

2018



NORTEC Student Handbook



Contents

INTRODUCTION.....	3
Welcome to NORTEC Training Solutions.....	3
About NORTEC Employment & Training Ltd	3
Purpose Statement and Core Values	4
Legislative Framework	5
Our Services	5
NORTEC TRAINING SOLUTIONS.....	6
What you can expect from NORTEC Training Solutions	6
Your Rights and Responsibilities	6
Assessment Guidelines	8
Pre-enrolment Information	8
ENROLLING WITH US.....	9
Unique Student Identifier (USI).....	9
Entry Requirements	10
Course Cancellation	10
Refund Policy	10
Course Withdrawal	11
Replacement certificates or statements of attainment.....	11
Replacement of Learning Materials	12
Recognition of Prior Learning (RPL)	12
Credit Transfer	13
Student Support.....	13
Language, Literacy and Numeracy (LLN).....	13



STUDENT HANDBOOK 2018

Access and Equity.....	13
OTHER IMPORTANT INFORMATION:	14
Work health and safety.....	14
Emergency/evacuation procedures	14
First Aid Assistance	14
Plagiarism.....	14
ASSESSMENT MARKING AND FEEDBACK	15
What happens if you are deemed 'Not Yet Competent'	15
Appealing an Assessment Decision.....	15
Complaints	16
Consumer Protection	16
Computer Usage, Email & Social Media.....	17
Issuance of Certificates or Statements of Attainment.....	18
Replacement Certificates.....	18
Acronyms and Definitions.....	19

INTRODUCTION

Welcome to NORTEC Training Solutions

Welcome and thank you choosing NORTEC Training Solutions (a division of NORTEC Employment & Training Ltd RTO 91451) as your training provider.

The student handbook contains information regarding the following:

- Understanding your rights and responsibilities related to your study including enrolment and entry requirements
- Information on NORTEC Employment and Training and our standards
- Applicable Fees and charges
- Student support and services available
- Important contact details and where to access or find other relevant information

Please ensure you read through this student handbook carefully and retain a copy for future reference.

You will also receive more specific information on your chosen course which will provide you information regarding:

- Course content and delivery (including qualification details, duration and units covered)
- Course entry and assessment requirements
- Applicable course outcomes
- Any other specific requirements required to successfully the course.

If you are unsure about any information contained in the handbook, please ask a NORTEC Training Solutions staff member or your trainer for more information by contacting us on (02) 6686 6077.

About NORTEC Employment & Training Ltd

NORTEC Employment & Training Ltd is a for-purpose, community-owned organisation. Therefore, we invest funds from our commercial enterprises to support the delivery of community programs, social enterprise initiatives, small business support and community grants & sponsorships. These activities assist us in giving back to our community in a way that supports and promotes social engagement and economic growth.

NORTEC Employment & Training Ltd came about following the merger between TTEC Enterprises, an organisation part of the Tweed community since 1979, and Ballina Skills and Development Centre, based in the Northern Rivers region since 1986. Both companies formed out of a desire to create employment opportunities and promote economic growth in our local region.

Since the merger of these two like-minded companies in 2007, NORTEC Employment & Training Ltd has successfully grown to over 30 office locations throughout NSW and Southern Queensland. Our office locations include:

Mid North Coast Region	North Coast Region	Gold Coast Region	Wivenhoe Region
<ul style="list-style-type: none"> • Forster • Coffs Harbour • Maclean • Taree • Wauchope • Laurieton • Kempsey • Port Macquarie • Yamba • Macksville 	<ul style="list-style-type: none"> • Ballina • Kyogle • Ocean Shores • Lismore • Casino • Grafton • Murwillumbah • Tweed Heads • Byron Bay • Pottsville 	<ul style="list-style-type: none"> • Palm Beach • Biggera Waters • Coomera • Nerang • Robina • Southport 	<ul style="list-style-type: none"> • Ipswich • Redbank Plains • Richlands • Indooroopilly

Purpose Statement and Core Values

At NORTEC, we aim to create opportunities and inspire futures. We aim to achieve this through listening to understand, and seeking real solutions. We will be leaders in our community by providing integrated services that connect people, businesses and communities.

