



OCTEC LIMITED
TRAINING
SERVICES

Learner Handbook

www.octec.org.au

Handbook Disclaimer

This Learner Handbook contains information that is correct at the time of printing. Changes to legislation and/or OCTEC Limited policy may impact on the currency of information included. OCTEC Limited reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your trainer or by contacting OCTEC Limited.

This handbook has been prepared as a resource to assist Learners to understand their obligations and also, those of OCTEC Limited. Please carefully read through the information contained in this guide. All Learners need to read, understand, be familiar with, and follow the policies and procedures outlined in this Handbook. Any queries can be directed to:

Important Details

Head Office: OCTEC Limited
RTO Provider Code: 90142
ABN: 91336 868 595
247 Anson Street
Orange NSW 2800
Telephone: 02 6362 7973
Email: training@octec.org.au
Web Site: www.octec.org.au

Copyright Notice

© OCTEC Limited

NSW, Australia, 2016

Copyright protects this publication

Contents

Contents	3
Welcome	5
Our Goals, Vision, Mission and Values	5
About Us.....	6
Our Scope of Registration.....	7
Contacting Us	7
Change of Services	7
Legislation	8
Code of Conduct.....	8
Other Policies and Procedures	9
Privacy	9
Access to Your Records	9
Enrolment.....	10
Enrolment Dates.....	10
Entry Requirements.....	10
Identification and Evidence Requirements.....	10
Unique Learner Identifier (USI)	11
Personal Learning Plan	12
Access and Equity.....	12
Student Support Services	12
If You Have a Disability or Literacy Difficulties.....	13
Student Support for Aboriginal or Torres Strait Islander People	13
Trainer Support	13
Other Support Services.....	14
Fees	15
Course Fees	15
Fee Collection.....	15
Other Fees.....	16
Payment Options.....	16
Refunds	16
Exemptions.....	18
Course Information	18
Duration	18
Volume of Learning	19
Competency Based Training.....	19
Training and Assessment Strategies	20

Flexible Learning and Assessment	20
Training Plans	20
Traineeships	20
Recognition Processes.....	21
Recognition of Prior Learning	21
Recognition of Current Competencies	21
Credit Transfer	21
Foundation Skills	22
Assessment Information.....	22
Reasonable Adjustment	22
Assessment Process	22
Submitting Assessments.....	23
Where to Get Help	24
Assessment Feedback	24
Plagiarism	24
Consumer Protection	24
Complaints Process	24
Assessment Appeal Process	25
Consumer Protection Policy (for NSW Smart & Skilled students).....	26
Learner Conduct.....	27
Privacy when working via Zoom/Video	27
Learner Misconduct	28
Participation and Withdrawal.....	29
Workplace Health and Safety	29
Smoking, Drugs and Alcohol	29
Learner Feedback	29
Issuing Certificates	29
Privacy and Consent Notices	30
USI Privacy Notice	30
National Vet Data Policy Privacy Notice	32

Welcome

Congratulations on your choice to undertake a qualification with OCTEC Limited.

Our Goals, Vision, Mission and Values

Our Goal

Our goal is:

- To develop and manage projects that assist people to acquire and improve their ability to seek, obtain and retain employment.
- To research, initiate and develop programs that provide support services for local people, in particular young or otherwise disadvantaged people.
- To seek support in the community to assist people to develop their capacity for obtaining and retaining employment and to become more self-reliant and better skilled during periods of unemployment.
- To research, initiate and develop programs that provide industry training and employment opportunities.
- To provide services and programs which address and relieve poverty, sickness, distress, misfortune, destitution or helplessness.

Our Vision

Our vision is to help individual's access training and employment opportunities, assist industry recruit and develop skilled workforces, and contribute to communities in regional and rural NSW becoming more sustainable.

Our Mission

As a community based organisation, OCTEC is committed to providing specialised training and assessment services, in a tolerant and equitable learning environment, that meet the needs of the communities it serves.

Our Values

OCTEC staff are expected to deliver the organisation's services and to perform their specific duties in a manner that is consistent with the values of the organisation. These are:

- **Quality Service Provision** – We are committed to the pursuit of excellence and aim to provide a high quality service to all the clients and communities we work with.
- **Financial Sustainability and Flexibility** – We conduct our operations with a constant focus on financial viability, both short-term and long-term, to ensure that we can continue to deliver the many services we provide. We also remain flexible and open to business opportunities as they arise, so that we can grow the organisation and continue to deliver a wide range of services that are responsive to community needs.
- **Community Based** – While operating in a professional, business-like manner, we maintain an awareness of our community origins, have a strong emphasis on localised service provision, and encourage staff involvement in local community groups, activities and events.
- **Ethical and Honest** – We expect our staff to always perform their duties in an ethical and honest manner.

- **Caring** – We care for our staff as individuals with needs and responsibilities that go beyond the workplace, and in turn, we expect our staff to provide our services in a caring manner – individualised, empathic, compassionate and outcome-focused.
- **Committed** – We expect staff to demonstrate a commitment to their work and to the organisation that goes beyond it being ‘just a job’. In turn, OCTEC is committed to supporting staff members to grow, develop, progress and experience high levels of job satisfaction.
- **Professional** – We expect staff to perform their duties in a professional manner, built on the foundations of caring, committed, ethical and honest behaviour.
- **Ecologically Responsible** – Wherever practicable, we adopt and maintain practices that reduce the generation of waste, lower energy consumption and encourage the use of recycled materials.

About Us

OCTEC is a leader in assisting people and their communities to provide early pathways to employment, and to help individuals adjust to changing employment conditions. To do this, much of the focus of OCTEC programs is on vocational education and training, disability support and employment services. A key to the success achieved by OCTEC has been tailoring training and support to individual needs and local circumstances. This has required OCTEC to continuously evolve as an organisation over the 40 years of our existence.

