



2025 Student Handbook



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RTO number 41298

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Welcome

Congratulations on taking your first step towards achieving a nationally recognised payroll qualification with the Australian Payroll Institute.

We welcome you as a student, or potential student, and have developed this handbook to provide important information about our company, courses and your rights and responsibilities to help you make an informed decision with confidence.

We wish you every success in your studies, your future payroll career and best of luck for the year ahead.

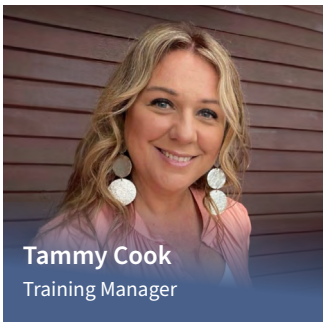
Our Team



The solutions expert, media commentator and popular keynote speaker is the driving force behind Australian Payroll Institute.

Having seen many payroll disasters caused by lack of knowledge, Tracy's efforts have led to Australia's first nationally accredited payroll qualifications, the Certificate IV in Payroll Administration and Diploma of Payroll Management. These qualifications are part of the Australian Qualifications Framework and pave the way for the payroll industry to lift its professional standards and attract new talent.

Tracy is also the bestselling author of *The Payroll Revolution* and *Profit from Payroll*.



Tammy has over 30 years' experience in bookkeeping, payroll, administration management and training. Tammy is a registered BAS Agent with the Tax Practitioners Board and also holds various qualifications including the Cert IV in Bookkeeping and Accounting, Diploma of Business, Diploma of Quality Auditing as well as the Diploma of Payroll Management. Tammy's broad range of training and experience ensures you are not only offered the highest standard of training possible but also the most relevant.



Barbara joined the Australian Payroll Institute over 8 years ago as a Trainer and Payroll Subject Matter Expert after working in payroll for over 13 years for well-known corporations in Melbourne. Barbara is responsible for the many rules and regulations of our RTO along with marking assessments, student phone calls and generally ensuring our students have a smooth learning journey. Barbara holds her Cert IV in Payroll Administration as well as her Cert IV in Training and Assessment and is currently studying an RTO compliance management program.



Amanda has been with the Australian Payroll Institute for 5 years, providing support to our many Cert IV and Diploma students in order to help them achieve their chosen qualification. Amanda will be there to provide you with your study guide, open new units, answer questions, organise extensions and any other general support you may need.

Our Courses

Our courses blend theory with practice, providing you with solid technical and practical knowledge, to ensure that what you learn is relevant to the payroll industry.

Our courses cater to anyone wanting to kick start a career in payroll, or current payroll professionals wanting to expand their knowledge. Graduates also include HR professionals looking to understand payroll and how it fits in the HR context, as well as office managers and administrative personnel responsible for the payroll function.



11101NAT

CERTIFICATE IV IN PAYROLL ADMINISTRATION

This qualification develops the skills and knowledge required to work in a payroll department with a team, as an external payroll consultant or as a lone payroll officer within a business. The course is intended to provide participants with a range of knowledge, skills, generic and specific competencies to perform roles of payroll officer and payroll clerk.

Unit in covered in this qualification:

- BSBWHS307 Apply knowledge of WHS laws in the workplace
- BSBWRT411 Write complex documents
- BSBHRM412 Support employee and industrial relations
- FNSTPB412 Establish and maintain payroll systems
- BSBHRM416 Process payroll
- FNSPAY512 Process superannuation payments in payroll
- FNSPAY513 Process complex employee terminations in payroll
- NAT11101001 Process and report taxation obligations for payroll
- BSBOPS403 Apply business risk management processes
- BSBINS408 Provide information from and about records
- FNSACC418 Work effectively in the accounting and bookkeeping industry
- BSBLDR413 Lead effective workplace relationships
- BSBPEF402 Develop personal work priorities

Entry Requirements - You are required to complete a language, literacy and numeracy assessment before you can commence training in this qualification. This assessment will be forwarded to you when your enrolment is processed. In addition, you must also complete a telephone assessment with one of our trainers, or, depending on where you are located, we can do this via Zoom or Teams. Please feel free to contact us if you have any questions about the entry requirements for this course.