At NORTEC, our core values that guide and underpin everything we do are:

Inclusion - Welcome diverse backgrounds, attitudes and ways of thinking

Respect - Treat others as we would like to be treated

Integrity – Be authentic

Accountability - Take responsibility for our actions and inactions

Legislative Framework

NORTEC Complies with all legislative requirements of State and Federal Government. Information provided to students will reflect current legislative requirements. Legislation may include but is not limited to the following:

- Relevant State/Territory Vocational Education and Training Employment Acts
- National Vocational Education and Training Regulator (NVR) Act 2011
- Age Discrimination Act 2004
- Disability Standards for Education 2005
- Human Rights and Equal Opportunity Commission Act 1986
- Sex Discrimination Act 1984
- Skilling Australia's Workforce Act 2005
- Standards for Registered Training Organisations (RTOs) 2015
- Anti-Discrimination Act 1991
- Copyright Act 1968
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Privacy Act 1988
- Work Health and Safety Act 2011
- Australian Qualifications Framework (AQF)
- Vocational Education and Training Act 2005
- Apprenticeship and Traineeship Act 2001
- Apprenticeship and Traineeships Regulations 2010
- Workplace Health and Safety Act 2011

Our Services

NORTEC Employment & Training Ltd offers the following Services:

- Jobactive Australia
- Nationally Recognised Training – delivering in NSW and QLD
- Small Business Connect
- New Enterprise Incentive Scheme (NEIS)
- Skills for Education and Employment (SEE Program)
- Volunteer Referral Service
- Community Grants Initiative
- Indigenous Recruitment, Training and Enterprise Development
- Staff solutions – labour hire/temporary workers

NORTEC TRAINING SOLUTIONS

NORTEC Training Solutions is a division of NORTEC Employment and Training Ltd and is a Registered Training Organisation (RTO Code 91451) with the Australian Skills Quality Authority (ASQA) under the National Vocational Education and Training Regulator Act 2011.

We offer:

- Traineeships – Queensland (funded under User Choice) and New South Wales (funded under Smart and Skilled)
- Accredited training (Nationally Recognised full qualifications)
- Short courses (partial qualifications – Statement of Attainment)
- Skill Sets
- Recognition of Prior Learning (RPL)

Our Scope covers qualifications from the below Training Packages:

- Business – BSB30315 Certificate III in Micro Business Operations and BSB30115 Certificate III in Business
- Foundation Skills – FSK10113 Certificate I in Access to Vocational Pathways; FSK10213 Certificate I in Skills for Vocational Pathways (offered only as part of our SEE program)
- Hospitality – units of competency only (as listed on Training.gov.au)

Further details of these nationally recognised qualifications and/or skill sets can be found on Training.gov.au

What you can expect from NORTEC Training Solutions

NORTEC Training Solutions will ensure that we:

- Operate professionally and always conduct business in a sound, ethical and fairmanner
- Employ staff we are knowledgeable and skilled, qualified, objective, experienced and understanding and who always act with integrity
- Treat your information confidentially, protect your rights to privacy and ensure the information is accurate
- Provide you with learning resources and assessment material required for you to complete your course.

Your Rights and Responsibilities

When you enroll with NORTEC Training Solutions you enter into an agreement that you will abide by our guidelines:

YOU MUST:

- Treat NORTEC staff and other students fairly and with respect
- Be punctual and regularly attend the course attendance as specified. (You must advise NORTEC Training Solutions and/or your trainer if you are unable to attend on the day of the course via email or by contacting us on (02) 6686 6077. If you have prior knowledge of your inability to attend the course please advise your trainer so they can determine the best course of action for you). Failure to notify us of attendance may result in your enrolment being cancelled.
- Actively participate in training according to the required schedule
- Submit assessments by requested date as determined by your trainer and/or course schedule. If you are unable to submit assessments by the agreed date please liaise with your trainer in regards to an extension. Extensions will be granted based on case by case basis and your trainer will negotiate with you a new submission date.

- Abide by general WHS practices including but not limited to following correct manual handling techniques, wearing correct footwear, clothing and PPE (where appropriate) and following instructions related to WHS.
- Advise NORTEC Training Solutions of any changes related to your enrolment details including postal address.

