



2026 Student Handbook

A guide to your study, support and key policies



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RTO number 41298

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Welcome

Welcome to the Australian Payroll Institute. Whether you are considering enrolment or have already begun your studies, this handbook will help you understand our courses, the support available, and your rights and responsibilities as a student.

Please read it before you enrol and keep it as a reference throughout your course. We look forward to supporting you as you develop your payroll skills and work towards your qualification.

Our Team



Tessa Tierney
CEO

Tessa is an experienced executive leader and a member of UP Education Limited's Executive Leadership Team alongside her role as Australian Payroll Institute CEO. Internationally recognised for business transformation, she led NZX-listed digital services company Spark New Zealand through its Enterprise Agility Transformation in 2018.

Passionate about student experience and education's power to transform lives and industries across Australia, Tessa leads a student-centric culture focused on seamless enrolment, quality teaching and industry-relevant products that support employment opportunities. She brings more than 20 years' experience in service-based industries and a strong focus on business and team performance, growth and innovation.



Barbara Nunn
Training & Compliance
Payroll Subject Matter
Expert

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 Harrison
Student Support Officer

Amanda provides support to our many Certificate and Diploma students in order to help you complete your 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.

Savanna Paull
Project Coordinator

Savanna's will be the first welcoming voice you hear when you begin the enrolment process with Australian Payroll Institute. Savanna is here to help you get started on your study journey and will work with you through the enrolment process to ensure that you get off to a smooth start for either the Certificate or the Diploma.

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 students 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.

Course Duration - 12 months 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 addition, you will be required to participate in a number of phone 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, students will be issued a 11101NAT Certificate IV of Payroll Administration. Where a student withdraws prior to the completion of the certificate they will be issued a Statement of Attainment for all units 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 students 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 students 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 - Students 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, students will be issued a 11102NAT Diploma of Payroll Management. Where a student 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 provide training and assessment that meets the needs of our students and the payroll industry. Our qualified, experienced trainers and assessors keep their industry knowledge current. Students can practise their skills in a simulated workplace environment using quality learning resources and fair, flexible assessment methods.

Our Service Commitment

- Your questions and feedback are important to us. We aim to respond to calls and emails within two working days
- Assessment feedback will be given within 20 working days of our receiving the completed assessment.
- Statements of Attainment/Qualifications are issued within 30 calendar days of your completion.

Access and Equity

The Standards for RTOs 2025 outline the responsibility of providers to adhere to the principles of access and equity.

We want you to be able to participate fully in your training and assessment. If you need help with language, literacy, numeracy or digital skills, or an adjustment because of a disability, speak with your trainer or email hello@payroll.edu.au. You can contact us before enrolment or at any time during your course.

We will discuss your needs with you and consider suitable support or adjustments, such as accessible learning materials, extra time or an alternative way to complete an assessment. Any adjustment must still allow you to meet the requirements of your course. We will explain the arrangements we can offer and, if a requested adjustment is not possible, tell you why.

You can read more about the [2025 Standards for RTOs on the ASQA website](#).

KEY CONTACTS

Barbara Nunn	Training & Compliance Payroll Subject Matter Expert	barbara@payroll.edu.au
Amanda Harrison	Student Support Officer	amanda@payroll.edu.au
Savanna Paull	Program Coordinator	hello@payroll.edu.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 student 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

A Unique Student Identifier (USI) is a number you keep for life. It gives you access to an online record of your nationally recognised vocational education and training completed since 1 January 2015. You can use your USI transcript when applying for work, seeking credit transfer or meeting the entry requirements for further study.

If you already have a USI, please provide it when you enrol. If you do not have one, you can [create or find your USI on the official USI website](#). We must verify your USI before issuing your qualification or statement of attainment, unless an exemption applies.

If you are eligible for a USI exemption, please provide us with your exemption confirmation. International students who have not yet entered Australia can enrol without a USI and provide one after they arrive. If this applies to you, please let us know during enrolment.