The training, support and employment spheres in which OCTEC operates are becoming increasingly competitive. They are becoming increasingly dominated by large providers from both the public and private sectors. As a medium-sized provider from the community sector, OCTEC has been able to differentiate what it does, specialising in key areas of training and support, while maintaining a network of customised services across NSW, and now in the ACT and Victoria.



Our Scope of Registration

As an Registered Training Organisation (RTO) we deliver nationally recognised qualifications from the following packages: BSB (Business Services); CHC (Community Services); SIR (Retail Services); SIT (Tourism, Travel and Hospitality), TLI (Transport & Logistics).

A full list of qualifications can be found on our Website or by visiting www.training.gov.au

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. Our RTO provider code is 90142.

We have offices in Orange and Penrith. Our courses are delivered by appropriately qualified and experienced trainers, and through a variety of methods. We offer training sessions via:

- Face-to-face support
- Workplace visits
- Classroom lessons
- Online modules
- A combination of the above

Contacting Us

Our contact details are listed in the 'Important Details' section at the beginning of this Handbook. Feel free to contact us with any query you may have regarding your learning experience with OCTEC Limited.

Change of Services

OCTEC Limited will advise Learners as soon as practicable of any changes to agreed services including a change of ownership of the RTO and any changes to, or new third-party arrangements OCTEC Limited puts in place, for the delivery of services to those Learners.

Legislation

As an RTO, OCTEC Limited is required to adhere to legislation designed to uphold the integrity of nationally recognised qualifications. This includes:

- the Standards for Registered Training Organisations (RTOs) 2015
- National Vocational Education and Training Regulator Act 2011

Additionally, OCTEC Limited abides by a range of other legal requirements at a State and Commonwealth level including, but not limited to:

- Anti-discrimination Act 1997 (NSW)
- Apprenticeships and Traineeships Act 2001(NSW) Amendment Act 2017
- Children and Young People (care and protection) Act 1998 (NSW)
- Copyright Act 1968 (2006)
- Employment and Workplace Relations
- Equal Opportunity Act 2010 (NSW)
- Fair Work (including harassment and bullying)
- Privacy Act 1998 (2001)
- Learner Identifiers
- Workplace Health and Safety Act 2011
- Disability Discrimination Act 1992

OCTEC Limited is dedicated to following the provisions in the VET Quality Framework.

More information about these regulations and legal frameworks can be found at:

- www.comlaw.gov.au which is the Australian Government website for Commonwealth Law
- www.asqa.gov.au which is the website for the regulator of Australia's vocational education and training (VET) sector

Code of Conduct

As a responsible member of the VET community, OCTEC Limited follows a Code of Conduct which outlines how you can expect the organisation and our staff to behave. Similarly, OCTEC Limited has expectations for Learner behaviour. These are outlined in the section 'Learner Code of Conduct'.

OCTEC employees are expected to behave in an ethical and professional manner at all times when they are working and representing OCTEC, and this code of conduct aims to help employees do so. While a code of conduct cannot cover all possible situations that an employee may face, a description of OCTEC's expectations and a set of principles that should act as a guide for employee behaviour and decision-making at all times can be found in OCTEC's Policy and Procedure manual.

Other Policies and Procedures

The following Policies and Procedures underpin OCTEC Limited's operations. Please contact our administration department for more information:

- Access and Equity Policy
- Appeals Policy
- Assessments Policy and Procedure
- Fees and Charges Policy
- Grievance Policy and Procedure
- Marketing Policy
- Policy for Learner Conduct
- Privacy Policy
- Refund Policy and Procedure
- Workplace Health and Safety Policy
- Consumer Protection Policy

Privacy

OCTEC Limited strongly supports the privacy and confidentiality of its Learners. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission, unless we are required to do so by law.

OCTEC Limited's Privacy Policy can be found on our website.

Access to Your Records

If you wish to access your Learner information file, please direct your enquiry to our administration department on 02 6362 7973.

Enrolment

The enrolment process may vary depending on the type of qualification you intend to study. A copy of our Learner Handbook has been supplied as part of our pre-enrolment process for you to read and understand.

An enrolment form must be completed, together with any required observations and/or self-assessment regarding special circumstances and/or training needs. Information on the fees and charges relating to your proposed course of study will be provided, and payment terms and methods will be agreed upon.

Once all enrolment forms have been completed, you will be enrolled into the qualification and a trainer and assessor assigned to help you through the course. Note that enrolment is not confirmed until fees have been paid or a payment plan has been arranged as agreed.

Enrolment Dates

OCTEC Limited operates on a system of rolling start dates and classroom timetables.

Entry Requirements

Please contact OCTEC Limited to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification that is specified as a pre-requisite for a course
- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and also, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials
- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection)
- Access to course specific materials such as personal protective equipment (PPE) or other tools of trade

Identification and Evidence Requirements

When enrolling in an OCTEC training program, you will be asked to provide identification so that we can confirm your identity and check your eligibility for Smart and Skilled subsidies, concessions or exemptions.

Evidence of residency in NSW or ACT:

Commonwealth or Government issued document providing evidence of living location

Evidence of citizenship, residence or visa status

- Australian or New Zealand Passport or
- Australian or New Zealand Birth Certificate

- Green Medicare Card or
- Visa or residency documentation

Evidence for concession fee

- Centrelink evidence – proof of benefit
- Centrelink evidence – proof of being dependent child, partner or spouse of a Commonwealth Government welfare recipient

Evidence for fee exemption – Aboriginality

- Student declaration/signature

Evidence for fee exemption – disability

- A letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or
- A current Disability Pensioner Concession Card that shows the CRN; or
- A current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and also shows the CRN; or
- A completed NSW School Leaver Individual Transition Plan that clearly identifies the student's disability; or
- any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or
- Documentary evidence of support demonstrating a clear additional need as a result of the student's disability. This evidence must be a letter or statement from:
 - A medical practitioner; or
 - An appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for a student with a disability), a school counsellor or special education coordinator, Centrelink, a Disability Service Provider, or a Job Capacity Assessor; or
 - A specialist allied health professional (including a rehabilitation counsellor, psychologist, speech pathologist,

Evidence for fee exemption – refugee or asylum seeker

- Relevant visa documentation; or
- ImmiCard (where appropriate)

If the student holds a Bridging Visa, the student must provide a document from the Department of Immigration and Border Protection acknowledging that the bridging visa is linked to an application for a humanitarian visa.