YOU MUST NOT:

- Engage in threatening or offensive behavior toward other students, staff or the general public
- Swear or use other offensive or other inappropriate language
- Plagiarize or cheat by using others work as your own assessments (please refer to the Plagiarism section of this Student Handbook for more information).
- Litter
- Steal or misuse equipment or material that do not belong to you
- Harass other student, staff or members of the general public
- Attend training or NORTEC offices under the influence of drugs or alcohol

YOU ARE ENTITLED TO:

- Be treated fairly and with respect from trainers, other students and NORTEC staff
- Be provided with a safe and supportive learning environment free from harassment and discrimination
- Given support and guidance with your education and training goals
- Have your training records and personal information stored and maintained confidentially, securely and in a professional manner
- Get information on assessment procedures and timelines including your study progress
- Received required learning and assessment resources required to complete your studies

PLEASE NOTE: You will be required to sign a Course Participation Agreement as part of your enrolment – this will list additional guidelines in addition to the abovementioned statements. Failure to comply with this agreement may result in your enrolment being cancelled.

Competency Based Training and Assessment

NORTEC Training Solutions delivers Competency Based Training and Assessment. All of our accredited programs deliver Nationally Recognised Qualifications and Statements of Attainment to successful students.

Competency Based Assessment (CBA) is the process of collecting evidence and making judgements on whether a person has achieved competence in a task or group of tasks. CBA confirms that the student can perform to the standard expected in the workplace as identified in relevant competency standards within National Training Packages or Accredited Courses.

Assessment practices are in-line with:

- Assessment requirements of the endorsed training package
- National Assessment Principles
- The current standards for the AQF
- ASQA Standards for Registered Training Organisations (RTOs) 2015

NORTEC Training Solutions regularly reviews, compares and validates our assessment processes and tools to ensure they are fair and produce reliable and fair results. We regularly seek feedback from students, staff and industry to improve the quality and consistency of assessment.

NORTEC Training Solutions requires a minimum of 2 forms of evidence to be provided. Your trainer/assessor may ask you to undertake additional assessment activities to be able to make a judgement about your ability to fully meet the requirements of the unit.

Evidence may include a combination of:

- Written activities (questions, reports, case studies)
- Portfolio (a collection of samples or tasks)
- Oral questioning
- Projects
- Simulation/role play
- Observation (undertaken in the workplace)
- Third Party Report (workplace supervisor provides feedback on your work knowledge and performance against specific criteria)

Assessment Guidelines

At the beginning of each unit, your trainer will provide you with a Unit Assessment Guide (UAG) and will go through and explain the required tasks you will need to complete and submit for assessment.

Students will need to ensure all assessment tasks are completed as set out in the UAG and submitted for assessment by the due date.

Students will need to:

- Ensure the work submitted is their own – unless referenced (please refer to “Plagiarism” section in this Student Handbook for more information)
- Ensure each piece of evidence submitted has the students full name and unit of competency code and assessment number written on each page
- Keep a copy
- Notify their trainer/assessor if they are having difficulty with any of the tasks, or being able to submit their work on time

Pre-enrolment Information

NORTEC Training Solutions will provide with all the information you require about studying with us prior to enrolment to ensure you are fully informed about the following:

- Your rights and responsibilities, student expectations and code of conduct
- Enrolment process and required enrolment forms
- Entry requirements or pre-requisites that may apply
- Fees and charges and our refund policy
- Appeals and complaints

All this information is contained in this Student Handbook.

Additional specific information in regards to the qualifications or course can be obtained by contacting one of our Training Administrators on (02) 6686 6077.

If you are a NORTEC client you can obtain information and/or course flyer from your jobactive site.

ENROLLING WITH US

To enrol in a course with us you will need to:

- Complete our Enrolment form (available electronically or hard copy upon request). You can obtain this via our website <https://www.nortec.org.au/training-solutions/nts-enrolment/> or emailing NTSadmin@nortec.org.au; contacting us via phone (02) 6686 6077 or you can request this via your NORTEC jobactive site.
- Provide your Unique Student Identifier (USI) (included in NORTEC Enrolment form) – please refer to relevant section in this handbook for more information
- Provide evidence of a Commonwealth Benefit (applicable only to funded courses i.e User Choice, Smart and Skilled or Certificate III Guarantee – please include this with your enrolment form)
- Undertake a Pre- Language, Literacy and Numeracy Assessment
- Complete a Course Participation Agreement form
- Complete a media release form (optional)
- Pay the Enrolment Deposit (this will depend on the type of training and whether you qualify for an exemption or concession) and complete a Payment Plan Agreement for the remaining fees (See Fees and Charges for more information). Please note for NORTEC clients your Work Advisor may refer you to one of our courses and if applicable will seek your approval to use funding from your Employment Fund to pay NORTEC Training Solutions for your course.
- Apply for Recognition of Prior Learning (RPL) or Credit Transfer (CT) (if applicable – additional forms will be required to be completed) Please refer to RPL and Credit Transfer in this handbook