Course Duration - Participants have 12 months from enrolment to complete this qualification.

Assessments: You will be required to complete a number of short answer assessments as well as a final project for each unit of competency in this qualification. In addition, you will be required to participate in a number of telephone assessments with your trainer. If you are an overseas student, this can be done via Zoom or Teams.

On completion - Upon successful completion of the 13 units of competency, participants will be issued a 11101NAT Certificate IV of Payroll Administration. Where a participant withdraws prior to the completion of the certificate they will be issued a Statement of Attainment for all units that they have successfully completed if all due fees have been paid.

Total Course Fees:

(GST free and inclusive of all materials)

Payment plan available. Please see **Your enrolment** for further details.

\$3,850

11102NAT

DIPLOMA OF PAYROLL MANAGEMENT

This qualification develops the skills and knowledge required to lead a payroll department within a business. The course is intended to provide participants with a range of knowledge, skills and generic and specific competencies to perform the role of manager of payroll department.

Units in this qualification:

- NAT11102001 Comply with legislation and industry codes of practice relevant to payroll
- BSBHRM526 Manage payroll
- BSBOPS503 Develop administrative systems
- BSBAUD411 Participate in quality audits
- BSBTWK502 Manage team effectiveness
- BSBLDR522 Manage people performance
- BSBFIN401 Report on financial activity
- FNSACC523 Manage budgets and forecasts
- BSBSTR502 Facilitate continuous improvement
- BSBPEF501 Manage personal and professional development

Entry Requirements - The 11102NAT Diploma of Payroll Management requires that participants have either:

- The Certificate IV in Payroll Administration (either 10047NAT, 10665NAT or 11101NAT) OR
- A minimum of 3 years Australian payroll experience

In addition, you must also complete a telephone assessment with one of our trainers, or, depending on where you are located, we can do this via Zoom or Teams. Please feel free to contact us if you have any questions about the entry requirements for this course.

Course Duration - Participants have 16 months from enrolment to complete this qualification.

Assessments: You will be required to complete a number of short answer assessments as well as a final project for each unit of competency in this qualification. In addition, you will be required to participate in a number of telephone assessments with your trainer. If you are an overseas student, this can be done via Zoom or Teams.

On completion - Upon successful completion of the 10 units of competency, participants will be issued a 11102NAT Diploma of Payroll Management. Where a participant withdraws prior to the completion of the certificate they will be issued a Statement of Attainment for all units that they have successfully completed if all due fees have been paid.

Total Course Fees:

(GST free and inclusive of all materials)

Payment plan available. Please see **Your enrolment** for further details.

\$5,750

Our Commitment

We pride ourselves on providing training and assessment services that meet the needs of our students, as well as the needs of the payroll industry as a whole. To do this, we employ suitably qualified and experienced Trainers and Assessors who have up to date industry skills and knowledge, as well as providing our students with opportunities for learning in a simulated environment, as well as quality resources and assessment practices that are fair and flexible.

Prior to commencement—should Australian Payroll Institute cancel your training before you commence, all fees paid by you will be refunded in full within 10 days of the training being canceled.

For training that has commenced—In the unlikely event that Australian Payroll Institute is unable to deliver your training, any fees paid in advance will be refunded on a pro-rata basis (this will be determined by dividing total course fees by length of course in months, and pinpointing where you are at in this timeline). A statement of attainment will be issued for any units successfully completed.

Our Service Commitment

- Your questions / feedback is important to us. We are committed to returning your calls and emails and ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within twenty (20) working days of our receiving the completed assessment.
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

Access and Equity

The Standards for RTOs 2015 outline the responsibility of providers to adhere to the principles of access and equity:

'Access and equity means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes' (Glossary, Standards for RTOs 2015)

In order to meet these requirements, Australian Payroll Institute will provide services to all students, including those with a disability, that include:

- Training and assessment strategies and practices that are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses
- Accurate and accessible information about our RTO, including our services and performance, that is available to inform prospective and current learners and clients prior to enrolment
- Each learner being properly informed and protected
- Cooperating with the VET Regulator and is legally compliant at all times.

