



# Learner Handbook



2020

Welcome to  
The Centre for Appropriate Technology





## Learner Handbook 2020

### Centre for Appropriate Technology - RTO 0857 CfAT Training

Desert Peoples Centre Desert Knowledge Precinct South Stuart Highway Alice Springs NT 0870  
Ph: (08) 8959 6100  
Fax: (08) 8959 6111

**Warning:** *This Course Guide contains images of Indigenous people. Caution should be exercised while reading this guide, as some of the images may be of deceased persons. If you are aware of an image that needs to be removed please call CfAT Training **FREE CALL PHONE NUMBER: 1800 676 188** and alert the staff of which photograph should be removed. CfAT will do its best to remove all images of reported deceased people immediately.*

**Front Cover Images:** Some remote training courses in welding, civil construction as well on campus training at CfAT in Automotive courses.



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## Welcome

### Welcome to the Centre for Appropriate Training!

We are the training section of **CfAT**. As a Registered Training Organisation (RTO) we provide courses designed and delivered to suit your learning needs and career plans.

**CfAT** is an Indigenous Organisation and we recognise and respect the skills and knowledge you bring with you when you study here.

We are proud to deliver education and training courses to our learners in an environment that supports and encourages your successful study.

We want you to be successful in your course. Learner services are provided by the CfAT Training staff and we can help you with issues about your course and other matters. We are here to support you in your studies.

In this handbook you will find resources and information that should assist you in your training here at **CfAT**.

The programs offered are going to challenge you! You will be confronted with high expectations towards your skills, performance, persistence, punctuality and dedication, but never forget:

**Help is just a question away!**

I hope you will enjoy your time at our facilities at the **Desert Peoples Centre** and that you, your family and community will benefit from your studies.

These facilities are an investment in your future and are designed to make you feel at home and to offer opportunities to develop your skills, knowledge and confidence for a self-defined future. Everybody is dedicated to strengthen you and your success.

We hope that you enjoy your time with us here at CfAT.

CfAT Training:

FREE CALL PHONE NUMBER: 1800 676 188

National Provider No. 0857 Ph: 08 8959 6100

Fax: 08 8959 6111

Email: [info@cfat.org.au](mailto:info@cfat.org.au)



## Staff Members

Function	Name	Telephone Number
Training Delivery Manager	Colin Warnock	(08) 8959 6219
Training Projects and Administration Manager	Marilyn Smith	(08) 8959 6173
Quality and Compliance Manager	Geoff Cody	(08) 8959 6136



## What to do before I start training

### Inform yourself what training is available? What are you interested in?

Speak to your parents, mates, job service provider, teacher, employer, CDP coordinator or  
**CfAT FREE CALL PHONE NUMBER: 1800 676 188**

Check our web page: [www.cfat.org.au](http://www.cfat.org.au)

### Come to CfAT and speak with friendly staff:

They will answer your questions and introduce you to our courses. At this step you also will be informed if you have to pay fees for your chosen course. (See: What do I need to pay?) They also help you to complete the necessary forms for your enrolment.

### Who can enrol?

Any person who is 17 years of age and older at the time of enrolment or:

- a. You are attending a secondary school and CfAT has the school principal's endorsement for you to take part as a 15-year-old
- b. You are at school at a remote community and you are 15 years of age at the time of enrolment
- c. You are at school on a remote community and CfAT has the school principal's endorsement for you to take part.

### Create your Unique Student Identifier (USI):

From 1 January 2015 if you are enrolling with CfAT you will need to have a Unique Student Identifier (USI). This includes enrolling and studying at other nationally registered training organisations (RTO), completing an apprenticeship or skill set, certificate or any diploma courses. **For more information see page 20, Learner Information for the Unique Student Identifier.**

### Enrolment:

This is a contract between yourself and CfAT saying that you are committed to complete one or more units of competency, a program or a full qualification. But this is also stating that CfAT is dedicated to providing you with quality training a good learning environment and administrative services and support to ensure a positive learning experience for you.



### Recognition of Prior Learning (RPL)

When you enroll in a program, always mention what you have learnt and done in this field of work before. CfAT recognises that some of you already have good technical and other skills and therefore may not have to re-learn something you already know. If this is the case, speak to Trainer about applying for RPL. You can also apply for a Credit Transfer if you have completed all or part of a similar course.

### Recognition of qualifications issued by other RTOs: Credit Transfer (CT)

CfAT as a Registered Training Organisation, recognises the AQF Qualifications and Statements of Attainment issued by any other Australian Registered Training Organisation. You must provide original Certificates, Statements of Attainment or Records of Results that can be verified as part of the process.

### Our learner support team will talk to you, so that you know

- when your course starts,
- who your trainer is,
- what you need to bring e.g. Work Wear, Personal Protection Equipment (PPE) and
- who can help you to buy your equipment.

In general, no fees are applicable for government subsidised programs for residents of the Northern Territory in receipt of any welfare payment.

If a fee is applicable you will receive an invoice which has to be paid before the start of the training. For instalment agreements contact Marilyn Smith 89596173. (See: What do I need to pay?)

### Can I change my enrolment or withdraw from a course?

Yes. Speak to your trainer he/she will help you to fill out the right forms or give advice of alternative solutions of your problem.

### Come to CfAT and enjoy developing new skills and knowledge!

## What do I need to pay?

There are two types of fees payable by clients undertaking **CfAT** training courses:

- Fee for Service/Contract Delivery
- Individual Learner Fees





### Fee for Service/Contract Delivery

There are occasions when clients advise **CfAT** they wish to have a specific program delivered to them in a particular way and at a specific time and location of their choice. **CfAT Training** will design the program and a training delivery contract with a certain price agreed upon. Fee-for-service contracts outline specific refund conditions within the individual agreement.