Please note that there may be some entry requirements for some of our courses so ensure you have read any entry or course requirements prior to enrolling.

Unique Student Identifier (USI)

From the 1st of January 2015 anyone studying a nationally recognised qualification or accredited course, will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all of your training records and results that you have completed for any recognised training and qualifications gained in Australia since 1st January 2015.

The USI is a reference number made up of ten numbers and letter. You will need to supply your USI upon enrolment. If you do not have a USI, you can apply by going to the USI website at www.usi.gov.au.

The USI:

- provides a secure online portal where you can access your training records anytime from anywhere
- is free and easy to set up
- stays with you for life
- will give you easy access to all of your training records and transcripts

Please be aware we will not be able to finalise your enrolment until we have received and verified your USI and no Statements of Attainment or certificates will be not be awarded until a valid USI is provided and verified by NORTEC Training Solutions.

Entry Requirements

Access to courses is offered to students based on suitability and a student's ability to meet the Entry Requirements for the course of study they are applying to undertake.

General entry requirements include the following:

- **Age requirements** – you must be 15 years or older at the time of enrolment. Please note: that if you are under the age of 18 a parent/guardian must sign your enrolment form for you.
- **Language, Literacy and Numeracy** - Must have appropriate language, literacy and numeracy skills needed for the level of training you are undertaking (Please note you will be required to complete a Language, Literacy and Numeracy (LLN) Pre-Assessment prior to enrolment into the course. If LLN issues are identified you will be contacted by your trainer to discuss the appropriateness of the course and discuss alternate options for you such as referral to the SEE program or different level of study.
- **Resources** - Access to a computer/laptop, Internet (FireFox) and email and Skype (or similar).
- **Software Applications** - Access to appropriate software including Word, Excel, Publisher or Access (where required to complete set assessment tasks and course requirements including completing self-paced study or online/correspondence delivery).
- **Work placement** - Ability to complete required Work Placement as part of classroom-based course or ability to access appropriate workplace for online/correspondence-based learners. Details of work placement requirements will be provided to you upon enquiry or at scheduled information sessions.
- Additional criteria will apply if you are undertaking a Smart and Skilled Funded Program (Traineeships) – please refer to Smart and Skilled section in the separate Trainee handbook for additional information. This is the case for QLD funded courses also (Certificate III Guarantee or traineeships under User Choice).

If you are concerned you may not meet this entry requirement, please talk with a NORTEC Training Solutions Administrator or your course Trainer for further advice or concerns on your ability to undertake and complete the course.

Course Cancellation

NORTEC Training Solutions may cancel or reschedule a course if there are insufficient enrolments or due to circumstances that are beyond our control. A full refund or entry into another course will be provided in these circumstances.

Refund Policy

If a student requests to withdraw from their training and apply for a refund, they must do so in writing to the Training Solutions Manager/Training Coordinator.

- Students wishing to cancel an enrolment and is notification received 24hrs prior to their course commencement, any fees paid will be refunded.
- Students wishing to cancel an enrolment and notification is received on the day their course commencement or any time after commencement will not be entitled to a refund.

- A refund may be paid on application if the student can provide medical reasons with a Medical Certificate, or in exceptional circumstances.

Where the student withdraws from a course due to illness (verified by a medical certificate), NORTEC Training Solutions will refund course fees paid in advance.

The amount retained by NORTEC Training Solutions is required to cover costs of staff and resources which have already been committed based on the students initial intention to undertake the course.

Discretion may also be exercised by the Training Manager if the student can demonstrate extenuating or significant personal circumstance led to their withdrawal.

