produce work.

NTHA Training view student misconduct seriously.

Consequences of student misconduct vary up to and including exclusion from the course.

Complaints and Appeals:

Complaints are welcomed as a means of ensuring that we identify and overcome problems faced by students and provide an opportunity to improve our business and/or the delivery of our training programs.

NTHA Training has a Complaints and Appeals Policy for resolving any issues you may have throughout the term of your studies.

A full copy of the NTHA Complaints and Appeals policy can be viewed at:
<https://www.ntha.com.au/training/student-support/>

RTO legislation:

NTHA Training is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications.

This includes:

- National Vocational Education and Training Regulator Act 2011
- 2025 Standards for RTO's (issued by ASQA)
- State and Commonwealth legal requirements

NTHA Training staff:

NTHA Training staff are appropriately qualified and have sufficient relevant industry experience to support, train and assess the courses offered.

All employees and contractors are expected to uphold the NTHA Training code of conduct and commit to its principles as a condition of their employment.