### Individual Learner Fees

The amounts of fees you pay as a VET learner are dependent upon:

- Which course you enroll in
- The amount of nominal hours you study
- Whether or not the NT Government provides funding for this course
- Your eligibility for an exemption from fees (A certified copy of your current Centrelink card must support your enrolment)

### Individual tuition fees for courses (these are the direct costs of training delivery)

CfAT delivers courses to remote communities throughout the Northern Territory as well as conducting courses in its Alice Springs Campus.

With few exceptions, employers, councils and CDEP's request training programs with varying student numbers and learning outcomes.

Each course costings may vary and therefore CfAT is not in a position to advertise exact fees. However, each course to be delivered and its associated costs, is first negotiated with the client in the form of a Training Agreement. The agreement is signed by both parties prior to commencement.

Remote Areas, as defined by the Department of Education NT funding arrangements, attract loadings to deliver programs.

*NB: Where fees are applicable you will be advised in advance!*

### Exemption from Individual Learner Fees

Is granted when the course is funded by the NT Government the learner is a NT resident.

### Fees for Recognition of Prior Learning

No charges will apply if you are enrolled in a NT Government funded course and you are fulfilling the requirements for tuition fee exemption.

In non-subsidised courses the fee will be agreed with you in advance and calculated on a full cost recovery basis.

### Conditions of payment

All fees are payable within 14 days of receipt of invoice.

**Invoices are issued in accordance to an agreed contract payment schedule.**



## Refund Policy

- Any fees paid in advance will be refunded in full if a program is not started by CfAT. No application for refund is necessary.
- Learners/clients who withdraw from a unit they have attended at least once, will not be refunded unless the withdrawal was caused by an action of CfAT and the learner/client lodged a complaint or an incident/accident report.
- Learners/clients who withdraw from a unit at least 5 working days before it started will receive the paid amount in full if their place can be filled with another learner. Any application for refund has to be submitted in writing to the Training Projects and Administration Manager.
- Where personal circumstances causes a person to withdraw case by case consideration will be given and partial refund may be applicable.
- Any deviations from this policy have to be agreed in written before enrolment.
- All request for refunds have to be lodged with the Training Projects and Administration Manager.

## Learner services

**Learner services are provided by the CfAT Training staff and they are here to support you if you need help with things like:**

- Obtaining your Unique Student Identifier (USI)
- Training information
- Training and Career pathways planning
- Accessing your previous and current CfAT training results (if applicable)
- Enrolment
- Numeracy and Literacy

We can assist you with your Centrelink benefits by arranging a meeting with a Centrelink Officer.

Staff will help you by networking with non-Aboriginal organisations like Centrelink, Job Service Providers as well as Aboriginal organisations.



If you need assistance don't be afraid to ask for help no matter whether you have difficulties in your studies or personal problems. Please feel free to come and see any of our staff.

### **We are here for you!**

CfAT Training contact us!

**CfAT Telephone Number: (08) 8959 6100**

### **Tutoring/Mentoring**

Tutorial support for numeracy and literacy is available through different organisations. Please speak to your Trainer who can arrange tutorial assistance for you.

### **Counselling Support**

If counselling is necessary, **Learner Services** can refer you to one of the following services:

#### **Alice Springs Youth Accommodation and Support Services (ASYASS)**

ASYASS provides accommodation and support for young people aged 15 - 21 years who are homeless or at risk of homelessness.

Office hours are: Monday to Friday, 9.00 am - 4.30 pm

What can **ASYASS** offer young people?

- crisis accommodation at our refuge for 15-17 year olds
- their own semi-supported accommodation in one of our flats for up to 12 months
- help with forms to gain housing, youth allowance, abstudy, medicare, etc.
- emergency relief assistance with food, bills, rent, bond, clothing, travel, etc.
- have someone to go with them and support them with appointments for Centrelink, Police Station, Schools, Welfare, etc.
- have someone to talk to (about anything) who won't judge them,
- help and referrals to other services like drug and alcohol, counselling, medical, Centrelink, etc.
- help with getting ID - 18+ cards, birth Certificates, etc.
- help with referrals to employment agencies and education, training and workshop providers to help get work, etc.

Contact details:

Alice Springs Youth Accommodation and Support Services 7 Diarama Village

Alice Springs, Northern Territory, 0870

Ph: 08 8953 4200

Website: <http://www.asyass.org.au>

Online Form: <https://www.asyass.org.au/contact>



### **Congress Social & Emotional Wellbeing Branch**

14 Leichhardt Terrace, Alice Springs NT 0870  
Ph: 08 8951 4400 Email - [info@caac.org.au](mailto:info@caac.org.au)

### **Central Australian Aboriginal Congress Inc.**

25 Gap Rd, Alice Springs, NT 0870 PO Box 1604 Alice Springs NT 0871  
Ph: 08 8951 4400 Fax: 08 8953 0350  
Clinic Transport Ph: 1800 142 900 Website: <http://www.caac.org.au>

### **Youth Outreach Program**

They are servicing individuals between the ages of 12 to 25. There are youth workers and psychologists to help you.

Colacag Plaza/Arcade 76 Todd Street Alice Springs (Opposite the Council Lawns) Telephone - 08 8953 8263 Fax - 08 8953 8399

### **CatholicCare NT Family Services**

Centrecare NT Family Services provides workshop on different areas like stress management and how to cope with stress.