Enrolment can be completed via our online enrolment form www.payroll.edu.au/enrolment-form 

KEY CONTACT

Tracy Angwin	CEO	tracy@payroll.edu.au
Tammy Cook	Training Manager	tammy@payroll.edu.au
Barbara Nunn	Training & Compliance Payroll Subject Matter Expert	barbara@payroll.edu.au
Tina Scott	Senior Trainer	tina@payroll.edu.au
Amanda Harrison	Student Support Officer	amanda@payroll.edu.au
Michele Robertson	Administrator	michele@austpayroll.com.au

Enrolment can be completed via our online enrolment form www.payroll.edu.au/enrolment-form 

Admission and Entry Requirements

Australian Payroll Institute requires that the participant can:

- Meet the entry requirements for their chosen qualification
- Obtain a USI or evidence of an exemption
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Writing is required to the level of completing workplace forms

Australian Payroll Institute upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.

Unique Student Identifier

From 1st January 2015, all participants who undertake nationally recognised training must have a Unique Student Identifier (USI) in order to receive your qualification or statement of attainment (although, some exemptions do apply).

Your USI will give you access to an online record of the training you have done since 1st January 2015. You will also be able to produce a comprehensive transcript of your training which can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Every participant is required to supply Australian Payroll Institute with their USI at the time of enrolment. Alternatively, you can give us permission (via our enrolment form) to apply for your USI on your behalf.

Unfortunately, we cannot process your enrolment until we have your USI or exemption.

For more information, to apply for your USI or apply for an exemption, click [here](#) .

The following steps will assist you if you choose to apply for your USI yourself:

Step 1: You will need to get one form of ID from the list below ready:

- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

IMPORTANT: The details a student enters when they create their USI must match exactly with those shown on the ID.

Step 2: Then go to 'Create your USI' on the USI website and agree to the Terms and Conditions.

Step 3: Then click on 'Create USI'.

Step 4: Then fill in some personal and contact details which must match exactly the details shown on your ID.

Step 5: You will then be asked to enter the details from your ID from the list above.

Step 6: You will be required to set their USI account password and questions for security purposes. More information about security check questions can be found on the Student USI check questions page.

Step 7: Your USI will be displayed on the screen.

Step 8: You should write down your USI somewhere safe or enter it into their phone for safe keeping.

Step 9: Students will also receive their USI by either email, phone or by mailing address (which ever they chose as their preferred contact method when creating their USI)

Payment Options

If students are paying for the course themselves, they can either pay by instalments (which is explained below), or by a payment plan (see next heading).

11101NAT Certificate IV in Payroll Administration - \$1500 on enrolment, \$1500 4 months after enrolment and final \$850 7 months after enrolment

11102NAT Diploma of Payroll Management - \$1500 on enrolment, \$1500 4 months after enrolment, \$1500 8 months after enrolment and final \$1250 11 months after enrolment

Any discounts are deducted from the final instalment and all fees must be paid prior to course completion.

Students may pay course fees by:

- Visa
- Mastercard
- American Express (3% surcharge)
- EFT/bank transfer

Payment Plan

Australian Payroll Institute offers a payment plan option for students by allowing students to pay monthly. Current plans are:

11101NAT Certificate IV in Payroll Administration - 10 monthly payments of \$429 charged to your credit card

11102NAT Diploma of Payroll Management - 13 monthly payments of \$490 charged to your credit card

Any discounts are deducted from the final instalment and all fees must be paid prior to course completion.

Refund Policy

- Should you cancel or withdraw within ten (10) days of enrolment, all fees paid in advance will be refundable, as long as you have not commenced any training in the online portal.
- Partial or full refunds will be considered after ten (10) days following enrolment under exceptional circumstance such as long-term illness.
- If required, your training can be deferred for a maximum of six (6) months. You must notify us via email of your intention to defer and for how long. Please note: deferring your studies puts your course on hold – it does not give you an extension.
- Should Australian Payroll Institute cancel your training, any fees paid in advance will be refunded on a pro-rata basis (this will be determined by dividing total course fees by length of course in months, and pinpointing where you are at in this timeline).
- No refund is available to Participants who remain enrolled and do not progress.

Extensions

We understand that, from time to time, busy schedules and having a family can interfere with your study time. For this reason, we do offer a 3 month extension provided you have completed at least 80% of your course by your expected completion date.

