

# Student Handbook

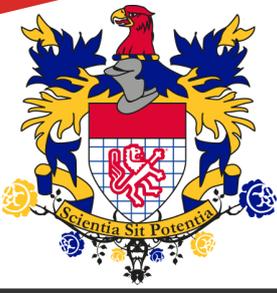
Unlock Your Potential With NSTA®



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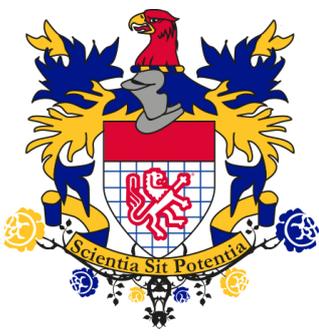
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# Welcome Message

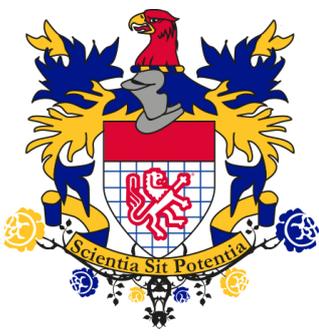
The purpose of this document is to ensure students have access to clear and accurate information, required to make an informed decision about the training product you are enrolling in and the RTO you have selected to deliver the training product.

Welcome to NSTA

Sharyn Gadsby  
CEO



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# Company History



## 1976 - 1992

In 1976 NSTA was founded as a security company in Cranbourne Victoria. The company was National Security & Property Consultants Pty Ltd trading as Cranbourne Security Services.

In 1987 the business was sold and the founders relocated to Queensland where the company changed its name to National Security Training Academy Pty Ltd. (Origins of NSTA)

In February 1992 NSTA became an approved training organisation (A56)



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## 1992 - 2025

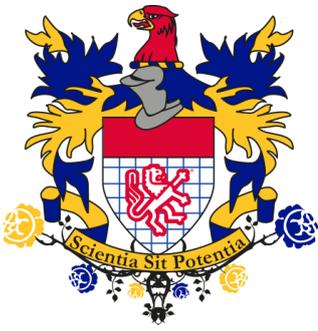
Whilst NSTA primarily focused on training Security Officers our scope was starting to change as we diversified into other training sectors.

In 2010 NSTA commenced franchising the business creating opportunities for our franchisees and staff.

In 2012 The directors purchased K&M Harris Pty Ltd and changed its name to NSTA Pty Ltd.

Adding training in

- General Construction
- Civil Construction
- First Aid
- Business and Management



# Vision & Mission

## Our Vision

To motivate staff and students to unlock their full potential.

## Our Mission

Our mission is to inspire staff and students to “Unlock their Full Potential” by participating in lifelong learning, by delivering quality vocational education and training services, in a culturally safe workplace.

## Acknowledgement of Country

NSTA acknowledges the Traditional Owners of Country throughout Australia and acknowledges their continuing connection to land, waters and community. We pay our respects to the people, the cultures and the Elders past and present.



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# Enrolment Procedures

## ✓ Purpose of This Document

This document is published to ensure VET students have access to clear and accurate information, including to make informed decisions about the training product and the RTO, and are made aware of changes that affect them.

It reflects NSTA's commitment to comply with "The Standards for Registered Training Organisations 2025)

## ✓ Pre-Enrolment

Prior to enrolling in any course NSTA Administration staff will prepare a "Enrolment Form - PTA" this will provide you full details upon which you can make an informed decision about the course you have selected, prior to enrolling or paying any fees.

NSTA's staff will provide you the following information:

- Course Code and title
- Course dates (starting and finishing)
- Delivery methodology (Face to Face, Online or Connected Real Time Delivery (Zoom, GoToMeeting etc)
- Fees and charges and payment terms.
- Details of any entry requirements
- Licencing outcomes
- You will also be offered Recognition of Prior Learning (RPL)"



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# Enrolment Procedures

## ✓ Foundation Skills

Foundation skills are an integral part of a unit of competency and need to be assessed by course providers. Foundation skills that are essential for performance can be explicitly included in the performance criteria of a unit of competency. Or, if not explicitly included in the performance criteria, they should be described in the 'foundation skills' field of the unit of competency in the course document. NSTAs language Literacy and Numeracy Assessment are designed to ensure participants have the required foundation skills to complete their chosen training program.