8 Hartley St. Alice Springs NT 0870 PO Box 832 Alice Springs NT 0871  
Ph: (08) 8958 2400 Fax: (08) 8958 2499  
Email: [alicesprings@Catholiccarent.org.au](mailto:alicesprings@Catholiccarent.org.au) Website: <http://www.Catholiccarent.org.au>



## Job Service Providers

### ITEC Employment

PO Box 8920, Alice Springs, NT 0870  
Ph: (08) 8950 1800 Fax: (08) 8952 8811  
Website: <http://www.itecemployment.com.au/>

### Tangentyere Employment Services

10 Brown Street, Alice Springs, NT 0870  
Ph: (08) 8950 9100 Fax: (08) 8953 2069  
Website: <http://www.tangentyere.org.au/enterprises/jobshop/>

### CatholicCare

CatholicCare Employment offers assistance to those looking for employment. They will assist you in completing application forms and arrange an interview with the employer

6 Hartley Street, Alice Springs, NT 0870  
PO Box 388, Alice Springs, NT 0871  
Ph: (08) 8958 2400 Email: [aspemployment@Catholiccarent.org.au](mailto:aspemployment@Catholiccarent.org.au)  
Website: <http://www.catholiccarent.org.au>

### Jobfind Centre

Unit 7/8 Gregory Tce, Alice Springs, NT 0870  
Ph: (08) 8959 5800 Website: <http://www.jobfindcentre.com.au>

## Equal Opportunity, Access and Equity

**CfAT** believes in the equality of treatment and opportunity for all clients. You will not be discriminated against on the grounds of a different race, intellectual difference, physical impairment, religion, gender, sexuality, income or any other area or prejudice in the community. If you are handicapped and you have any concerns, then make them known so you are not disadvantaged in any way.

It is important that Learners from diverse cultural backgrounds can achieve a sense of connectedness to not only the learning but also the work and community situation they will

be working in. This can be achieved through **CfAT** using teaching strategies that recognize and value different types of experience and world view.

Consistent with **CfAT's** vision and purpose, **CfAT's** training policies and processes must ensure that the following Learner equity groups are recognised and their specific requirements are taken into account in the development of curriculum and teaching strategies:

- Learners from socio-economically disadvantaged backgrounds;



- Learners from non-English speaking background;
- Learners with disabilities;
- Learners from rural and/or isolated areas;
- Aboriginal and Torres Strait Islander Learners; and
- Women in non-traditional fields of study

## Complaints and Appeals

**CfAT** has a fair and equitable process for dealing with learner complaints/appeals.

If you have an unresolved dispute/complaint with staff or other learners, you may express your concern through a trusted staff member.

If you have any complaints and do not want to speak with a trusted staff member, please request a Complaints and Appeals Form to be handed to you, mailed out or emailed.

If a satisfactory solution cannot be achieved, the staff member will advise the learner to contact the Team Leader. In the event that the complaint cannot be resolved internally, **CfAT** will advise the learner of the appropriate legal body where they can seek further assistance.

In the Northern Territory complaints about VET training quality can be placed with the Department of Education and Training (**DET**). (<https://education.nt.gov.au/contact>)

### Assessment Appeal

Learners dissatisfied with results or the assessment process may appeal. You should speak with the Quality Compliance Coordinator or any trusted staff member for assistance to complete the Complaints and Appeal form.

### Catering / Learner Breaks:

A fully equipped learner common room is available with tea and coffee supplied.

Meals / snacks, soft drinks, tea and coffee can also be purchased from the DPC Cafeteria in Building 1A. DPC Cafeteria Operating Hours are: Monday – Friday 8.00am – 4.00pm



## Learner Breaks (CfAT Campus only)

### TRAINING SESSION 09.00 – 10.40am

*Morning tea*

*10:40 – 11.00am*

### TRAINING SESSION 11.00 – 12.40pm

*Lunch*

*12:40 – 01.30pm*

### TRAINING SESSION 01.30 – 03.00pm

## Learner conduct

### Learner Conduct Policy

- 1 All Learners are expected to maintain appropriate behaviours while under supervision and in care of CfAT staff, while on CfAT facilities, CfAT transport or CfAT organised functions.
- 2 Every Learner is expected to actively participate in the learning program.
- 3 The general expectation is that a learner attends 100% of the agreed training time.
- 4 Follow OHS regulations.
- 5 Be respectful and polite.
- 6 Show consideration for all regardless of race, colour, religion, gender or physical disability.
- 7 Every learner has to accept and respect that CfAT and the DPC Campus are an alcohol and drug free zone.
- 8 Conflict resolution has to be strictly non-violent.
  - a. Learners displaying unacceptable behaviours such as:
  - b. racial vilification (including teasing, insult or unwelcome comments)
  - c. sexual harassment (including teasing, unwelcome comments, jokes, uninvited display of sexually explicit material or unwelcome physical contact)
  - d. violence (including any form of physical contact, aggression or assault regardless of alleged reasons for such threats of violence) shall be removed from the premises as quickly as safety permits and shall remain off CfAT premises pending the outcome of an investigation which may involve a third party.
- 9 Learners are expected to respect and not deface any CfAT property.



## Attendance Policy

Any absence needs to be excused and valid. Valid reasons are:

a **Sickness** - If the learner is sick for two days or more a sick certificate is required. Sickness may also include the caring for a sick family member.

b **Sorry Business/Bereavement** - Learners are required to inform their Trainer and/or Learner Services as soon as possible.

c **Ceremonial Leave** - Learners are required to inform their Trainer and/or Learner Services as soon as possible.

d **Special Leave** - This can be negotiated with both their Trainer and/or Learner Services for special social/family circumstances.

Messages can be left on **FREE CALL PHONE NUMBER: 1800 676 188**





## Trainer/staff conduct

### Trainer and Staff Conduct Policy

1. All Staff members are expected to maintain appropriate behaviour while working with CfAT learners, while on **CfAT** facilities, **CfAT** transport or **CfAT** organised functions.
2. Every staff member is expected to actively customise and contextualise the learning program he/she delivers, without
3. Follow OHS regulations
4. Be respectful and polite
5. Show consideration for all regardless of race, colour, religion, gender or physical disability.
6. Every staff member has to accept and respect that CfAT and the DPC Campus are an alcohol and drug free zone.
7. Conflict resolution has to be strictly non-violent.
8. Staff members displaying unacceptable behaviours such as:
  - a. racial vilification (including teasing, insult or unwelcome comments)
  - b. sexual harassment (including teasing, unwelcome comments, jokes uninvited display of sexually explicit material or unwelcome physical contact)
  - c. violence (including any form of physical contact, aggression or assault regardless of alleged reasons for such threats of violence) shall be removed from the premises as quickly as safety permits, be suspended from training delivery and shall remain off **CfAT** premises pending the outcome of an investigation, which may involve a third party and/or a disciplinary procedure according CfAT HR policy.