The steps below explain how to create a USI.

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 (whichever they chose as their preferred contact method when creating their USI)

Payment Options

You can pay the full course fee upfront or in the instalments below. A separate monthly payment plan is described in the next section.

Instalments

11101NAT Certificate IV in Payroll Administration — total \$3,850

- \$1,500 on enrolment
- \$1,500 four months after enrolment
- \$850 seven months after enrolment

11102NAT Diploma of Payroll Management — total \$5,750

- \$1,500 on enrolment
- \$1,500 four months after enrolment
- \$1,500 eight months after enrolment
- \$1,250 eleven months after enrolment

Any discount will be deducted from your final instalment.

These schedules assume you progress steadily through the Certificate IV's 13 units over 12 months or the Diploma's 10 units over 16 months. Both courses are self-paced, so you may finish sooner. If you progress faster, your remaining instalments may become due earlier. We will explain any revised payment dates to you before they apply. All agreed course fees must be paid before your qualification can be issued.

Refund Policy

- If you cancel or withdraw within 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 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. 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 Students 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 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

Australian Payroll Institute does not offer VET Student Loans. Students must pay their course fees using one of the payment options outlined in this handbook.

VET Student Loans are Australian Government loans that help eligible students pay tuition fees for approved diploma-level and higher VET courses at approved providers. You can learn more on the [Australian Government's VET Student Loans website](#).

Centrelink

You may be eligible for a Centrelink payment while studying. Services Australia assesses eligibility based on your circumstances, study load, and whether your course and education provider are approved for the payment.

For current eligibility rules and how to apply, visit [Services Australia's student payments information](#) or contact Services Australia directly.

Your Study

Credit Transfer

As per the Standards for RTOs, students 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)

Recognition of Prior Learning (RPL) is an assessment of skills and knowledge you have already gained through work, previous study, life experience or personal activities. If these skills match the requirements of your course, you may be able to complete some units through RPL.

You can ask about RPL **before you enrol** by emailing hello@payroll.edu.au. We will explain which units may be suitable, the evidence required and how the assessment works. Evidence may include work samples, training records, certificates or employer references. An assessor may ask you for further evidence or to demonstrate your skills before making a decision.

We will tell you the outcome and whether you need to complete any further training or assessment. If you disagree with an RPL decision, you can use our complaints and appeals process.

RPL does not reduce the course fee. It involves assessing your existing skills against the course requirements.

Credit transfer is different: it recognises an equivalent unit you have already completed and may reduce your course fee, as explained in the Credit Transfer section.

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.

Resources and Books

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

Student Support

Australian Payroll Institute provides a high standard of service to all of our students.

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 Student.

Throughout your course, you can contact your trainer by phone, email or via the online learning portal during office hours. We endeavour to respond to students as quickly as possible and aim to provide feedback on assessments within 20 working days and to all queries, phone calls and emails two working days.

Competency Based Training and Assessment

Your assessments are marked against the requirements of each unit rather than given a numerical grade. Each assessment task is recorded as satisfactory or not yet satisfactory. Once you have satisfactorily completed all assessment requirements for a unit, your result for that unit is competent.

If an assessment is marked not yet satisfactory, your trainer will explain what needs improvement. You may discuss the feedback with your trainer by phone and resubmit the assessment up to two times at no additional cost.

If your work is still not yet satisfactory after those two resubmissions, each further resubmission of that assessment costs \$165.

Access to Student Records

You can request access to your student records or ask us to correct information that is inaccurate or out of date. Email your trainer or hello@payroll.edu.au with the details of your request. We may need to confirm your identity before providing records or making a change.

We handle student records in accordance with our Privacy Policy. We may disclose information with your consent or where required or permitted by law. This includes providing information to the Australian Skills Quality Authority (ASQA) for regulatory purposes and reporting student and training data to relevant government VET agencies.