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## ✓ Foundation Skills Include

- reading skills
- writing skills
- oral communication skills
- numeracy skills
- learning skills
- problem solving skills
- initiative and enterprise skills
- teamwork skills
- planning and organising skills
- self-management skills
- technology skills.



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# Enrolment

# Procedures

## ✓ Language Literacy and Numeracy (LLN)

You may be required to undertake an LLN assessment, this is required so we can review your skills, to ensure you have the necessary language, literacy, numeracy to undertake the intended training. The LLN assessment is not a pass/fail it is an indicator to our staff to see if you need support and are NSTA capable of providing the support required. (If you have already completed courses at or above the level of the course being undertaken you are exempt from the LLN Assessment requirements.)

## ✓ Digital Literacy

If you are enrolling in any online / e-learning courses NSTA will review the skills and competencies of VET students prior to enrolment, This is to ensure you have the skills, knowledge and equipment required to complete the selected training program.

NSTA's will review the following:

You have access to the required hardware and software required to complete the course: (Including;)

Hardware

- Computer, Printer, mouse, keyboard, microphone and speakers)

Software

- Word, PDF Reader,
- Web browser (google Chrome, Firefox, Microsoft edge etc)
- Email (Outlook, Gmail, Hotmail, yahoo etc)



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# Enrolment

# Procedures

## ✓ Inclusive Training Environment

NSTA is committed to providing a safe and inclusive environment for all students. This includes ensuring the learning environment is free from racism, discrimination or any other form of harassment.

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## ✓ Unique Student Identifier (USI)

All students must provide their USI when enrolling, upon receipt of the USI our staff will verify the USI with the USI Portal ([www.usi.gov.au](http://www.usi.gov.au))

If the USI is not able to be verified, you will be requested to login to the USI Portal to update your USI, this may be that you have changed your name or other personal details.

NSTA cannot issue any credentials (Certificates or Statements of Attainment without a valid USI.

NSTA submit data to the USI each three months

For training delivered between:

- January to March (Training reported between 1st May to 15th May)
- April to June (Training reported between 1st August to 15th August)
- July to September (Training Reported between 1st Nov and 15th Nov)
- October to December (training Reported between 2nd Jan to 28th Feb)

If your training is not recorded on your USI contact NSTA on 07 3305 7590 or email [rto@nsta.edu.au](mailto:rto@nsta.edu.au)



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# Enrolment

# Procedures

## ✔ Industry Licensing Requirements

Where your selected course has licensing outcomes, NSTA staff will ensure you are aware of and requirements that would prevent you obtaining a licence (these are often known as disqualifying offences)

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## ✔ Disability and Reasonable Adjustments

RTOs have obligations under the Disability Standards for Education 2005 to ensure that students with disability can access and participate in training on the same basis as students without disability. As part of this, RTOs are required to engage with students to support them to disclose their disability (if they wish) and make reasonable adjustments to enable them to equitably participate in training and assessment.

Disclosure of disability or ongoing ill health, including mental ill health, is the student's choice and is not a requirement for participation in a training product. However, if you share information about the impact of your disability in the enrolment phase it will assist NSTA in making reasonable adjustments to your training and assessment.

- Description of condition
- Reason for request for reasonable adjustment
- Impact of the disability on your training
- Reasonable adjustment required



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# Enrolment

# Procedures

## ✔ Recognition of Prior Learning

We encourage all our potential students to understand the RPL process and its benefits.

Our RPL process is simple, fair, equitable, and non-discriminatory resulting in understanding by the participant, thereby aiding acceptance of the outcome.

If you believe you are eligible for RPL, please mention this in the enrolment form to further discuss this matter with our staff. We will contact you to assist in completing the RPL application and gathering the evidence required. The outcome of your RPL application will be given and explained to you.

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## ✔ Credit Transfer

To get a credit transfer, you need to present the statement of attainment or qualification issued by another RTO for verification by NSTA.

These documents you provide must include the detail of what units of competence you completed.

Where the course completed by the student was completed after the 1st January 2015, the student must provide a copy of their USI Transcript to NSTA Pty Ltd (available free from [www.usi.gov.au](http://www.usi.gov.au))

Where the course completed by the student was completed before the 1st of January 2015, the student must provide a copy of Certificate or SoA and NSTA will verify the validity of the Certificate or SoA, with the issuing RTO.