## Trainer and Assessor Experience

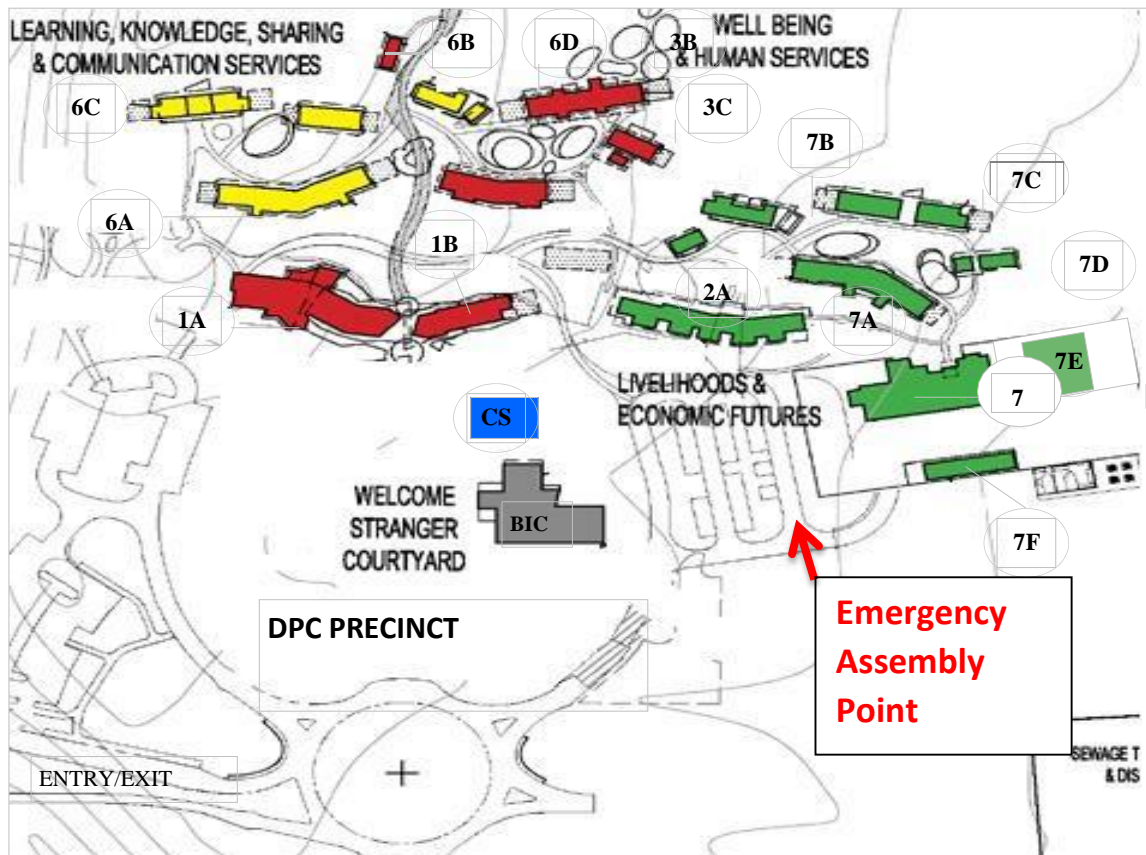
CfAT Trainer / Assessors must have at least 5 years relevant industry experience as well as vocational competencies and qualifications.



## Desert Peoples Centre (DPC)

### CfAT Facilities:

7A	Technology 1	CfAT Training Offices
7B	Livelihoods 2	Seminar Rooms 2-4
7C	Technology 2	Classroom 1, Classroom 2 and Design Studio
7D	Technology 3	Student Common Room and RAPS Control Room
7E	Technology 4	Workshops
7F	Technology 5	Storage and Garage
2A	Livelihoods 1	CfAT Finance
1A	CAFETERIA	Cafeteria open to all staff and students





## Disability Access:

Provision is made for learners with limited mobility.

## Smoking:

The Desert Peoples Centre is committed to providing its students and employees with a workplace environment **free from smoke, drugs and alcohol** based on health grounds. This protocol provides appropriate information and guidelines on smoking in the workplace.

- ▶ **Smoking is prohibited in all DPC Buildings.**
- ▶ **Smoking can only occur within the designated smoking area – south east corner where marked as such.**

## Emergency Procedures

In the event of fire and other emergencies, all learners are required to follow the instructions of your supervisor who will guide you through the appropriate procedures.

## OH&S Issues:

It is recommended that learners and staff wear appropriate sun protection (i.e. sunscreen, hat, sunglasses) and comfortable footwear when walking between buildings. Inform your Trainer of any OH&S issues that require attention. The Trainer will forward this onto the CfAT Safety Manager.

## In case of fire / evacuation procedure



Please take notice of the Evacuation Procedures and Maps that are displayed in each building so that you know which way to exit in case of a fire or other emergency.

## Evacuation Procedure

1. It is the responsibility of every staff member and learner at CfAT to be familiar with the evacuation procedures.
2. When an emergency is detected, all staff, learners and visitors are to be notified immediately.
3. All equipment, heaters and air-conditioning are to be turned off immediately.
4. The Fire Warden is to ensure that all personnel are to leave the building immediately and quietly so as to be able to hear instructions, and to move safely to the Reporting Point according to the Evacuation Plan.
5. A designated staff member from each area must check that the work areas have been fully evacuated.