Note: Eligible Partners must also provide evidence that their visa sponsor holds or held one of the eligible humanitarian visas

Evidence for Fee-free scholarship

Students who are applying for a Fee-Free Scholarship should discuss specific evidence requirements with an OCTEC RTO Representative.

Unique Learner Identifier (USI)

A USI is required by all Australian Learners undertaking nationally recognised training. It allows Learners to access a secure online record of all qualifications gained regardless of the provider.

This system was implemented by the Australian Government in 2015, so it will show Learner achievements from 1 January 2015 onwards.

As an RTO, OCTEC Limited cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all Learners supply their USI upon enrolment.

If you do not have a USI, please visit <https://www.usi.gov.au/Learners/create-your-usi> for more information, and instructions on how to apply.

Personal Learning Plan

As part of the overall enrolment process, you will be required to take part in an assessment to evaluate your Language, Literacy and Numeracy (LLN) Skills. If, after completion of this assessment it is identified that you require extra assistance in this area, a personalised learning plan will be generated for you which will include a training program and supplements.

Where OCTEC Training Services determines that your current skills will place you at significant risk of being unable to complete your training successfully, we will assist to refer you to an agency that may be able to work with you to improve your skills.

Access and Equity

OCTEC Limited will work to meet the needs of the community and individuals and/or groups who might be otherwise disadvantaged. This includes providing fair allocation of resources and equal opportunity to access training services. OCTEC Limited prohibits discrimination based on factors including:

- Gender
- Age
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Religious background
- Parental status

OCTEC Limited will work to ensure all participants have the right resources available to allow successful completion of course requirements. This includes flexible delivery and assessment arrangements where necessary, and LLN support.

It is the responsibility of all staff at OCTEC Limited to uphold our commitment to Access and Equity principles. If you have questions or concerns, please contact us on 02 6362 7973.

Student Support Services

As part of your enrolment, OCTEC will conduct an assessment to help determine your individual needs. If you require any additional supports, we will develop an action plan with you to provide assistance to address your individual needs.

We can provide a variety of support services. Below is a summary of some of the services we can offer you.

If You Have a Disability or Literacy Difficulties

If you have a disability or literacy difficulties, OCTEC Ltd will work with you to develop an action plan to support your needs. This may include making changes or any 'reasonable adjustments' necessary for you to perform essential course-work. Reasonable adjustment is provided to those with a disability or special need, according to individual circumstances.

Reasonable adjustment may include, but is not restricted to:

- More time to complete assessments
- Demonstration of skills (where possible)
- Education support (one-on-one sessions with trainer/assessor)
- Use of visual aids
- Use of adaptive technology
- Additional activities to develop your LLN skills

If you require additional support, please advise your trainer or one of our Student Support Workers.

Student Support for Aboriginal or Torres Strait Islander People

OCTEC Ltd is able to provide student support services to Aboriginal and Torres Strait Islander students to help ensure the success of students. Services we can offer include:

- Verbal assessment rather than written assessments
- One-on-one sessions with trainer/assessor
- Additional time to complete assessments

Trainer Support

Your trainer will be available for one-on-one sessions to help you if you are struggling with any part of this program. Simply talk to your trainer and make an appointment for a one-on-one support session.

Other Support Services

OCTEC Limited is at all times concerned for the welfare of its Learners. If you are experiencing difficulties and/or require counselling or personal support, there are a number of professional organisations well equipped to offer services to help. Included are:

Lifeline: 13 11 14

Beyond Blue: 1300 224 636

Salvation Army: 13 SALVOS (13 72 58)

Centrelink: 132 490

FaCS (DoCS) Helpline: 13 21 11

Domestic Violence: 1800 737 732

NSW Rape Crisis Centre/ Sexual Assault Helpline: 02 9621 0800

Kids Helpline: 1800 551 800

Youthline: 0800 376 633

Alcohol and Drug Information Service Sydney: 02 9361 8000 or Regional NSW 1800 023 687

Support Line: 1800 633 063

NSW Poisons information Centre: 13 11 26

Reading and Writing Hotline: 1300 655 506

Fees

Information about fees and charges is documented clearly on our website www.octec.org.au or can be obtained by contacting OCTEC Limited. A number of factors will determine how much your course will cost. This includes things like:

- Which course you will study
- Course duration
- Study load and mode (full time, part time, face-to-face, online etc.)
- Any credits that may be applied through direct credit transfer, recognition of prior learning and/or recognition of current competency
- Your eligibility for subsidies or concessions

Costs will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees.

Some Learners may be eligible for a concession fee. Learners of Aboriginal or Torres Strait Islander people, or people in receipt of a Centrelink benefit such as Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible.

If you do not have a concession card, contact Human Services (Centrelink) to determine your eligibility <https://www.servicesaustralia.gov.au>

Course Fees

Please refer to OCTEC Limited's Course Flyers for the fees in your chosen area of study.

For Smart and Skilled eligibility and Learner fees please visit our website www.octec.org.au and follow the link to the Smart and Skilled website.

For Skilled Capital eligibility, Learner tuition fees and information on the Student completion payment, please visit the Skills Canberra website www.skills.act.gov.au

Fee Collection

Once a student has confirmed enrolment into a course, OCTEC will raise an invoice for student fees.