If the issuing RTO is no longer in business, the student must apply to ASQA for a copy of their records ([enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au))



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# Work Health & Safety

## Work Health and Safety

NSTA Pty Ltd will fulfil its responsibilities under the Work Health and Safety Act 2011 and Work Health and Safety Regulations 2017, which describe our duty of care to provide a safe and healthy working environment for everyone at the workplace. NSTA Pty Ltd commitment to providing a healthy, safe, risk and hazard-free workplace environment to its clients, employees, contractors, neighbourhood, and environment.

We believe that workplace safety is a shared responsibility of everyone at the workplace. So, we encourage everyone at the workplace to follow safe work practices and report any hazard, accident, incident, near misses or any behaviour which poses a threat to your safety or the safety of others within the workplace. Any hazards reported will be acted upon immediately.

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## Drug and Alcohol

NSTA Pty Ltd has a zero-tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illicit drugs will be asked to leave the premises. In some cases, prescription drugs will affect your performance, so discuss this with your trainer or CEO before course commencement. NSTA Pty Ltd trainers and assessors are also accredited drug and alcohol testing officers, in cases where a person is believed to be under the influence of drugs and or alcohol and safety of persons is an issue you may be requested to consent to a drug and or alcohol test.

Failure to consent to the test will result in removal from the courses with no refund payable.



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# Work Health & Safety

## ✓ Smoking & Vaping

NSTA Pty Ltd has a smoke-free policy (Including those holding a prescription) to provide a safe and healthy work environment to our clients, staff, contractors, and visitors. Smoking or Vaping is permitted in the designated area only.

## ✓ Assistance Animals

NSTA allow students to be accompanied by an assistance animal if The animal is an Assistance Animal accredited to assist a person with a disability or impairment.

- If the animal is a Guide Dog, its owner is requested to produce certification of its guide dog training a copy should be lodged with the relevant People Leader
- Certification for Assistant Animals requires that the animal is in healthy condition and has received all vaccinations, worming and flea treatments: A current vaccination certificate must be shown.

As part of the planning for Assistance Animal arrangements, students and staff requesting the access for the Assistance Animal will be responsible for providing adequate care for the Assistance Animal, including:

- Provision of food and water
- Provision for hourly toileting breaks, and prompt waste collection and disposal
- Provision of appropriate rest, and Appropriate handling.



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# Work Health & Safety

## ✔ Electric Vehicles

NSTA do not have charging facilities for electric vehicles (including motor vehicles, eScooters, or Bicycles etc) We do not provide access to the General Purpose electrical sockets for charging electric vehicles.

All electric vehicles MUST be parked in the car park or bicycle rack

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## ✔ Dress Standards

To assist in complying with WHS requirements NSTA require all students to present for class in neat casual attire, including enclosed shoes, (Thongs and Sliders are not acceptable)

### Specific Course Information

#### Firearms Courses

- Students must bring a baseball cap to class on all range days
- Students must bring water and lunch (limited facilities may be available)

#### Traffic Control Courses

- Training day: Wear comfortable clothing and enclosed shoes to complete the practical training
- Live practical assessment day: Wear suitable work boots, long trousers, long sleeved hi-vis shirt for all practical training and live assessments
- Students must bring water and lunch (limited facilities may be available)



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# Privacy and Confidentiality

## Personal Information

All student information is securely stored in our Student Management System (TUTIS VReddo)

To minimise breaches of security NSTA do not take photocopies of Identification or residency documents (We simply sight them to ensure you are who you say you are and you) (Unless a regulator specifically requires this)

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## Anonymity and pseudonymity

Students are provided an option of using a “preferred name” for use during the course to protect their identity from others in the class.

Students must complete the enrolment form in full, providing their legal name and any preferred name.

Where a preferred name is entered on the enrolment form the administration officer will enter the preferred name in TUTIS and use only the students preferred name on sign on / attendance sheets etc.

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## Access to Privacy Procedures

You can access full copies of NSTA Privacy Procedures from the documents section of our student management, after you have logged in.



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# Privacy and Confidentiality

## Direct Marketing

NSTA staff will only use personal information collected from students for the following purposes: (We will not sell your data to anyone)

- Completion of student surveys
- Notification of changes to the RTO as required by the standards for RTOs.
- Marketing of NSTAs training and assessment services
- Providing requested information to regulators when requested in the conduct of audits.

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## Privacy of Complaints and Appeals

NSTA will protect the privacy and confidentiality of all parties involved. Sensitive handling of information ensures that students feel safe and supported when lodging an appeal. NSTA will only disclose sufficient details of the complaint or appeal in order to resolve the complaint or appeal.