6. The hazard is to be communicated immediately to other work areas and to the relevant Emergency Service.
7. The Fire Warden must be notified of any absentees.
8. Everyone must wait at the Assembly/Reporting Point and await further instructions from the Fire Warden.
9. No one is permitted to re-enter the work areas until instructed to do so by the Fire Warden.
10. Your Designated Fire Warden for CfAT Training Area is:
  1. James Reynolds

## Assembly Point / Reporting Point

All persons are to assemble in the Car park on the eastern side of the Campus.

(Opposite the Business and Innovation Centre (BIC) building; refer to Campus Map on page 18)



## Creating your unique student identifier

### Steps to create your USI

The following steps show how to create your Unique Student Identifier (USI): Step 1 -

Get at least one [form of ID](#) from the list below ready:

- [Driver's Licence](#)
- [Medicare Card](#) (this includes a current family Medicare card where your name is included)
- [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 you enter when you create your USI must match exactly with those shown on the [form of ID](#) used.

If you have no [proof of ID](#) from the list above, please contact your training organisation or the training organisation you intend to study with.

[More information on proof of ID and different types go to page 25.](#)

**Go to the Unique Student Identifier webpage: <http://www.usi.gov.au>**

**Step 2** - Click on 'Create your USI'.

**Step 3** - Agree to the [terms and conditions](#).

**Step 4** - Fill in your [personal](#) and [contact](#) details.

**Step 5** - Enter the requested details as shown on your form of ID (see list above).

**Step 6** - Set your USI account [password](#) and [questions](#) for security.

**Step 7** - Your USI will now 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** - Your USI will also be sent to you by either your email, phone or by mailing address (which ever you choose as your preferred contact method when creating your USI).

**Step 10** - Be sure to bring your USI with you each time you enrol in VET.



## Further Information about:

### *Driver's Licence*

#### **Examples of Australian driver licences**

A Driver's Licence must be current and valid and issued by an Australian State or Territory. State is the State or Territory that issued the Driver's Licence. When you select the state or territory, a sample of the licence for that state or territory will appear on the page.

Licence Number is on the Driver's Licence. Its loCfATion differs on each state and territory licence.

### *Medicare Card*

A Medicare Card must be valid and issued by Medicare Australia. Medicare Card Number appears above the name(s) on the Medicare card.

Individual Ref Number is next to an individual's name on the Medicare card. Expiry Date appears at the bottom of the card as "Valid To".

Card Colour must be selected from the list.

### **Birth Certificate (Australian)**

A Birth Certificate can refer to either an original document or a certified copy issued by an Australian State or Territory.

State is the state or territory in which the birth was registered. When the state or territory is selected, a sample of the birth Certificate for that state or territory will appear on the page. Registration Number is a unique number. Its location differs on each state and territory Certificate.

Date of Registration is the date that the birth was registered. Year of Registration is the year the birth was registered.

Date Printed is the date that the Birth Certificate was printed. Not all birth Certificates have this information.

Certificate Number must be the same as that shown on the Birth Certificate.

### **Student Terms and Conditions**

To create your Unique Student Identifier (USI) you must tick the box where it says 'I agree to the above terms and conditions'.

This applies when you are creating your USI or for any other reason you enter the USI Registry System.

**It is important that you understand and you must agree to the Terms and Conditions before using the USI website.**

<http://www.usi.gov.au/Students/Pages/student-terms-and-conditions.aspx>



**Your Personal Details** When you create your Unique Student Identifier (USI) you will need to enter some personal details about yourself. This allows us to make sure your records and results (transcript) go to your USI account and not to the wrong person.

The personal details we collect include:

Your name Your gender

Your date of birth and where you were born Country in which you're studying

We also collect your contact details and ask you to choose the way you want us to contact you. This can include email, your mobile phone or a mailing address.

You may update your personal details (such as name and contact details) at any time in the USI Registry System. To make some changes a form of ID showing the new details is required (e.g. Date of Birth, Family Name).

Contact detail changes do not require a form of ID.

Training organisations can also update your personal details in the USI Registry System if they have your permission.

**Important: The details you enter MUST match the details shown on your form of ID**

[http://www.usi.gov.au/Students/Pages/your-personal\\_details.aspx](http://www.usi.gov.au/Students/Pages/your-personal_details.aspx)

**Your Contact Details** When you create your Unique Student Identifier (USI) you will need to enter your contact details so we can contact you if we need to.

You can choose the way you want us to contact you by selecting: Email

Mobile phone Mailing address

You may complete all fields or just the preferred contact method chosen. No matter which option you choose we still need your country of residence.

### **Your USI Password**

For your security your Unique Student Identifier (USI) account is protected by a password, and check questions and answers.

You will need to set these up when you create your USI and it is important to choose a password, and check questions and answers that you can remember.

If your training organisation created a USI on your behalf you will need to set up your password, and check questions and answers when you activate your account. When your training organisation creates your USI, you will be sent a link inviting you to activate your account, or the first time you attempt to open your account.

Your USI account will be protected by a password to secure your records and results and personal information. To do this we ask you to create a password that uses a combination of numbers, letters (both upper and lower case) and other symbols/characters (such as "!" and "&").





### Creating your password

A valid password must EITHER be:

**At least nine (9) characters long and contain three (3) of the following character sets:**

- Lowercase letters a-z
- Uppercase letters A-Z
- Numbers 0-9
- Special characters (!, @, #, \$, %, ^, &, \*)

**For example:** P4j6k&24Y

**OR**

**a minimum of 12 characters from one character set. For example: aeobgujukwtsrt**

**Password indicator** Your password will be automatically rated for security strength by an indicator on the right hand side of the screen. The indicator will show the following ratings for your password:

- Strong password will show 3 green boxes. A strong password will contain a combination of all four character sets listed above.
- Medium password will show 2 yellow boxes. A medium password will contain a combination of three character sets listed above.
- Weak password will show 1 red box. A weak password will contain a combination of one or two character sets listed above and requires a minimum of 12 characters in length.