The invoice will be emailed or posted directly to the student unless prior arrangements have been made for another party to make the payment

In circumstances where an employer or other organisation (e.g. Employment Service's) has agreed to pay student fees, the invoice will be forwarded to that party for payment.

Invoices have a 7 day payment period, however payment plans can be negotiated.

All fees MUST be paid prior to final assessment for any qualification or course. No certificates or testamur will be issued until course fees are paid.

Payment Plans for the contribution requirements for some courses and programs are available to ensure you are able to obtain your qualification.

OCTEC will maintain a record of any fees paid in advance.

Other Fees

RPL/RCC

A charge of \$400.00 per unit applies for OCTEC Limited to conduct an RPL/RCC for Fee for Service Learners. Please contact OCTEC Limited administration for funded programs.

Re-issue of Transcripts

An administration fee of \$50.00 applies for OCTEC Limited to re-issue a copy of your Certificate or Statement of Attainment.

Cancellation Fee

A cancellation fee may apply for withdrawing from a course.

Payment Options

Payment of course fees can be made to OCTEC Limited via:

- Credit Card
- Debit Card
- Electronic funds transfer
- Cash
- Cheque

Payment plans are available for student course fees above \$1500.00. Please be aware that OCTEC Limited does not collect more than \$1500.00 in advance for services yet to be provided to an individual student or trainee, at any time throughout a course or training program. Fees must be paid by the agreed due date. This will be clearly stated prior to your enrolment.

Please note that outstanding fees may result in cancellation of your enrolment and/or OCTEC Limited withholding the issue of full or partial qualifications until all fees are paid. If you have trouble paying your fees, please contact us on 02 6362 7973 to discuss options.

Failure to Make Payment

If payments are not made according to the agreed terms of the training contract, OCTEC Limited may find it necessary to suspend training until payment is received. Failure of the Learner and/or their representative to meet payment obligations may result in the outstanding debt being handed over to a registered debt collector. Any fees associated with this service will be added to the total outstanding amount for recovery. If you are experiencing financial difficulty, please contact OCTEC Limited as early as possible to discuss options.

Refunds

Should a Learner withdraw from a course for any reason, a full or partial refund may be applicable. Information below outlines some of the circumstances under which a refund may be granted. Please contact OCTEC on 02 6362 7973 to discuss individual circumstances.

Course Withdrawal

If you wish to withdraw from a course, you must advise OCTEC Limited in writing of your decision within 10 working days. Send your notification to request a refund to training@octec.org.au and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for refund request

Your application will be reviewed and you will be advised of the outcome within 7 working days.

Statutory Cooling Off Period

The Standards for Registered Training Organisations require a person to be informed of their right to a statutory cooling off period. A statutory cooling off period is defined within the Australian Consumer Law which was introduced in 2011. A statutory cooling off period (ten (10) days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where that agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

Fee for Service

Where you withdraw from a course prior to commencing any learning and/or assessment tasks associated with the course, a refund of the full course fees will be made.

Where you withdraw from a course after commencement a pro-rata refund may be calculated for the units of study not commenced.

Smart & Skilled

Where you withdraw from a course prior to the “withdrawal without penalty” cut-off date (10 working days prior to course commencement) you will be refunded any fees paid at enrolment.

Notification to withdraw within 10 working days of course commencement will incur the cost of any learning materials damaged or not returned. This is because OCTEC Limited will have already purchased and provided resources to the Learner.

Where you withdraw from a course after the cut-off date no refund will be given unless under extenuating circumstances (such as a long term illness, death of a family member or unemployment and are at the discretion of OCTEC Limited’s Management).

Where Recognition of Prior learning (RPL) or Credit Transfer (CT) is granted to the Learner OCTEC Limited will calculate the new Learner fee accordingly and will refund any monies paid by the Learner in excess of the new calculated Learner fee.

Where a Learner has withdrawn from a qualification and has completed all the requirements for a lower level qualification which attracts a lower Learner fee OCTEC Limited will adjust the fee in line with the lower level qualification.

OCTEC complies with the Smart and Skilled Fee Administration Policy:

<https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>

Cancellation of Course by OCTEC Limited

In the event that a course is cancelled by OCTEC Limited for any reason, Learners enrolled at the time of the cancellation announcement will have their fees fully refunded. Learners who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

Exemptions

You may be exempt from some or all of the course fees that are payable, if you are Aboriginal or Torres Strait Islander people, disadvantaged or on a government benefit such as the Disability Support Pension.

Each course has eligibility criteria for exemption and will be assessed by OCTEC Limited based on information you provide in the eligibility checklist and your enrolment form.

Course Information

After enrolment, you will be given access to training materials in hard copy and/or digital format. Textbooks are provided for some courses. You will need to supply your own stationery materials. If studying online a welcome email will be sent with log-in details so you can access OCTEC Limited's online learning platform.

Duration

How long your course will take depends on a number of factors. Included are your own efforts and commitment to submitting assessments regularly and on time, your study load (i.e. full- or part-time) and how many units (if any) are eligible for credit transfer and/or recognition of previous experience and qualifications. Further, the level of the qualification being undertaken will impact on course duration. The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

Volume of Learning

The AQF expresses the time expected to gain a qualification as an equivalent to full-time years. This is known as the 'Volume of Learning'.

Volume of Learning statements provide an indication of the amount of time it is expected that a Learner would need as a full-time Learner to achieve the qualification. Volume of learning figures assume none of the competencies identified in a qualification are currently held.

The listed time frames account for all activities a Learner would undertake, including supervised training activities, classroom sessions, online modules and/or workplace learning, as well as individual study, practice and learning.