A refund of all or part of the fee may be given in the following extenuating circumstances:

- Student has overpaid the fee
- Student enrolled in a course that has been cancelled
- Extended hospitalisation or illness (two weeks minimum) supported by a medical certificate and resulting in extended absence from training. In this case a refund on a pro rata basis may be given
- The Training Solutions Manager or Training Coordinator is of the opinion that the student would be unreasonably disadvantaged if they were not granted a refund, for example, if the student met with a serious misadventure and was unable to continue their enrolment (an administration fee may apply)

Circumstances not regarded as grounds for a refund include:

- Job change
- Change in work hours
- Inconvenience of ability to study
- Redundancy/Retrenchment

A student requesting a refund is required to complete the RTO Refund Request Form. Where the refund is approved, the refund payment will be paid to the student within 30 Days from the date the student submits the form. Refunds are paid via electronic funds transfer using the authorised bank account nominated by the student on the RTO Refund Request Form. Refunds are not transferable to another party.

Course Withdrawal

If you choose to withdraw from a course you will need to notify your trainer or NORTEC Training Solutions Training Administrator and you will need to complete a course withdrawal form and submit to NTSadmin@nortec.org.au for processing. Depending on the time in which you withdraw from your course you may be granted a refund as per our Refund Policy. You will receive an official notification of your withdrawal once your paperwork has been processed.

Replacement certificates or statements of attainment

If a Certificate or Statement of Attainment is to be re-issued due to loss or damage an administration fee of \$40 will apply for each certificate. This fee must be paid before a certificate will be re-issued.

In order to request a replacement certificate or statement of attainment you can do so in writing and email it to NTSadmin@nortec.org.au. You will be required to complete a form for this request which will then be emailed to you to complete, including payment details. Once your form is processed and payment is received you will be posted out your replacement certificate.

Replacement of Learning Materials

If a student loses or damages resources given to them as part of their study, they will be charged a replacement fee. Resources can include the following:

- Learner workbooks
- Text books
- Computers/IT equipment on loan from Training Solutions (if applicable)
- Other equipment including uniforms or clothing that may have been borrowed if applicable

The cost will vary depending on the replacement material and you will be provided with a cost for the total replacement.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the formal acknowledgement of the skills, knowledge and experience a student has acquired through previous training, work or life experience, including volunteer community engagement which can be used to as evidence towards a unit of competency, partial qualification or whole qualification. If you are granted RPL you will not need to study or be assessed for those unit(s) which can reduce your study requirement time.

NORTEC Training Solutions will charge a fee, depending on the qualification level to assess your evidence for RPL. Contact NORTEC Training Solutions Administrator for further information.

If you believe you have the knowledge and skills required for RPL then you should:

- Discuss with your trainer/assessor or NORTEC Training Solutions Administrator your previous qualifications, work history and life experience.
- Complete our RPL Application Form – available upon request or downloadable from our website
- Gather evidence to support your application

Evidence to support your application could include:

- Previous qualifications or Statements of Attainment (certificates)
- Professional development
- Work samples
- Current resume
- Job/position descriptions
- Performance appraisals
- Testimonials from clients

Additional instruction on RPL can be found in the RPL Application form. Once you have submitted your application and all of your supporting documentary evidence your assessor will then review your application and evidence and advise you of a result. Please contact NTSadmin@nortec.org.au in regards to fees related to RPL.

Credit Transfer

NORTEC Training Solutions recognises all Australian Qualification Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organisation. NORTEC Training Solutions may seek verification of the qualification from relevant RTO.

You will need to provide a JP Certified copy of your Qualification or Academic Transcript and complete a Credit Transfer Application.

There are no fees for Credit Transfer.

Student Support

NORTEC Training Solutions understands and recognises that all students have different learning needs and requirements to be able to fully participate in our training programs. NORTEC Training Solutions will ensure that our training is tailored to meet the needs of individual students by ensuring we make Reasonable Adjustments to the way we:

- Deliver training (learning strategies)
- Set up our training environment
- Conduct assessment of the student (without compromising the integrity of the unit)

NORTEC Training Solutions will work with students to identify any additional requirements they need to undertake training with us. We will discuss with students and record on their individual Training Plan any support we can provide. Where we do not have the capacity to deliver training and/or assessment services to meet the students' needs we will refer the student to the relevant organisation.

Language, Literacy and Numeracy (LLN)

NORTEC Training Solutions will conduct on all students enrolling into our courses a Language, Literacy and Numeracy (LLN) assessment to determine if they need additional LLN support to complete their study.