Change of Personal Details

If you change any of your personal details throughout your enrolment, please email us at hello@payroll.edu.au.

Results

You will receive feedback on an assessment within 20 working days of submitting it.

When you successfully complete your course, we will issue your qualification and record of results within 30 calendar days of your final assessment, provided you have paid all agreed fees and we have verified your Unique Student Identifier (USI), unless you are exempt.

If you leave the course before completing the qualification, we will issue a statement of attainment for any units you have successfully completed, subject to the same requirements. If you need evidence of your progress while you are still enrolled, please contact us to request a progress letter.

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.

Feedback

Your feedback helps us improve our training and student support. We may ask for your views during your course, and you are welcome to share feedback at any time. Speak with your trainer or email hello@payroll.edu.au about any part of your experience.

Your Rights and Responsibilities

We want every student to have a safe, respectful and supportive learning experience. This section explains what you can expect from Australian Payroll Institute and what we expect from you.

What you can expect from us

You have the right to:

- receive clear information about your course, fees, assessment and available support;
- be treated fairly and respectfully, without discrimination or harassment;
- ask about learning support or reasonable adjustments;
- receive feedback on your assessments and ask for a review of a decision;
- make a complaint or appeal without being treated unfairly for doing so; and
- request access to, or correction of, your personal information.

What we expect from students

Please:

- treat trainers, staff and other students with respect;
- follow our [Student Code of Conduct](#) and [Artificial Intelligence, Cheating, Collusion and Plagiarism Policy](#);
- complete training and assessment activities within agreed timeframes;
- submit your own work and acknowledge any sources or AI tools as required by the assessment instructions and our policy; and
- contact your trainer as soon as you can if you are having difficulty studying or meeting a deadline.

If an illness, disability or other circumstance affects your studies, contact your trainer to discuss the support or reasonable adjustments you may need. You only need to share information relevant to arranging that support.

Abusive, threatening or harassing behaviour may lead to action under the Student Code of Conduct. Before deciding whether to cancel an enrolment, we will explain the concern, give you an opportunity to respond, and tell you how to appeal the decision. Any refund will be considered under our refund policy and your rights under Australian Consumer Law.

Complaints and appeals

If you are unhappy with a service, assessment result or other decision, you can raise a concern with your trainer or email hello@payroll.edu.au. You can also lodge a formal complaint or appeal under our [Complaints and Appeals Policy – Students](#).

We will explain the process, consider your concerns fairly, communicate the outcome and tell you what further review options are available. The policy explains how to request an independent review if you remain dissatisfied with an appeal outcome.

Privacy and student records

We collect personal information needed to manage enrolment, deliver training and assessment, provide support, issue qualifications and meet our reporting obligations. This may include your contact and identity details, Unique Student Identifier, training and assessment records, and information you choose to provide when requesting support.

We handle personal information in accordance with the Privacy Act 1988 and the Australian Privacy Principles. We take reasonable steps to protect the information we hold. We may disclose relevant information to regulators, government agencies and VET data collection bodies where required or authorised by law, as well as to service providers involved in delivering our services in accordance with our privacy arrangements. ASQA may access student records as part of its regulatory work.

To request access to your records, ask for a correction, or obtain our full Privacy Policy, email hello@payroll.edu.au.

Laws and standards that apply

Australian Payroll Institute must meet the requirements that apply to its training and services. These include:

- the [National Vocational Education and Training Regulator Act 2011](#) and the [2025 Standards for Registered Training Organisations](#);
- the [Australian Qualifications Framework](#) and applicable student identifier requirements;
- the [Privacy Act 1988](#) and Australian Privacy Principles;
- the [Disability Discrimination Act 1992](#), the [Disability Standards for Education 2005](#), and applicable state and territory anti-discrimination laws;
- the [Copyright Act 1968](#); and
- the [Competition and Consumer Act 2010](#), which includes the Australian Consumer Law.

You can find further information about RTO requirements on the [ASQA website](#)