The Volume of Learning for qualifications in the VET sector are:

AQF Qualification Level	Typical Volume of Learning
Certificate I	0.5 - 1 year
Certificate II	0.5 - 1 year
Certificate III	1 - 2 years (up to 4 years for some traineeship agreements)
Certificate IV	0.5 - 2 years
Diploma	1 - 2 years
Advanced Diploma	1.5 - 2 years

(Taken from: <http://www.aqf.edu.au>)

Competency Based Training

Competency Based Training (CBT) is an approach to teaching that focuses on allowing a Learner to demonstrate their ability to do something. Used in the VET sector, CBT is used to develop concrete skills and is typically based on a standard of performance expected in the workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace. Assessment is based upon the learning outcomes expected from each Unit of Competency.

How does assessment work in CBT?

Assessment is specifically conducted to determine if a Learner can deliver essential outcomes related to the performance criteria within each Unit of Competency. Basically, this means assessment is conducted to see whether or not a Learner has the required skills and knowledge to perform effectively in the workplace. If a Learner's performance in the assessment does not demonstrate the requirements, rather than a fail, competency based assessment means the Learner is marked as 'Not Yet Competent', and more training is required to get to the point of being 'Competent'. Assessors will look for evidence against which to base their judgements of competency.

The ways to demonstrate to our qualified assessors that you can perform to the required standard and be classed as 'Competent' or 'Meeting Requirements', include:

- Being observed as you work/perform the tasks and activities
- Responses to verbal questioning
- Written responses to theory questions
- Responding to a role play or case study

- Conducting a project
- Submitting a written report
- Compiling a portfolio of work samples
- A combination of the above

OCTEC Limited has a Training and Assessment Strategy for each of the qualifications we deliver and we outline our approaches for conducting assessment in those strategies.

Training and Assessment Strategies

OCTEC Limited's staff are appropriately qualified and have sufficient, relevant industry experience to train and assess the courses delivered by OCTEC Limited. On occasion, a subject specialist may conduct assessment in conjunction with a fully qualified assessor. You will be advised of specific instances in your course whereby this may be the case.

Our methodologies regarding training and assessment work toward ensuring our processes meet national assessment principles including Recognition of Prior Learning (RPL), Recognition of Current Competencies (RCC) and Credit Transfer (CT). All courses are assessed under the competency based training and assessment criteria established under the AQF.

Flexible Learning and Assessment

Included in our training and assessment strategies are practices that promote flexibility in learning and assessment. This means we will work with you to provide options that are responsive to your individual needs, and that maximise learning outcomes and access to learning activities.

Training Plans

A training plan will be developed for all Fee for Service and Traineeship students. It will outline the skills and knowledge you will develop over the duration of the training plan. The training plan becomes a 'living document' and any changes are agreed upon and noted by all involved parties.

Traineeships

OCTEC Limited gives all Learners enrolled in a traineeship a training plan which outlines how and when training will take place. This is signed by all parties involved, and given to you at the start of the training contract or within 12 weeks of approval of your training contract.

Recognition Processes

OCTEC Limited offers assessment processes that enable recognition of competencies currently held, regardless of how, when or where the learning occurred. These are detailed below:

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is an assessment process that involves making a judgment on the skills and knowledge an individual has as a result of past study and/or experience. The aim of RPL is to recognise your existing competencies without having to go through the complete processes of training and assessment. You will still need to provide evidence though, upon which your assessor can base their judgement. Evidence must be:

- **Authentic** – it must be your own work
- **Sufficient** – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgement regarding competency
- **Current** – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- **Valid** – it must be relevant to what is being assessed

You may be eligible to apply for RPL on one or more Units of Competency in your course. Please contact our administration department to discuss your options.

Recognition of Current Competencies

Recognition of Current Competencies is a recognition process similar to RPL. It applies if a Learner has “...previously successfully completed the requirements for a unit of competency...and is now required to be reassessed to ensure the competence is being maintained”.

(Taken from: <http://www.voced.edu.au/vet-knowledge-bank-glossary-vet>)

Credit Transfer

OCTEC Limited acknowledges Credit Transfer as a legitimate avenue for recognising a learners prior studies. OCTEC Limited is required to grant credit for previous studies completed at an RTO or at any other authorised issuing organisation, such as a university.

As part of the enrolment process, learners will be provided with the opportunity to apply for Credit Transfer.

The RTO will assess the equivalence of the prior learning to determine the Credit Transfer eligibility. In the case of any non-equivalent units of competency, the RTO will complete an analysis to determine the equivalence of the study completed, comparing it to the relevant units or modules.

Foundation Skills

All training and assessment delivered by OCTEC Limited contain Foundation Skills. Foundation Skills are a mandatory component of Units of Competency.

They are non-technical skills that support participation in the workplace, the community, and adult education and training. Examples of Foundation Skills include things such as communication skills, literacy skills (reading, writing and numeracy), interacting with others, and skills to effectively participate in the workplace such as teamwork, problem solving, and self- and time-management.

Assessment Information

In accordance with the VET Quality Framework, OCTEC's training and assessment processes are valid, reliable, flexible and fair. Judgements to determine competence will be made by examining evidence gathered from a range of sources, using a variety of assessment methods. Clear information about the assessment process and evidence requirements will be provided and participants will be encouraged to assist collecting evidence of their own competence. Assessment processes will provide for the recognition of competence no matter how, where or when it has been acquired.

Reasonable Adjustment

OCTEC will ensure you have every opportunity to prove your competency. Reasonable adjustment will be made for individuals who find some forms of assessment difficult due to their personal circumstances. Adjustment may include additional assessment or forms of assessment e.g. verbal questioning, workplace evidence or practical demonstrations.

Assessment Process

The assessment process for each unit of competency will combine the skills and knowledge being assessed in practical applications. It is the responsibility of the Trainer and Assessor to ensure that the Participant is given every opportunity to demonstrate that they can meet the required performance standards. The assessment process your Trainer and Assessor uses must conform to the following principles:

Validity

Valid assessment means that it actually assesses the competency it is meant to assess. A valid assessment of a particular unit will ensure that:

- Evidence is collected from activities and tasks that clearly relate to the Unit of Competency
- Evidence demonstrates that the performance criteria have been met
- Evidence is sufficient.

Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor or by the same assessor on another occasion:

- Assessment practices should be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence

- Assessors must be competent in the National Workplace Assessor Competency Standards.

Fairness

Assessment is fair if it does not disadvantage any applicant in relation to another:

- Assessment practices and methods must be equitable to all groups of applicants
- Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment
- Applicants must be provided with opportunity to challenge the assessment.

Flexibility

Flexible assessment remains valid, reliable and fair while dealing with:

- The way the competency was developed or acquired through a formal training course or through on-the-job experience
- Any disability that the applicant might have, e.g. hearing impairment or reading difficulties
- The equipment used to demonstrate competence, e.g. the familiarity of the equipment to the Participant
- Different periods over which the assessment might be done; e.g. the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the Participant being assessed in individual learning outcomes or the elements that make up the competency.

Submitting Assessments

You are expected to complete assessments for all units in your qualification. You will need to submit assessments by the due date for a result to be recorded. You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose; ensure you talk to your trainer and/or assessor to clarify anything that is not clear to you.

Resubmissions

If you receive feedback to say your submission was 'Not Yet Competent', you will need to provide more evidence to support your claim for competency. This may mean re-doing some of the theory questions, putting extra or more relevant information into your portfolio, or demonstrating a task again. OCTEC Limited does not charge a fee for resubmission of assessments. If, after three attempts of resubmissions your work is still 'Not Yet Competent', you will be required to re-enrol in, and re-do the work for the unit, in order to achieve the full qualification.

Please contact our administration department for more information. All of the staff at OCTEC Limited will take every reasonable effort to help you succeed in your course.

Extension Request

You may be eligible for an extension for submitting your assessments due to unforeseen circumstances that have directly impacted your study. Extensions will be granted on a case by case basis. Please contact our administration department if you wish to apply for an extension.

Where to Get Help

Talk to your trainer and/or assessor for help in understanding how to complete your assessments. They are happy to support you and can be contacted through our office on 02 6362 7973.

Assessment Feedback

You will receive feedback regarding the outcome of each of your assessment items. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all elements that comprise that unit.

Plagiarism

All work that you submit must be your own. You will have signed a declaration at the start of each assessment that this will be the case.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by OCTEC Limited. To help you understand, the following are examples that constitute plagiarism:

- Copying sections of text or an article without acknowledging where the information came from
- Handing in someone else's work as your own
- Presenting work that was done as part of a group as your own
- Using information (pictures, text, designs, ideas etc.) and not referencing the original author(s)
- Failing to reference where information has come from
- Using AI (Artificial Intelligence) (i.e.: ChatGPT) to answer questions in an assessment

Consumer Protection

At OCTEC Training Services we are always looking to improve the way that we provide our services to our students. As such, if you have a complaint or you wish to make an appeal on a decision, we see this as a mechanism for improvement.

Complaints Process

Procedures

In the first instance the student (complainant) should discuss their complaint directly with their Trainer & Assessor or Program Coordinator to resolve the complaint wherever possible.

- If the complainant is satisfied with the outcome provided at this stage, no further action is required. If the complainant is dissatisfied with the outcome, the decision outcome or the time taken to resolve the matter they can proceed to make a formal complaint.
- The complainant should complete the Complaints Form (FG 43)
- Complaint Form (FG 43) to be sent to training@octec.org.au or presented directly to their Trainer or their Program Coordinator.

- Complaints and appeals lodged will be recorded on the OCTEC Limited Complaints Register within two (2) business days from the date the complaints or appeals were received;
- All complaints and appeals lodged formally by writing will be acknowledged in writing within seven (7) calendar days of being received. OCTEC Limited will conduct investigations and provide the Complainant/Appellant an outcome of the complaints/appeals within 14 days from the date the complaint or appeals were lodged;
- If appropriate, a meeting will be arranged between OCTEC Limited and the Complainant. The complainant will be advised that they may bring a support person to this meeting if they wish. All findings of the investigation will be made available, and all possible avenues will be considered to address and resolve the complaint.
- If the complainant is satisfied with the resolution offered the complaint will be deemed resolved, no further action required and the outcome documented in the complaints register and student's file. The complainant will receive written advice of the outcome within seven (7) calendar days of the meeting.
- Any necessary actions or corrections identified will be implemented to support the resolution offered.
- The complainant will have fourteen (14) calendar days from issuance of the letter to respond to OCTEC Limited if they require further information and/or want to appeal the outcome of the complaint.
- If the complainant/appellant remains dissatisfied with the response, decisions or outcomes provided they will be offered the option to proceed to a review by an appropriate party independent of both the RTO and the complainant or appellant.

Assessment Appeal Process

An assessment appeal relates to an assessment outcome of Not Yet Competent (NYC) that a student does not agree with. Students who disagree with the assessment outcome are able to appeal their assessment result through our appeals process.

OCTEC Limited provides students/trainees with the opportunity to resubmit a unit of competency. Students are able to resubmit assessments twice (on 2 occasions) to complete a unit of competency and achieve a competent result. If on the third attempt the student is found NYC the decision stands for the unit of competency.

Procedure Appeals and Resolution

- If the student is not satisfied with the assessment result or the reasons given for the NYC result they should talk directly to the trainer/assessor involved.
- If the student is still not satisfied with the result they can lodge a formal complaint using the Complaints Form (FG43) within 14 days of receiving the NYC result.
- The Manager Training Services will meet to discuss the appeal with the student. The student should be advised that they may bring an advocate to the meeting if they choose. The RTO Manager and RTO Compliance Manager will interview the trainer/assessor involved and review all the information relevant to the appeal and may ask the student (referred to as the appellant) to provide further information.
- The RTO Manager & RTO Compliance Manager will select the best course of action from the following options:
 - Review the decision made by the original trainer/assessor
 - Arrange an independent review of the decision by a second trainer/assessor

- Arrange for the student to be reassessed
- The appropriate action will be taken and the appellant will be notified within 30 days of formally lodging the complaint. The RTO Compliance Manager will keep a record of the appeal in the Appeals Register. The appellant will be advised in writing of the outcome including details of the reasons for the outcome.
- If the student is not satisfied with the internal appeals process OCTEC Limited will advise the student of their right to access the external appeals process.