As part of our Entry Requirements into courses, we may refuse to enrol a student if they do not have the required LLN skills to undertake the training. We will refer the student to our SEE (Skills for Education and Employment) Program to gain the required skills.

Access and Equity

NORTEC Training Solutions respects the rights of all students to participate with dignity and fairness in the courses we provide while acknowledging the educational and life experiences each person brings to our training.

Access to our courses and services is open to all people, regardless of their educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, socio-economic background, physical or intellectual impairment, religion or political affiliation.

Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

OTHER IMPORTANT INFORMATION:

Work health and safety

NORTEC Training Solutions is committed to providing and maintaining a safe and healthy environment for all students, staff and visitors.

If you identify a hazard, are injured or a near miss occurs, you must immediately report your concerns with your trainer/assessor who will take all reasonable actions to ensure appropriate action is taken to eliminate or reduce the risk.

Emergency/evacuation procedures

Where you are instructed to evacuate the premise you should undertake the following:

- Keep calm
- If you are in class, follow the instructions of your trainer
- When instructed, you should move to the appointed exit and evacuate the building in a calm and orderly manner and move to the emergency assembly point
- Do not wander off or collect personal items from the classroom
- Remain in the assembly point for roll call and answer your name when called (failure to do so may put others at risk if they re-enter the building to look for you)
- Remain at the assembly point until instructed otherwise
- Never re-enter the building under evacuation

First Aid Assistance

If you require first aid or medical assistance notify a member of staff immediately. The staff member will contact the nearest available First Aid Officer or dial 000 if required.

Online Student Portal (e-Learning)

NORTEC Training Solutions is able to deliver selection qualifications via our online e-learning resources.

If you choose to study via distance or with the flexible learning arrangements we can enrol you online. On acceptance into the course, you will be emailed with your login details and password by NORTEC Training Solutions Administration.

You will be able to see any feedback your NORTEC Trainer/Assessor has written and what assessments tasks have been assessed since you last logged in.

Plagiarism

Plagiarism is where you use someone else's work without acknowledging the original source, and attempting to pass it off as your own original idea or concept.

NORTEC Training Solutions takes plagiarism very seriously. If it is found that you have plagiarized the work of someone else, you will be given a NOT YET COMPETENT result and you will need to undertake the assessment again.

For continued breaches your enrolment in the course will be cancelled.

Where you have used the work of someone else, you **must** cite or reference your source. You will need to include:

- Where you got the information from e.g. Ethical Business Practices in Australia
- Who wrote it e.g. James Keating
- Who published it and the date and edition – e.g. Viking Press Australia, 2015 2nd Edition
- The page where you found the information – e.g. p4

You must reference all sources of information in the following instances:

- Direct quotation – quoting the exact words of an author, enclose in single quotation marks
- Paraphrasing or putting the work of another writer in your own words
- Summarising or using ideas or materials directly based on the work of another writer
- Statistical information such as data, tables, figures, diagrams, maps, illustrations
- Images, sound recordings and photographs used

ASSESSMENT MARKING AND FEEDBACK

Once you have submitted your assessment items your Trainer/assessor will mark your work as satisfactory or not satisfactory for each part of your assessment. If your trainer marks you as satisfactory for all of your assessment tasks you will be given an overall “Competent” result for your unit.

Please note: All required assessment task as indicated by your trainer and in the Unit Assessment Guide must be submitted in order to achieve a “Competent” result. If you do not submit all required assessments tasks you will receive a “Not Yet Competent” result from your trainer/assessor. You will then be given the opportunity to resubmit.

What happens if you are deemed ‘Not Yet Competent’

If you have been assessed as Not Yet Competent, your Trainer/Assessor will provide you with written feedback about why they made that judgement and they will make a time with you to discuss the outcome. You will have the opportunity to re-submit part or all of the assessment task (as deemed appropriate by the Trainer/Assessor).

If you are deemed Not Yet Competent after re-submitting your work, the final result will be recorded as Not Yet Competent. If you are not Not Yet Competent in a unit you are not eligible to receive this unit on your Statement of Attainment/Certificate.

If you do not achieve competency after the third submission for a unit you will be given the opportunity to re-enrol at an additional cost for this unit.