**For example:**

PdR794aL\* is a strong password ung187FDE is a medium password hippopotamus is a weak password

**Note:** The password must not be the same as your USI.

We recommend that you create a strong password and also make sure you keep your password somewhere safe and secure where you can easily get it when needed.





### *Your USI check questions*

For your security your Unique Student Identifier (USI) account is protected by: a password two check questions (also called security questions)

You will need to set these up when you create your USI and it is important that you create answers to your check questions that you can remember.

If your training organisation created your USI on your behalf, you will need to set your check questions and answers when you activate your account. You will activate your account the first time you enter it.

### *Why do you need Check Questions?*

Your check questions will be used to assist in identifying you if you: Forget your password and need to reset it

Forget your USI

If you contact the USI Registrar

If we find a USI account that matches your details

Below is the list of USI check (security) questions you can choose from. Your answers must be less than 40 characters.

### *You MUST choose two (2) Questions and Answers*

1. What was your childhood nickname?
2. What is the name of your best friend?
3. What street did you live on in primary school?
4. What is your oldest sibling's middle name?
5. What primary school did you attend?
6. What is your oldest cousin's first and last name?
7. What was the name of your favourite animal?
8. In what city or town did your mother and father meet?
9. What was the last name of your primary school teacher?
10. What is your grandmother's maiden name?
11. In what city or town was your first job?
12. Where was your wedding reception held?



## Duplicate USI

When you create your USI the system will check existing accounts and advise if there is a USI account already established. If you or your training organisation become aware of the possibility of you having two USIs, either party should report the issue to the USI Office. The USI Office will work with the relevant parties to resolve the issue and advise you of the outcome.

## Forgotten USI

If you forget or lose your USI you can retrieve it online. You will need to enter a few details to verify who you are to display your USI. The details must be the same as those you entered when you applied for a USI or, if you did so, when you last updated your USI account.

## Help

Visit the [help centre](#) for further help.

## Proof of ID Examples

To create a Unique Student Identifier (USI) you will need use a valid Australian form of ID from the list below.

Your proof of ID will allow us to make sure that your [records and results](#) always go to your USI account and not someone else's with similar details.

There might be someone who has the same name as you in the same city or town or someone with the same name might have the same date of birth. By using some details from a form of ID when you [create your USI](#) it allows us to identify you so we can make sure your USI is truly unique to you.

If you don't have a valid form of ID from the list below please contact your [training organisation](#) for assistance.

## Form of ID

When you [create your USI](#), or when someone [creates a USI on your behalf](#), the USI system will confirm the details you have entered match exactly with those on your chosen form of ID from the list below.

- [Driver's Licence](#)
- [Medicare Card](#)
- [Australian Passport](#)
- [Visa \(with Non-Australian Passport\)](#)
- [Birth Certificate \(Australian\)](#) \*please note a Birth Certificate extract is not sufficient
- [Certificate Of Registration By Descent](#)
- [Citizenship Certificate](#)
- [ImmiCard](#)



Once you have entered your details from your form of ID when creating your USI, the USI system will then be able to check and confirm your identity using a system called the 'Documentation Verification Service' or DVS.

**Important: The details you enter MUST match the details shown on the form of ID**

*If you are having problems creating a USI you can get in touch with the administration staff listed on page 6 or call the toll free number. **Free call phone number 1800 676 188.***

*CfAT Training administration staff will assist you in creating your USI number.*

# About Vocational Education and Training

## Training Packages

Training packages are nationally endorsed standards and qualifications which have been developed to meet the needs of a specific industry or industry sector.

National endorsement ensures that the level attained for each qualification will be the same regardless of where in Australia that qualification was obtained. This makes it easier for students to move between states and territories and for employers to hire people who have worked for other companies or moved from interstate.

Training packages are developed and constantly updated with input from industry representatives to make sure that the learning content and the standards set continue to be relevant and responsive to the needs of industry and the individual enterprise.

## Qualifications

Training Packages consist of a number of Qualifications which break down the skills and knowledge into specific areas of expertise and level required. Whilst both of these operate in the same industry, they require a slightly different set of skills and knowledge. Qualifications also have AQF levels such as Certificate II, III, IV or Diploma. Generally, a Certificate II would be suitable for someone who has just left school and has never worked in this industry before. Certificate III level is suitable for a person who may have worked for a little while in this or another industry. Certificate IV is suitable for someone already skilled in the basics of this industry but who would like to gain more specialised skills and possibly some supervisory work as well. Diploma level would be suitable for a person who has a great deal of experience in the industry and some experience leading a team and would like to move into the administration and management of a facility.

## Units of Competency

Each qualification is then broken down into Units of Competency or “subjects”. These units are the topics or individual tasks that are needed to carry out the job role in that industry. Someone who has completed a Certificate III would be expected to be able to carry out these tasks without direct supervision but would not have responsibility for anyone else’s work. Each qualification will have a different number of units that need to be completed. Some are Core units – these are ones that must be included – and then a number of Elective units which allow the student to tailor part of their qualification to suit their particular work environment.

## Competency Based Training

The underlying principle of competency based training is that competency is recognised based on what a person can do and what they know, not how long they have spent learning. This makes competency based training very flexible with regard to how long it takes to gain a qualification and where the training can occur. Competency based training is suitable for both workplace and classroom delivery. The support given to the student, and the opportunities that are provided to learn and practice new skills, will directly influence the time needed to complete the qualification.

## Assessment

In competency based training there is no “pass” or “fail”. Assessment is simply the demonstration of the specified skills and knowledge to the required level. If this is done, the student is “competent”. If the assessment does not produce enough evidence to demonstrate the requirements, then the student is “not yet competent” and is given further opportunities to gather additional evidence.