Note: this means that, for the Cert IV, you will need to have completed 10 out of 13 units and for the Diploma, 8 out of 10 units.

If you haven't completed at least 80% of your course by your expected completion date, the following fee is payable before an extension can be processed:


- \$500 – 6 month extension
- \$750 – 12 month extension.

Vet Student Loans

VET Student Loans commenced on 1 January 2017, replacing the VET FEE-HELP scheme, which ceased for new students on 31 December 2016. The VET Student Loans program is an income contingent loan offered by the Australian Government that helps eligible students pay for some vocational education and training (VET) diploma level or above courses.

Australian Payroll Institute does not currently offer this program.

Centrelink

Centrelink deliver Government payments to eligible students while studying. Our qualifications are approved full time over 27 weeks including holidays. To find out the conditions and your eligibility please contact Centrelink directly www.humanservices.gov.au 

Your Study

Credit Transfer

As per the Standards for RTOs, learners must not be required to repeat any unit or module in which they have already been assessed as competent unless a regulatory requirement or licence condition (including industry licensing schemes) requires this.

This means that if you have already completed one or more of the units of competency in the course you would like to enroll in, you will be given a Credit Transfer in those units if you can provide the following evidence:

- AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
- Authenticated VET transcripts issued by the Registrar.

Please note: the unit code and name on your certificate or transcript must either match or be deemed equivalent to the exact unit code and name on the unit of competency/s in our courses. If they do not match, you will not be able to apply for a Credit Transfer in those units. Instead, you may be able to apply for Recognition of Prior Learning (RPL).

Prior to enrolling, speak to our team about any Credit Transfers you feel you may be entitled to. This will require you emailing us a copy of your certificate and / or transcript.

A discount will be applied to your course fees for each Credit Transfer given pre-approval by our Assessment team. After your enrolment has been processed, our Assessment team will contact you about authenticating your certificate and/or transcript with the issuing RTO or other AQF authorised issuing organisation. Your certificate and/or transcript must be authenticated before we can issue you with a formal approval for a Credit Transfer.

Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer once enrolled. There is no reduction in fees for RPL.

Training Materials and Equipment

The copyright and ownership of all training material provided during the training belongs to Australian Payroll Institute Pty Ltd and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

Online Learning Portal

Once enrolled, you will be issued with a username and password to access our online learning portal. This portal contains all of the learning material and assessment tasks for your course. You can also contact your Trainer via the portal.

The portal can be accessed 24/7, on any computer with internet access and a flash player installed. The portal will not work on iPads or other Apple devices unless a flash player app is installed.

Resources and Books

All training material needed to complete your course is available to view in our online learning portal.

Participant Support

Australian Payroll Institute is dedicated to providing a high standard of service to all of our Participants.

During the enrolment process, you will be contacted by one of our trainers to introduce themselves as well as find out more about you and your reasons for enrolling, as well as to complete the oral assessment component of the LLN assessment.

If additional support is required, Australian Payroll Institute can assist in identifying an appropriate support service as well as organising access to such services. Services may include, but are not limited to, language, literacy and numeracy, counselling, disabilities, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Participant.

Throughout your course, you can contact your Trainer by phone, email, post or via the online learning portal during office hours. We endeavour to respond to Participants as quickly as possible but you are reminded that our Trainers do have other Participants and classes to attend to. We will provide feedback on Assessments within twenty (20) working days and to all queries, telephone calls and emails within two (2) working days.

Competency Based Training and Assessment

Competency based assessment does not use a marking scale, nor is there a pass or fail. Instead, each unit has a number of assessments that when marked, are given a result of either 'satisfactory' or 'not yet satisfactory'. When all assessments for the unit are 'satisfactory', you are then deemed to be 'competent' in that unit.

On the occasion where participants are unable to achieve a satisfactory result in an assessment submission, they will be allowed two (2) resubmissions to correct their work without further payment being required. Full feedback will be provided by our trainers as to why a satisfactory result was not achieved. This can be further discussed over the telephone with your trainer if needed. If after two (2) resubmissions the result is still 'not yet satisfactory', a fee of \$165 will be payable for each additional resubmission.