Appealing an Assessment Decision

All students have the right to appeal an assessment decision. If you are not satisfied that NORTEC Training Solutions has not assessed you fairly, you have the right to appeal the decision. If you are not satisfied with the outcome you need to make a written appeal within seven (7) days of receiving the assessment result. You must include in your appeal:

- All the grounds for the appeal
- Your full name and the name of the unit you are appealing
- Information relevant to your appeal that you think we should know

You must address your Appeal to the Training Coordinator via email on: NTSadmin@nortec.org.au . The Training Coordinator will contact you within 5 working days to discuss your appeal.

The Training Coordinator will gather all the evidence required and will ask another qualified trainer/assessor to review your work and the original assessors' decision. Once a decision has been made the Training Coordinator will write to you with the outcome of the final decision within 10 working days from your appeal date. You will not have the opportunity to appeal this decision if it was determined you did not meet the assessment requirements. Results will be entered into our student management system.

Complaints

NORTEC is committed to the prompt resolution of complaints. Persons wishing to lodge a complaint are encouraged to submit complaints in writing:

- In the first instance, make a verbal complaint to your Trainer/Assessor or to the NORTEC Training Solutions Manager/Training Coordinator on (02) 6686 6077.
- The complaint will be recorded into a complaint register and you will be encouraged to submit a written complaint.
- You may submit a complaint by email at TrainingServicesAdmin@nortec.org.au
- The complaint will be investigated by the Training Solutions Manager/Training Coordinator within two business days.
- The Training Solutions Manager/Training Coordinator will consult with other persons involved in the complaint.
- The Training Solutions Manager/Training Coordinator will respond to the complaint within an agreed timeframe.
- If the complaint is not resolved by the Training Solutions Manager/Training Coordinator, the NORTEC Chief Executive Officer will mediate to resolve the complaint.

If the complaint remains unresolved, the complainant may contact: **State Training Services**, Telephone: 13 28 11; **ASQA**, www.asqa.gov.au/complaints/making-a-complaint or the National Training Complaints Hotline on 13 38 73.

Consumer Protection

Under our Smart and Skilled contract we are to adhere to the "Consumer Protection System". NORTEC Training Solutions outlines above our Compliant Procedure and we encourage you to contact us first if you wish to lodge an official complaint.

The Training Solutions Manager under Smart and Skilled contact is the "Consumer Protection Officer" and is responsible for receiving and addressing complaints as per above. They can be contacted on (02) 6686 6077 or email NTSAdmin@nortec.org.au

If the complaint is unable to be resolved directly with NORTEC Employment & Training Ltd then you can also contact the Smart and Skilled Customer Support Centre on 1300 772 104 or lodge a complaint online via the Smart and Skilled website www.smartandskilled.nsw.gov.au or you can contact your regional State Training Office.

To view our Consumer Protection Strategy please visit our website – www.nortec.org.au or contact NORTEC Training Solutions staff on (02) 6686 6077 to request a copy be sent to you.

Computer Usage, Email & Social Media

NORTEC have available computers that you are able to use to assist you with your study program. If you would like to use NORTEC computers outside of your scheduled training times, you will need to book an appointment to access these services.

Your trainer/assessor will provide you with their NORTEC email address. This allows learners to contact their trainer to ask for assistance or email work. As this is a work email, do not:

- Send offensive or illegal files, images or content or links for any such material
- Use obscene, profane, lewd, vulgar, rude, inflammatory or threatening language in any email or electronic communication with any NORTEC client or staff member (e.g. in emails, chat sites, blogs, public or private websites)
- Publish information that, if acted upon, could cause damage to property or persons, nor deliberately publish false or defamatory information about a person or organisation
- Use NORTEC resources to access gambling sites, or material that is profane, obscene, all forms pornographic materials (including child) or that promotes illegal acts, or advocates violence or discrimination
- Email chain letters or send annoying or unnecessary messages to other people (e.g. spam)
- Harass or threaten your trainer
- Pass your trainer's email onto any third party without your trainers' permission

NORTEC computers have Wi-Fi internet access. You are free to use this resource to:

- Complete assignments for your course
- Research for the purposes of study and/or job seeking
- Emailing your trainer or to apply for jobs

You will not be able to use your own devices (e.g. laptop/notebooks; iPad/iPods; Android tablets, mobile phones etc.) to access NORTECs Wi-Fi network and learners will not be allowed to connect these devices to any desktop hard drive.