Each of the units will be assessed in a number of different ways and may include, but not limited to:

- Question and Answer – either written or verbal
- Observation of the student by the assessor (Direct)
- Third Party Observation by the workplace supervisor (Indirect)
- **Written** – usually activities, research projects or short reports/essays
- **Samples of work produced** – job cards, work memo’s, correspondence, finished items
- **Supplementary evidence** such as policies and procedures from the workplace

Assessment is all about collecting enough evidence to show that the student is competent in the skills and knowledge specified by the Unit of Competency. When collecting and assessing the evidence the following must be considered:

- **The evidence must meet the needs of the training package.** This means that that the assessment tasks are in line with the unit of competency requirements.
- **The evidence must be authentic.** This means that the work must be the student’s own and not copied from somewhere or someone else. If another person’s work is referenced the source must be acknowledged.
- **Tasks must be demonstrated under real workplace conditions.** The assessment should show that the student can manage themselves and their time during the tasks, deal with unexpected situations, and do all this under real workplace conditions. If the training has occurred in a classroom, the environment should simulate a workplace as much as possible.
- **Assessments must be fair.** This means that if a student has any special characteristics

that may affect their ability to do a particular assessment task, then adjustment should be made to that task as long as the outcomes of the unit are still demonstrated. For example, someone with poor eyesight may have the written material provided in large print or someone with a physical disability may be able to have someone scribe for them. Fairness is also making sure that the student understands the requirements of the assessment and is willing to be assessed at that time. It is also fair that a student is able to appeal against an assessment decision.

- **Assessment should be flexible.** This means that there should be a number of different assessment approaches and methods that can be used to suit different situations. Flexibility also applies to recognising your skills and knowledge no matter where or how you learned them, this may be through RPL or Credit Transfer.
- **The assessment should be reliable.** This means that the assessment will produce consistent evidence when used by different students and that different assessors will make the same decision based on the evidence.
- **The assessment process must be valid.** This means that all the points above have been met and that the assessment actually assesses what it says it will.

Prior to the assessment taking place, the trainer must give the student an assessment workbook which contains the tasks that need to be completed and clear instructions on what needs to be achieved in order to be deemed competent. This must include reference to conditions, tools and equipment required to complete assessment tasks.

## Reasonable Adjustment

The purpose of reasonable adjustment is to make it possible for learners to participate fully. It is not to give students with additional/different needs an advantage over others, to change course standards or outcomes, or to guarantee success. A reasonable adjustment in learning and assessment activity needs to be justifiable and uphold the integrity of the unit/qualification. Cfat will provide reasonable adjustment to ensure maximum participation of students with additional/different needs in teaching, learning and assessment activities. If you feel that you may need reasonable adjustment, please discuss this with your Assessor prior to assessment being undertaken.

## Issuing certificates and statements of attainment

CfAT will only issue AQF certification documentation to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course and has paid for the course in full.

### Qualifications:

- Qualifications will be issued to students within 30 calendar days that have been assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course (subject to fees being paid).
- The Qualification will be accompanied by a 'Record of Results' that will identify the units completed as part of the Qualification.

### Statement of Attainment:

- Statements of Attainment (SOA) will be issued to students within 30 calendar days that have been assessed as meeting the requirements of the training product as specified in the relevant unit of competency.
- A Statement of Attainment will generally be issued when a student withdraws or cancels their enrolment in a Qualification and have successfully been assessed in one or more units of competency, or if they enroll and undertake in a single Unit of Competency.
- A Statement of Attainment will normally consist of a single page, however it may run on to a further page (the back of the document) where there is a long list of competencies.

## Re-issuing Statements of Attainment or Certificates

A student wanting to request a replacement Qualification or Statement of Attainment should contact

CfAT Training: **FREE CALL PHONE NUMBER: 1800 676 188**

Ph: 08 8959 6100

Email: [info@cfat.org.au](mailto:info@cfat.org.au)

- There is no associated cost for re-issuing Qualification / Statement of Attainment
- Prior to re-issue, the student must provide proof of identity – Name, Address, Date of Birth – this can be a Driver's License or similar type of Photo ID.
- All replacement testamurs / certificates are to be issued within 10 working days from receipt of request and appropriate ID.
- All re-issued certification will be stamped with "Copy".
- All re-issued certification will be checked by the CfAT Chief Executive Officer or Chief Operations Officer prior to release.

## Training Plans

CfAT issues individual Training Plans for any student enrolled as a Trainee.

The training plan is an agreement between the student and CfAT, which sets out the training conditions and the type of training to be undertaken. Students and Employers have the right to negotiate with CfAT to develop a plan that recognises the skills already attained, and the best options for training delivery, supervision and workplace support.

Training plans vary but must include:

- Student details
- RTO details
- The qualification to be undertaken and the core and elective competencies needed to achieve it.
- A list of units of competency for which RPL or Credit Transfer have been granted.
- Indicative starting and finishing dates.
- Delivery options i.e. how, when and where the training will be delivered e.g. on-the-job, in the classroom, self-paced learning.
- The name(s) of the Trainer(s) and Assessor(s) involved in the training and assessment of each unit of competency.
- Methods and indicative dates of assessment and records of results.
- Where and how will the training occur
- Where and how will the assessment occur

## Attendance Lists

CfAT provides attendance lists which each student must sign-in to verify their presence in relation to traineeship programs, nationally recognised single or clustered unit programs as well as Fee-For Service and non-accredited courses.

The attendance lists are required to ensure that funded and Fee-For-Service programs meet contract conditions and agreements with government bodies, employer, council and CDEP partners.

## Student surveys and feedback

Under regulation, CfAT is obligated to participate in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER).