Access to Participant Records

Throughout your enrolment, you may wish to access your student records. Please organise a suitable time with your Trainer by sending through an email request.

Other parties will not be permitted to access your student records without prior written consent from you with the exception of the Australian Quality Skills Authority who may request access to your student records for auditing purposes.

Change of Personal Details

Should you change any of your personal details throughout your enrolment, please email your Trainer. Such details include name, address, contact details, etc.

Results

You will receive assessment feedback within twenty (20) working days from submission.

On completion of your course, you will be issued with a Statement of Attainment or Certificate within thirty (30) calendar days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Australian Payroll Institute office. You will then receive a Tax Invoice for \$20 plus GST. This must be paid prior to receiving your Statement of Attainment and can be paid via EFT Direct Debit, Credit Card or cheque.

Re-issued of Certificate or Statement of Attainment

In the event of a lost or damaged Certificate or Statement of Attainment, please complete the Change of Enrolment Information Form to request re-issuance of a Certificate or Statement of Attainment and return with payment of \$55 inclusive of GST.

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Australian Payroll Institute encourages all Participants to make contact should they wish to provide feedback or comments on any aspect of the service received.

Your Rights and Responsibilities

Expectations of Participants

To avoid any confusion, the following expectations of behaviour have been provided below. Compliance with these expectations is required at all times by all Participants. Failure to comply with these expectations may result in cancellation of your enrolment.

- Abide by the following Australian Payroll Institute policies (click on each policy for a copy):
 - Student Code of Conduct, click [here](#)
 - Artificial Intelligence, Cheating, Collusion and Plagiarism Policy, click [here](#)
 - Complaints and Appeals Policy – Students, click [here](#)
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of training and assessment activities as soon as possible with your Trainer.
- Inform your Trainer immediately should you be unable to study due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation.

Note: Abuse of any kind towards our trainers and other staff will not be tolerated. Your enrolment will be cancelled immediately with no refund payable.

Privacy Policy

Australian Payroll Institute will collect information, manage, use it and disclose it in a way that complies with the Privacy Act 1988 (Commonwealth), as amended in the Privacy Amendment (Private Sector) Act 2000.

Australian Payroll Institute will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Participants, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA may contact past and present training Participants to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Participants and industry.

Upon request Australian Payroll Institute is required to supply the following information to ASQA: Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

Relevant Legislation We Must Comply With

As an RTO Australian Payroll Institute is obligated to comply with the following legislation outline on the ASQA website.

The Standards for RTOs 2015 form part of the VET Quality Framework, a system which ensures the integrity of nationally recognised training in Australia. Registered training organisations are required to comply with the VET Quality Framework at all times.

The VET Quality Framework consists of the:

- Standards for Registered Training Organisations
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements, and
- Data Provision Requirements.

The Standards should be read together with the:

- Standards for Training Packages
- Standards for VET Accredited Courses, and
- Standards for VET Regulators.

ASQA also issues 'general directions' to provide further guidance to providers on specific issues.

A general direction outlines the way in which RTOs must comply with the VET Quality Framework and other conditions defined in the National Vocational Education and Training Regulator Act 2011. RTOs must comply with general directions as a condition of their registration.

As an RTO we must also comply with the requirements of the Disability Discrimination Act 1992 and the Disability Standards for Education 2005.

For more information on the legislation RTOs must comply with, please click [here](#).

The Australian Payroll Institute is also committed to comply with the following legislation:

Privacy Act 1988

The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT).

For more information on privacy in Australia, click [here](#).

Copyright Act 1968

The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes.

For more information on Copyright, please click [here](#).

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards.

For more information on this Act, click [here](#).

Equal Opportunity

- New South Wales Anti-Discrimination Act 1977
- Queensland Anti-Discrimination Act 1991
- South Australia Equal Opportunity Act 1984
- Victoria Equal Opportunity Act 2010
- Western Australia Equal Opportunity Act 1984 The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality.

For more information on equal opportunity, click [here](#) ↗.

Australian Consumer Law (ACL) 2011

Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services.

For more information about Australian consumer law, click [here](#) ↗.

Competition and Consumer Act (CCA) 2010

The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection.

For more information on fair trading, click [here](#) ↗.