Further action should the matter still remain unresolved?

- The complainant is to be advised that they have the right to refer the matter to any external authority/agency who may be relevant to their complaint. The following external agencies are nominated in the first instance as relevant points of referral the person may consider:
- In relation to consumer related issues, the person may refer their complaint to the Office of Fair Trading.
- In relation to the delivery of training and assessment services, the person may refer their complaint to the National Training Complaints Service via the following phone number: 13 38 73 or visit the website at <https://www.education.gov.au/NTCH>
- In relation to matters relating to privacy, the person may refer their complaint to the Office of the Australian Information Commissioner via the following details: <https://www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint> or call on 1300 363 992.
- If, after OCTEC Limited's internal complaints and appeals processes have been exhausted, and the complainant/appellant still believes that OCTEC Limited is breaching or has breached its legal requirements, the complainant/appellant may contact ASQA to lodge a complaint. Please note that:
 - ASQA does not have consumer protection powers and therefore does not act as an advocate for individual complainants, nor is it responsible for resolving disputes between complainants and training providers.
 - Complainants/appellant's must attach evidence to their complaint form showing that they have followed our RTO's formal complaints procedure and the RTO's response.
 - Contact to Australian Skills Quality Authority can be made through:
 - i. Visit <https://www.asqa.gov.au/complaints>
 - ii. Office number: 1300 701 801

Consumer Protection Policy (for NSW Smart & Skilled students)

In addition to the above complaints and appeals procedures, if you are enrolled in a Smart & Skilled funded qualification and your issue cannot be resolved as per the above procedure, you can also contact the [Smart and Skilled Customer Support Centre](#) for assistance. They can be contacted via their website, by calling 1300 772 104, or in person at a [State Training Services Centre](#)

The dedicated Consumer Protection Officer for OCTEC Training Services is the RTO Manager who can be contacted via training@octec.org.au or 02-6362 7973.

This policy should be read in conjunction with the [Smart & Skilled Consumer Protection Strategy](#)

Learner Conduct

Just as OCTEC Limited has a responsibility to meet expectations of Learners, legislation, and regulations, so too, do Learners have obligations they are expected to meet. It is expected that Learners will participate with commitment in their studies, regularly submit assessment items, and behave in a manner that does not breach workplace health and safety or the principle of respect for others.

Please see below the Learner Code of Conduct a copy can be obtained by contacting OCTEC Limited on: 02 6362 7973.

The policies and procedures of OCTEC Limited also form an important part of the Code of Conduct. It is expected that all Learners will:

- Ensure arrival on time for any face-to-face teaching, to return by the stated times after breaks and not to leave early without prior notice and good reason.
- Leave training rooms clean and tidy.
- Ensure an understanding of the requirements for the assessment of the course or unit.
- Check that holidays, business commitments etc. do not clash with examinations.
- Notify OCTEC Limited of any change in address or personal details.
- Maintain a high standard of behaviour whilst undertaking educational activities and refraining from any activities that may result in damage to property or unduly interfering with the comfort or convenience of other participants.
- Refrain from behaviour that may disrupt or interfere with the teaching or learning of others.
- Observe at all times all safety, health and hygiene requirements, including appropriate dress, footwear and personal protective equipment.
- Take responsibility to identify and tell staff about any individual learning needs
- Keep trainers and coordinators informed of any difficulties that may be interfering with their learning or where they may need some extra assistance.
- Check the assessment requirements for each subject including due dates and number of assignments.
- Be aware of, and meet, OCTEC Limited's individual expectations in relation to submitting assignments, attendance, communication, negotiation and problem solving strategies.
- Be aware of, and comply with, OCTEC Limited's policies that may affect Learners.
- Conduct themselves appropriately at all times whilst a Learner with OCTEC Limited.

Privacy when working via Zoom/Video

OCTEC Training Services utilises Video/Audio programs such as Zoom when working or studying remotely. Learners are often in private locations and a recording may capture personal information about the learner as well as others who may come into view and be incidentally captured.

Learners are reminded that recording of training sessions is not permitted unless specific criteria have been met.

Essentially, anytime you make a recording or photo that captures audio and/or visuals of other individuals, you are collecting personal information.

During our video training sessions we often deal with and discuss private issues, and share personal experiences and our relationships and interactions give rise to an obligation of confidentiality.

All learners must be clearly informed if they are to be recorded **and give permission**.

Learners should have also been given the following details:

- Why it's being recorded
- Who will be recording
- Storage and who will have access to the recording and for how long?
- Any alternatives if anyone doesn't want to be recorded
- Whether the recording will be paused for individual questions and/or 'private' discussion with participants
- If time will be allowed to adjust their setting before the recording commences e.g. turning off their audio and/or video, blur or apply a virtual background etc.
- Destroying recording as soon as possible after the event [Unless a recording is required as evidence, or is a public event, they are considered facilitative, or short term records. They need to be deleted permanently once no longer required for the purpose they are being recorded for]

In addition any recordings may be subject to copyright laws in relation to the material's being used and intellectual property which may further complicate the issue of recording.

For learners with special needs or disabilities, alternatives to recording sessions are available by arrangement with your trainer.