Users also must not:

- Attempt to gain unauthorised access to NORTEC computer network or go beyond their authorised access
- Deliberately attempt to disrupt computer system performance or harm or destroy hardware and data – including through uploading or creating computer viruses
- Use NORTEC resources to engage in any illegal act. Such activities will be reported to the appropriate legal authority
- NORTEC Training Solutions reserves the right to:
- Moderate access to the internet – including filtering of websites
- Take disciplinary action when breaches of expected behaviour occur

Issuance of Certificates or Statements of Attainment

Where a student has successfully meets all the requirements for their course of study they will be issued with:

- A full qualification or Statement of Attainment
- An academic transcript listing all the units undertaken
- Certificates and/or Statements of Attainment will be issued to you within 21 days. Certificates will not be posted out unless all fees owing have been paid
- If you have changed your postal details since your enrolment and have not advised us of this change your certificate may get sent to your old address so please advise of any changes to your enrolment as soon as possible. You can do this by contact NORTEC Training Solutions on (02) 6686 6077 or via email: NTSadmin@nortec.org.au

Replacement Certificates

If you require a Certificate or Statement of Attainment to be re-issued an Administration Fee of \$40 per certificate will apply. This fee must be paid before the certificate will be re-issued. To arrange a replacement please contact NORTEC Training Solutions on (02) 6686 6077 or via email: NTSadmin@nortec.org.au

Acronyms and Definitions

AASN	Australian Apprenticeship Support Network are contracted by the Australian Government to provide one-stop shops for those seeking to hire Australian Apprentices or to take up an Australian Apprenticeship as a career path
Accredited Course	A structured sequence of vocational education and training that has been accredited and leads to an Australian Qualifications Framework (AQF) qualification or Statement of Attainment
ASQA	<p>The Australian Skills quality Authority functions include:</p> <ul style="list-style-type: none"> • registering training providers as ‘Registered Training Organisations’ (RTOs) • recommending organisations as CRICOS providers—providers that can enrol international students • accrediting vocational education and training (VET) courses • ensuring that organisations comply with the conditions and standards for registration, including by carrying out compliance audits
AQF	The Australian Qualifications Framework is the framework that defines all qualifications recognised nationally in post-compulsory education and training within Australia
Assessment	The process of collecting evidence and making judgments on whether competency has been achieved to confirm an individual can perform to the standard expected in the workplace, as expressed in the relevant endorsed industry/enterprise competency standards or the learning outcomes of an accredited course
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard provides a national framework for the consistent collection and dissemination of VET information throughout Australia
DOI	NSW Department of Industry – supports and monitors the NSW education and training system
DETE	Department of Education, Training and Employment - The departments goal is to improve the social and economic wellbeing of the people of QLD through a responsive and innovative education and training system
Learning Outcome	Describes what the learner will be able to do on completion of the training

Performance Criteria	Describes what someone must do to demonstrate competency for that element and the required level of performance
Qualification	In the Vocational Education and Training (VET) sector, qualification is formal certification, issued by a Registered Training Organisation under the Australian Qualifications Framework (AQF), stating that a person has achieved all the requirements for a qualification as specified in a nationally endorsed Training Package or in an AQF accredited course
Statement of Attainment	A record of recognised learning which may contribute towards a qualification outcome, either as attainment of competencies within a Training package, partial completion of a course leading to a qualification, or completion of a nationally recognised short course
RTO	Registered Training Organisation. An organisation registered in accordance with the Australian Qualifications Framework AQF, within the defined scope of registration. Only an RTO can issue qualifications that are recognised by the AQF
RPL	Recognition of Prior Learning. The formal acknowledgement of the skills and knowledge a person has acquired through previous training, work or life experience, which may be used to grant status or credit in a subject or unit
Training Package	Set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry, industry sector or enterprise
Unit of Competency	The specification of knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace and to industry standards
USI	Unique Student Identifier, required by legislation from 1 January 2015 for all enrolments in nationally accredited training
VET	Vocational Education and Training. The VET sector is responsible for developing the skills and knowledge of individuals for work. It encompasses vocational education and training undertaken in industries, enterprises, government agencies, and community and