Students can elect to remain anonymous when lodging complaints or appeals however this may hinder our ability to resolve the issue to your satisfaction.



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# Fees and Charges

## Fees

NSTA has published a price list, for each training product we deliver, the price list is subject to review, prices may vary in different training states due to different regulator requirements.

Course fees DO NOT include licence fees, these are paid to the regulator directly by the student.

Students can elect to pay course fees in full when enrolling or pay a 10% with the balance on the first day of the course.

Where course fees exceed \$1500.00, NSTA will prepare a payment plan for balance of course fees.

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## Payment

NSTA accept cash, direct deposit, debit cards or credit cards, fees are inclusive of any credit card surcharges

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## When does training commence?

All face to Face courses are deemed to commence on the date written on the enrolment form, all elearning courses are deemed to commence on the day access to the elearning course is granted.



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# Fees and Charges

## ✔ Refund Policy

NSTA refund policy is as follows.

- The 10% Deposit is non refundable.
- No refund will be permitted after course commencement or if student fails to attend on the scheduled commencement date.
- If a student has paid in full prior to course commencement and withdraws at least 7 days before the commencement date a 50% refund will be provided.

No refund is available in one or more of the following situations:

- We issued the self-study material to you; or
- We issued an RPL kit to you, or
- We are required to defer the course (before or after commencement) due to any Pandemic or epidemic as described by the World Health Organisation (WHO) or natural disasters.
- If we received the notice of cancellation in less than seven days (7 days) before the commencement of the booked course; or
- If you booked the course in less than seven (7 days) before commencing the course and requested the refund; or
- If you withdraw voluntarily from the course after the course commencement; or
- You joined the course and were found not competent.
- However, you may get a statement of attainment for any units of competency that you may have completed.
- No refund is payable if you are issued a Certificate or Statement of Attainment upon completion of a course or assessment only pathway and your licence application is refused or rejected.



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# Fees and Charges

## Changing or Deferring a Course

Students can transfer from one course date to another course date at the same training location at any time within 12 months from course commencement date listed on the enrolment form. No fees apply.

Failure to request a course transfer within the 12-month period will result in the enrolment being cancelled without refund of any fees payable.

## Guarantee for Fees Paid in Advance

NSTA Pty Ltd, guarantees the security of any payments made in advance by or on behalf of potential students. We issue a receipt and ensure that fees will not be used for any purpose other than the intended purpose, The refund policy will be adhered to in all cases. In the case of a financial failure of our RTO, we will subcontract the remaining requirements of any training or assessment or program to another approved RTO at no additional cost to the student. However, in that case, the students have the right to go to any other RTO and receive a full refund from NSTA Pty Ltd and a Statement of Attainment of the units they had completed and demonstrated competency.

## GST

Accredited Vocational Education courses are GST free, non accredited training incurs GST.



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# Fees and Charges

## ✔ When we may charge extra!

Further costs will apply for assessment attempts where resources are required, these include firearms reaccreditation etc. These costs can include disbursements such as range hire, targets, ammunition etc.

No further costs of instructors will occur.

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## ✔ Re-Assessment (Online assessments)

Students completing knowledge assessments online via our assessment management system will be provided five (5) attempts to complete responses, during these five attempts the student will only be required to complete the incorrect responses. After five (5) attempts the student will be required to reattend the training session (online or face-to-face) and answer all questions again in subsequent attempts.

No further costs will be incurred in reassessment.

Students completing practical assessments (Otherwise known as role plays or Skills Assessments) will be afforded the option of multiple assessment attempts until the student is deemed satisfactory.

No further costs will be incurred in reassessment.



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# Issue of Certificates

## ✓ How Certificates are Issued

To maintain the integrity of our Certificates, and provide a (free) verification services, all Certificates and Statements of Attainment are issued electronically and emailed to the client. Certificates contain a QR Code, which can be scanned by regulators and employers if required to verify the certificates authenticity. (Each Certificate is issued a unique number)

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## ✓ Certificate Information.

Lost Certificates.

If you lose or misplace your Certificate you can login to our student management system and obtain a new one free of charge.

Plastic Cards or Tickets

Some industries request (Or Demand) a Certificate issued on a Plastic Card, these must be printed manually (The card will also have your unique certificate number printed on it)

We will issue Plastic Cards or Tickets to the person who paid for the training, so if your employer pays, they will issue the Tickets to you.

