



Student Handbook

Information for Students

Our commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement—should National Education and Training Pty Ltd cancel training before it commences, you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. We are unable to accept your enrolment without this information.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How NCVER and other bodies handle your personal information

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, state and territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact National Education and Training Pty Ltd to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

National Education and Training Pty Ltd Privacy Policy

National Education and Training Pty Ltd 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 2000)

National Education and Training Pty Ltd 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

Unique Student Identifier

A USI is required at the time of enrolment. We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. Allowing you easy access to your records.

In the event that you are unable or unwilling to get a USI please visit the following website for further information on what to do to be able to participate in training.

For more information and to apply for your USI or an exemption go to: apply for your USI go to:

<http://usi.gov.au/Training-Organisations/Pages/how-students-create-usis.aspx>

Obtaining 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 your 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 your 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).

Access and Equity

National Education and Training Pty Ltd 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.

National Education and Training Pty Ltd reserves the right to suspend from their training courses students who are:

- Unable to actively participate in the course activities as a result of injury.
- Disruptive
- Affected by drugs or alcohol

Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

Expectations of Students

To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Students. Failure to do so may result in cancellation of your enrolment.

- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

Student Support

Should you require further support, National Education and Training Pty Ltd can assist in identifying support services as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, 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.

Should you or your trainer/assessor identify that you require any additional support, to be provided by National Education and Training Pty Ltd we will work with you to ensure that we can provide the required support required. Examples of support include oral assessment.

Training Materials and Equipment

During training, National Education and Training Pty Ltd students will be given access to safety equipment and other required material and equipment. This equipment and material is to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely

damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to with Queensland Police or National Education and Training Pty Ltd and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

Course fees:

The \$175 fee is payable prior to training. Should you fail to attend the training this fee is non refundable. In the event that you need to change training dates the fee can be transferred to an alternate day, if the request is received more than 48 hours prior to the booked training.

Competency Based Training and Assessment

Students enrolled in training which will lead to either a Statement of Attainment are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Students can perform required skills and knowledge.

Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units. Three (3) major factors need to be considered:

1. How current the Qualification/Statement of Attainment is
2. Mapping to the current training and
3. If the training was undertaken with a Registered Training Organisation.

If you think you may be eligible for a Credit Transfer you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to sight
- A copy of the Statement of Attainment and/or Certificate
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP)
- There is no charge for Credit Transfer

All applications for Credit Transfer will need to be authenticated with the issuing RTO to ensure its validity. In order to do this the Student will need to complete a "Release of Information form". This form will be sent to the issuing RTO to gain confirmation that they issued the qualification/statement of attainment, accompanied by a copy of your qualification or statement of attainment.

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 or all 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.

Complaints and Appeals

National Education and Training Pty Ltd is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal a decision made by the RTO, you are encouraged to do so by using the following processes:

Complaints

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

The following are examples of issues for which you may lodge a complaint:

- enrolment
- training delivery
- training and/or assessment, including Recognition of Prior Learning
- any other activities associated with the delivery of training and assessment services
- issues such as discrimination, sexual harassment, student amenities, etc.

First instance: You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the CEO.

Second instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged, an Incident/Complaint Form must be completed, even if the situation has been resolved to the satisfaction of all parties.

If it is going to take more than 60 days to review the complaint you will be notified in writing and how long it should take before a decision is made.

Appeals

Appeals are the expression of the dissatisfaction of a decision made by the RTO. There are various grounds for lodging appeal. These include, but are not limited to:

- assessment results
- refused refund
- refused requests for an extension

Step 1

If you are not satisfied with a decision made by the RTO, you must complete the Appeals Form - Part A and forward to the Administrator.

(This should occur within five (5) working days of receiving the result)

Step 2

The decision is to be reviewed by a different party other than the person who made the decision, findings of the review are to be summarised on the Appeals Form. You are to be advised of the appeals outcome within ten (10) working days.

(This should occur within ten 10 working days of Step 2)

Step 3

If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the CEO who will send an acknowledgement letter to you, record receipt of the Appeals Form, then conduct the review. The CEO if necessary will convene a review panel to thoroughly examine the appeal.

(You are to be advised of the outcome within ten (10) working days).

In the event that it is going to take more than 60 days to review the complaint you will be notified in writing and how long it should take before a decision is made.

Access to Student Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Students, 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 Students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Students and industry.

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 the RTO is complying with regulations and standards. Upon request National Education and Training Pty Ltd is required to supply the following ASQA Student contact details including address, telephone numbers and email address.

Change of Personal Details

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include, address, surname, contact telephone number etc.

Statements of Attainment

On successful completion of the training and assessment requirements, supply of a validated USI and full payment of fees, you will receive your Statement of Attainment within 30 calendar days.

What if I need my Statement of Attainment to be re-issued?

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

Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. National Education and Training Pty Ltd encourages all Students to make contact should they wish to provide feedback or comments on any aspect of the service received.

Relevant legislation to be complied with

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

<http://www.comlaw.gov.au/Series/C2011A00137>

Occupational Health and Safety Act 2004 (Vic)

Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/

Occupational Safety and Health Act 1984 (WA)

The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high risk plant - this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell. For more information visit:

http://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mrtitle_650_homepage.html

Industrial Relations Act 1988

The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice. For more information visit:

http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/

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 information on privacy regulations in other states and territories, visit the <http://www.privacy.gov.au>.

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 regarding the Copyright Act 1968, go to www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

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 visit: <http://www.comlaw.gov.au/Details/C2014C00623>

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 go to:

<http://www.equalitylaw.org.au/elrp/resources/>

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 visit:

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

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 visit: <http://www.accc.gov.au/content/index.phtml/itemId/815209>