Students may receive a NCVER survey and/or an invitation to participate in a Department of Education NT endorsed project and/or being contacted by the Department of Education NT (or persons authorised by the Department for audit or review purposes). In order to improve



the quality of our training and assessment services, CfAT will collect, analyse

and act on data received from students. This data is collected in the form of a Student Survey which invites students to respond to questions regarding their training experience.

The survey is conducted at the end of your course or block and is then analysed by CfAT which provides data to improve the quality of training, assessment and related services.

The CfAT Quality and Compliance Manager is required to analyse and report survey findings to both senior management, trainers, sales & marketing as well as student administration.

## Employer / Corporate Surveys and Feedback

Under regulation, CfAT is obligated to participate in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER).

Employers may receive a NCVER survey and/or an invitation to participate in a Department of Education NT endorsed project and/or being contact by the Department of Education NT (or persons authorised by the Department for audit or review purposes.

CfAT surveys employers/corporates to provide valuable feedback in relation to all facets of its operations.

The survey is conducted at the end of your course or block and is then analysed by CfAT which provides data to improve the quality of training, assessment and related services.

The CfAT Quality and Compliance Manager is required to analyse and report survey findings to both senior management, trainers, sales & marketing as well as student administration.

## ASQA Quality Indicator Summary Report

Currently, CfAT uses the Smarter Data system to record and analyse data received from both learners and employers.

Each year, CfAT submits its Quality Indicator Annual Summary to the Australian Skills and Quality Authority (ASQA). The submission does not contain personal details of any person or organisation but rather pure statistical data relating to the students and an employer's opinion on how CfAT programs were delivered to them.

## Privacy

In accordance with our Privacy policy, we are committed to protecting the privacy and personal information of all of our students and employers. As such, no information will be provided to any person or organisation, except as required under the Standards for NVR Registered Training Organisations, Government Contracts or by prevailing State/Territory law.

CfAT ensures that both students and CfAT staff are aware of the National VET Data Policy in relation to the collection, storage and release of student data. Each student is provided with the Privacy Notice during enrolment. CfAT

CfAT policies on privacy can be requested via contact with the Training Projects and Administration Manager or the Quality and Compliance Manager. These policies can also be viewed and downloaded via the CfAT website: [www.cfat.org.au](http://www.cfat.org.au)

## Rights to Access Information

Under the Privacy Act 1988, clients have the right to access personal and course progression information held about them. If the information is incorrect, they have the right to require CfAT to amend the information.

To access the information and course progress, clients are required to contact the Training Projects and Administration Manager. The Training Projects and Administration Manager must verify the client's identity through either presentation of appropriate identification or answering a series of specific security questions.

In such requests, the Training Projects and Administration Manager must record the request for access to records.

There may be a waiting period of up to seven (7) days before access is granted due to the age of the records and CfAT's archiving and storage of records processes.

## Changes to agreed services

Where any type of event could require a change to agreed services, CfAT will advise learners, employers, relevant government bodies (ASQA, Department of Education NT, CDP's etc.,) as soon as practicable (verbally and in writing). An event could come under one or more of the following:

- occurrence that leads to closure such as insolvency
- catastrophic event such as total destruction of buildings and infrastructure
- third party arrangements (another entity delivers training and or assessment services under a third party or auspice arrangement), or
- changes to existing third party arrangements
- Significant change in ownership or control of the RTO

## Change of Ownership of RTO

In the highly unlikely event that CfAT is sold to another RTO or entity, students are not bound to accept enrolment with the new RTO / entity and may opt to transfer to other registered providers.

CfAT will not transfer the enrolment of individual students to the new entity unless individual students provide written consent to the transfer. Students, who have paid for ongoing courses of study, are entitled to apply for a refund of tuition fees in accordance with CfAT's Refund Policy.

## Superseded qualifications

Students enrolled in superseded qualifications will be offered the option of being transitioned to any new replacement qualifications if they are due to complete outside of the 12 teach-out period. If the students (or employer where applicable) do not wish to transition, the superseded qualification will be taught out if possible – subject to teach out period requirements. For more information regarding teach-out provisions, refer to the following link on ASQA's website:

<https://www.asqa.gov.au/news-publications/publications/general-directions/learner-transition>

An RTO can charge students additional fees related to transitioned qualifications – refer to ASQA direction:

<https://www.asqa.gov.au/faqs/if-training-package-superseded-can-my-rto-charge-fee-learner-any-costs-incurred-transitioning>

CfAT must advise affected students that may fall into a transition situation. However, as all current courses are arranged by an employer, council or CDEP these costs would already have been included in the previously mentioned Training Agreement and will not affect any student.

## Consumer rights

Registered Training Organisations such as CfAT are subject to all available Consumer Protection laws and regulations just like any other business offering goods and services.

CfAT is acutely aware of its obligations to advise prospective students, employers and other bodies such as CDEP's of all associated costs and conditions of service delivery prior to commencement of training.

In every case, CfAT provides clear service delivery conditions and costs by providing a Program Training and Assessment Plan proposal that is negotiated and then a Training Agreement that is signed by both parties prior to commencement of training.

Training Proposals and Training Agreements are prepared by CfAT's Training Delivery Manager. Where successfully negotiated and executed, signed copies are kept on the CfAT server:

<https://catorg.sharepoint.com/sites/tsg/2019%20Programs/default.aspx>

## Student Safety

CfAT is aware of the Care and Protection of Children Act 2007 (NT) and has a zero policy in relation to child abuse.

The RTO also maintains extremely high standards when training any student either on campus or on community to ensure their overall safety, regardless of age, location or course they have enrolled in.

### Pre-employment Vetting

CfAT training and training support staff are rigorously vetted prior to engagement either as employees or contractors. Reference checks are made and recorded on HR files.

Each is required to undergo screening for both Working with Children Clearance Notice and Ochre Card as well as a National Police Check.