Replacement tickets will incur a fee of \$38 + GST (Including Postage) and will be posted by Express Post to the address on file.



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# Complaints and Appeals

## Informal Complaints

Students can lodge their Complaint and Appeal verbally, through phone, email or third party. Staff will promptly contact the involved parties to resolve the matter that lies within their range and responsibilities. Otherwise, you will be recommended to make a formal complaint using our Complaint & Appeal Form available with our staff.

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## Formal Complaints

Lodgement of a formal complaint must be done in writing to any staff member in person, via email, using our website, or by other communication methods. We recommend you use our Complaint & Appeal Form. Upon submission of the form, we record the complaint or appeal on our “Complaint and Appeal register” and give you a receipt of the acknowledgement with a complaint number, date, and signature of the staff.

The CEO will consult with staff and the party involved, investigate the matter, gather all information about the complaint lodged, prepare a mutual resolution to acknowledge the participant’s satisfaction with the possible outcome. The case will be closed once you get satisfied. You will receive the outcome in writing with the reasoning for that decision.

All complaints will be treated in confidence, and details of the complaint will only be disclosed on a need to know basis.



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# Complaints and Appeals

## ✓ Mediation

Should a satisfactory resolution not be made following consultation with the CEO, a suitable independent person or panel will need to be agreed upon by both the Appellant and NSTA Pty Ltd to resolve the matter. Those could be an external Trainer Assessor or independent commercial mediators such as Leadr and InterMEDIATE.

- Leadr can be contacted via <http://www.leadriama.org/>
- Intermediate can be contacted via [www.intermediate.com.au](http://www.intermediate.com.au)

Each party will be responsible for their own costs for the independent person or panel.

The CEO will negotiate the identification and engagement of the mutually agreed person or panel. The time frame for this process may be extended due to unforeseen circumstances and the mediator's availability. If the grievance gets resolved through mediation, the decisions will get recorded, and no further action is required.

If grievance gets resolved through mediation and the student is not satisfied with the decision. In that case, the student can complain to the external organisation, particularly the Australian Skills Quality Authority (ASQA), as your primary regulator and point of contact for all complaints.



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# Complaints and Appeals

## ✔ Unresolved Complaints

Students can complain to ASQA after following NSTA PTY LTD's internal complaints and appeals procedures. If, after following internal processes, they still believe that we are breaching or has breached our legal requirements, you can submit a complaint to ASQA.

Students can find the details of lodging a Complaint to ASQA against RTO at ASQA website <https://www.asqa.gov.au/complaints> or call the ASQA infoline 1300701801 or contact by email: [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au)

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## ✔ National Training Complaints Hotline

Students can register a complaint with the National Training Complaints Hotline <https://www.education.gov.au/NTCH> by Phone: 13 38 73, Monday–Friday, 8 am to 6 pm nationally or Email: [skilling@education.gov.au](mailto:skilling@education.gov.au),

The National Training Complaints Hotline uses the services of the Translating and Interpreting Service and National Relay Service.

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## ✔ Complaints are an Opportunity for Improvement

Complaints are valued as these provide NSTA the opportunity to improve our products and services, you can also email [complaints@nsta.edu.au](mailto:complaints@nsta.edu.au)



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# General Terms & Conditions

## **Learner Management System**

NSTA Pty Ltd operate a Learner Management System (LMS) and most courses can be delivered and/or supported via online training.

Instructions are contained in a separate document, which addresses, how to access and use the LMS, rules relating to use of Artificial Intelligence (CHAT GPT, Google etc) Document is Titled “Learner Management System”

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## **Plagiarism**

All assessment materials submitted to a course are expected to be the student’s own work.

Plagiarism is using someone else’s work and pretending it is your own work. Failure to properly acknowledge the origin, source or ownership of material is a form of academic dishonesty. It is quite reasonable to research material while undertaking assessment.

All sources, however, must be clearly referenced. Plagiarism is considered academic dishonesty and a breach of journalistic ethics. Where plagiarism or other forms of academic dishonesty is found to have occurred, it may result in failure in the related unit or course and dismissal from the remainder of the course without refund or acceptance into another course.



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# General Terms & Conditions

## ✔ Attendance

Students must attend all scheduled classes (including face to face sessions, online tutorials, or GoToMeetings / Zoom etc, prior to completing any assessment activities. Students attending online courses can study at their own pace and in their own time but must complete all course work prior to attending for face-to-face assessment activities. Where a student attending face-to-face training sessions is absent, they can either reschedule to another training session or request access to online training to make up the content.