Learner Misconduct

OCTEC Limited views Learner misconduct seriously. We expect that our Learners will behave in an honest, respectful manner appropriate for a learning environment, and in a way that will uphold the integrity of the RTO. Consequences of Learner misconduct vary up to and including expulsion from the course. Examples of Learner misconduct include, but are not limited to:

- Academic misconduct including plagiarism and cheating
- Harassment, bullying and/or discrimination
- Falsifying information
- Any behaviour or act that is against the law
- Any behaviour that endangers the health, safety and wellbeing of others
- Intentionally damaging equipment and/or materials belonging to OCTEC Limited and/or a partner organisation such as a school or workplace

Consequences for misconduct will depend on the severity and frequency of the breach and include, but are not limited to:

- Formal reprimand (warning)
- Suspension from the course
- Learner to reimburse the costs incurred by any damage caused
- Cancellation of the course without refund and/or credit
- Matter referred to the police

Learners found guilty of misconduct have a right to lodge an appeal by following our 'Complaints and Appeals' process. Please contact our administration department for further information on this process.

Please refer to the earlier section regarding Plagiarism.

Participation and Withdrawal

To ensure you gain the necessary skills and knowledge from your training, it is expected that you participate and engage in your training program. This includes attending classes, participating in training and assessment activities, and submitting your assessment work on time.

If for any reason you are unable to attend class, you must notify your trainer or your training coordinator as soon as possible.

If you are not: attending class, engaging in your training, or participating with your studies, you will be contacted to ascertain if you wish to continue with your studies. Where OCTEC Training Services are unable to contact you after multiple attempts, you will be withdrawn from the program. You will have seven (7) days to respond, after the final written correspondence.

Please note that every effort will be made by OCTEC Training Services, your trainer and/or training coordinator to keep you engaged in your training.

Workplace Health and Safety

Workplace health and safety legislation applies to everyone at OCTEC Limited. All staff, Learners and visitors have a responsibility to ensure the workplace is safe and that their own actions do not put the health and safety of others at risk. Please report any incident or hazard immediately to an OCTEC Limited staff member.

Smoking, Drugs and Alcohol

OCTEC Limited is a smoke-free workplace. Smoking is prohibited in all buildings and only permissible at designated locations away from building entrances; there is to be no smoking within four metres of a building entrance.

Any Learner under the influence of drugs and/or alcohol is not permitted on OCTEC Limited premises, to use OCTEC Limited facilities or equipment, or to engage in any OCTEC Limited courses or activity, this includes prescribed medication which may interfere with your capacity to learn.

Learner Feedback

OCTEC Limited is dedicated to ensuring its practices are constantly reviewed to ensure best possible outcomes. This approach to continuous improvement relies on input from Learners regarding their experiences whilst enrolled in their course. We welcome feedback at any time, but will also specifically ask for it at the completion of your study.

Issuing Certificates

Upon successful completion of your coursework and provided all fees are paid, a Certificate or Statement of Attainment will be issued to you within 30 calendar days of you being assessed

as meeting all requirements for the course. This meets the compliance requirements as set for OCTEC Limited and other RTOs in the Standards for RTOs 2015.

If for some reason OCTEC Limited ceases to operate whilst you are still enrolled, a Statement of Attainment will be issued to you for the units within the qualification for which you have successfully met requirements. (See also, the section 'Cancellation of Course by OCTEC Limited')

Privacy and Consent Notices

Privacy Policies and Complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy (<http://www.usi.gov.au/Pages/privacy-policy.aspx>) or by contacting the Registrar on 13 38 73 or email usi@industry.gov.au. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- Misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- A failure by us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how OCTEC Limited collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to OCTEC Limited's privacy policy which can be found at www.octec.org.au

OCTEC is committed to maintaining your dignity as a client of our programs, through respect for your privacy and the maintenance of confidentiality in matters relating to your participation in our programs. We acknowledge and adhere to our responsibilities under the Australian Privacy Principles (APPs) and aim to ensure that all personal information in which we come into contact is managed in an open and transparent manner.

If you wish to access information that we hold about you, you can do so by making a request to an OCTEC manager either verbally or in writing, and OCTEC will provide you with access within 14 days. If you feel that any of the information we hold about you is incorrect, you can request that it be corrected. If you believe that we have breached the Australian Privacy Principles, you can make a complaint to your case manager, trainer or an OCTEC manager either verbally or in writing, and we will investigate the complaint in a sensitive and professional manner.

USI Privacy Notice

If you do not already have a Unique Student Identifier (USI) and you want OCTEC Limited to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, OCTEC Limited will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;

- your gender; and
- Your contact details

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a Medicare card, birth certificate, driver licence, Australian passport, citizenship document, certificate of registration by descent, ImmiCard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask OCTEC Limited to make an application for a student identifier on your behalf, OCTEC Limited will have to declare that OCTEC Limited has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that OCTEC Limited has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
 - applying for, verifying and giving a USI;
 - resolving problems with a USI; and
 - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
- the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
- education related policy and research purposes; and
- to assist in determining eligibility for training subsidies;
 - VET Regulators to enable them to perform their VET regulatory functions;
 - VET Admission Bodies for the purposes of administering VET and VET programs;
 - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - researchers for education and training related research purposes;

- any other person or agency that may be authorised or required by law to access the information;
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

National Vet Data Policy Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

How we use your personal information

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

How we disclose your personal information

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

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

How the NCVER and other bodies handle your personal information

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

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

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

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

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

For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at <https://www.ncvet.edu.au/privacy>.

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

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

Surveys

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

Contact information

At any time, you may contact OCTEC Ltd to:

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

OCTEC Ltd

247 Anson Street

Orange NSW 2800

Please refer to OCTEC Privacy Statement at <https://www.octec.org.au/privacy-statement/>

VET Data Use Statement

Under the Data Provision Requirements 2012 OCTEC Ltd is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by OCTEC Ltd for statistical, administrative, regulatory and research purposes OCTEC Ltd may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

NCVER is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

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