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## ✔ Students Behaviour Misconduct:

We seek to provide an environment free from unacceptable behaviour and promote a positive learning environment for all learners. This policy seeks to encourage acceptable behaviour and inform all staff and learners about standards of conduct.

Behaviour misconduct is an action that breaches our policies. Behaviour misconduct includes but is not limited to:

- Any act or failure to act that endangers the safety or health of any other person.
- Acting in a way that causes learners, staff, or other persons within our RTO to fear for their safety.
- Working in a way that causes damage to RTO property.
- Being under the influence of prohibited drugs or substances, including alcohol
- Abusive Behaviour



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# General Terms & Conditions

## ✓ Protection of Children and Minors

Staff and students shall ensure that any children or minors on our premises are protected against any form of sexual harassment. Immediately report any offence, suspected offence, or suspicious conduct to the CEO.

NSTA Pty Ltd will make every effort to protect any staff member, student, and visitor against false or unfair allegations of child or sexual abuse.

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## ✓ Entry Requirements

Some courses may contain entrance requirements, our staff will explain these to you prior to accepting your enrolment, an example is:

Transport Security Protection (TSP) to participate in the TSP Course you will need an ASIC / MSIC or Job Ready ASIC

Fees apply. (Our staff can assist in this process)

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## ✓ Statutory Rights

All consumers have legal rights these are called Statutory Rights to Warranties and refunds, NSTAs Refund Policy recognises these rights, and we have published the ACCC Guide for consumers and businesses about Warranties and refunds on our website and student management system (in the same location as this handbook).



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# General Terms & Conditions

## ✔ Student Rights

Students have the right to:

be treated all time with respect, fair and without discrimination manner, regardless of religious, cultural, racial, and sexual differences, age, disability, or socio-economic status.

- have an environment free from all forms of bullying and harassment.
- work in a safe, clean, orderly, and cooperative environment
- have their personal property protected from any damage or misuse?
- have complaints and appeals settled in a fair and rational manner.
- work and learn in a supportive environment without interference from others.
- privacy, dignity & confidentiality
- quality provision of courses that recognise and appreciate individual needs and learning styles and contain no hidden costs.
- expect truth in advertising.
- know about policies and procedures referring to them.
- express and share ideas and ask questions.
- be always treated with politeness and courteously.



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# Industry Licensing

## ✔ Security Licencing

### Nationally Recognised Qualifications

The qualification CPP20218 Certificate II in Security Operations is the nationally recognised qualification accepted by all state and territory regulators, however the following jurisdictions have conditions:

#### **New South Wales**

The training must occur in the state of New South Wales and be delivered by an approved trainer, Approved by the Security Licencing Enforcement Directorate (SLED) (This condition also applies to training for endorsements such as cash in transit, canine, armed guard, monitoring, etc)

#### **Victoria**

The training must occur in the state of Victoria and be delivered by an approved trainer, Approved by the Licencing Regulation Division (LRD) (This condition also applies to training for endorsements such as cash in transit, canine, armed guard, monitoring, etc)

#### **Other States**

All other states and territories will accept the CPP20218 Certificate II in Security Operations (issued by any RTO in any jurisdiction)

NSTA hold appropriate approvals in all states where we deliver training, please ensure you ask our administration officer if the courses meet your requirements PRIOR to enrolling.



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# Industry Licensing

## ✔ Australia's Industry Licensing.

### Other Licences

NSTA as a registered training organisation issue qualifications and statements of attainments that are nationally recognised. However some regulators require

- The qualifications be delivered in their state by a trainer approved by them.
- Mandated packaging of the qualification with units of competency they have selected, and
- The applicant meet probity requirements (No Criminal Convictions etc.)
- Required number of years experience. (Builders Licences)

Attendance at NSTAs Pre-enrolment procedures will ensure you are informed of the requirements in your jurisdiction and that you select a course that meets your needs. NSTA cannot guarantee that you will obtain any industry licenses, as other factors may present themselves, but we will ensure our training meets the requirements.

Regulators may change their requirements (Qualifications, Probity or Experience at any time, (Often do) and NSTA cannot be held responsible for these changes.

### Mutual Recognition Act

The federal mutual recognition act 1992, mandates that if you are licensed in one state you can obtain an equivalent licence in other states.



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[www.nsta.edu.au](http://www.nsta.edu.au)



# International Students

## ✓ Courses Available to International Students

Registered training providers (NSTA) are now able to offer select supplementary courses to overseas students without registering the courses on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). These include:

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide First Aid
- HLTAID012 Provide First Aid in an education and care setting
- HLTAID013 Provide First Aid in remote or isolated site
- HLTAID014 Provide Advanced First Aid
- HLTAID015 Provide advanced resuscitation and oxygen therapy
- HLTAID016 Manage first aid services and resources
- SITHFAB021 Provide responsible service of alcohol
- CPCWHS1001 Prepare to work safely in the construction industry
- TLILIC0003 Licence to operate a forklift

Overseas students enrolling in the above courses pay the same fees as domestic students.



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# Third Parties & Franchisees

## ✓ Third party Relationships

NSTA's Franchisees (operate as Registered Third Party's of NSTA Pty Ltd, They are easily identified by using the LOGO (Top LHS of this page)

Prior to enrolment you will be informed of the third-party relationship, all third parties are registered with the regulator (ASQA [www.asqa.gov.au](http://www.asqa.gov.au))

NSTA Pty Ltd.'s policies and procedures apply to all training services you receive. If a refund is payable to the student by a third party, the third party will refund the student in accordance with NSTA Pty Ltd.'s refund policy.

Not all courses are offered at all locations, please confirm with your selected training location prior to enrolling.

NSTA Franchisees operate like all other franchised business, they are authorised to issue invoices and collect fees for services provided, and they must follow NSTA Manual of Policies and Procedures.

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## ✓ Closure of a Third Party / Franchisee

If a Third Party / Franchisee ceases training, you will be notified, you will be entitled to a refund from the Third Party / Franchisee or its Directors (Not NSTA) however NSTA will be responsible to ensure you complete your training and will arrange alternate training or assessment services from one of our other locations.



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# South Australian, Training Locations

NSTA Adelaide	61/67 Byron Place Adelaide SA 5000	Tel: 08 7089 4260 E: adelaide@nsta.edu.au



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[www.nsta.edu.au](http://www.nsta.edu.au)



# Victorian, Training Locations

NSTA Albury Wodonga	TBA	Tel: 1300 967 882 E: albury-wodonga@nsta.edu.au
NSTA Central	264/266 Geelong Road West Footscry Vic 3012	Tel: 03 9328 7337 E: central@nsta.edu.au
NSTA Construction	Mobile Assessment	Tel: 0416 078 894 E: construction@nsta.edu.au
NSTA Echuca	91-93 Ogilvie Ave Echuca Vic 3564	Tel: 0426 729 223 E: Echuca@nsta.edu.au
NSTA Werribee	3/27 Synnot St Werribee Vic 3030	Tel: 0432 219 003 E: werribee@nsta.edu.au



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[www.nsta.edu.au](http://www.nsta.edu.au)



# New South Wales

# Locations

NSTA Sydney	1/87 St Hilliers Road Auburns NSW 2144	Tel: 7204 5020 E: auburn@nsta.edu.au
NSTA Albury Wodonga	TBA	Tel: 1300 967 882 E: albury-wodonga@nsta.edu.au



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# Queensland, Training Locations

NSTA Cairns	2 / 27/129A Lake St Cairns Nth Qld 4870	Ph 0418 848 777 E: cairns@nsta.du.au
NSTA Hillcrest	18 Elliott Court Hillcrest Qld 4118	Tel: 07 38008631 E: hillcrest@nsta.edu.au
NSTA Proserpine	Level 1 3/140 Main St Proserpine Qld 4800	07 3800 8631 E: proserpine@nsta.edu.au
NSTA Roma	14 Rosedale Close Roma Qld 4455	Tel: 07 4622 2890 E: roma@nsta.edu.au



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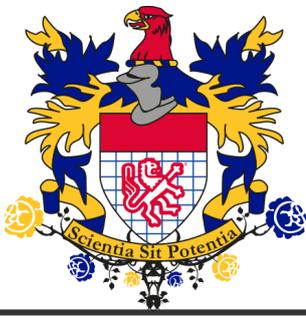


# Tasmanian, Training Locations

NSTA Tasmania	4 Essendon Street Summerhill TAS 7250	Tel: 0499 977 220 E: tasmania@nsta.edu.au



Visit Our Website  
[www.nsta.edu.au](http://www.nsta.edu.au)



# Contact Information



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