



**OCTEC**  
**UNITED**  
**TRAINING**  
**SERVICES**

# Learner Handbook

[www.octec.org.au](http://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

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# Welcome

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

## Our Goals, Vision, Mission and Values

### Our Goals

Our goals are:

- 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 individuals access training and employment opportunities, assist industry recruit and develop skilled workforces, and contribute to communities across the country becoming more sustainable.

### Our Mission

As a community based organisation, OCTEC Limited 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 Limited 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, Victoria and Queensland.



## Our Scope of Registration

As a 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 and Logistics); FSK (Foundation Skills).

A full list of qualifications can be found on our website or by visiting [www.training.gov.au/organisation/details/90142](http://www.training.gov.au/organisation/details/90142)

In Australia, only Registered Training Organisations can issue nationally recognised qualifications. OCTEC Limited's 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
- Virtual delivery
- Online modules
- A combination of the above.

# Legislation

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

This includes:

- National Vocational Education and Training Regulator (Outcome Standards for Registered Training Organisations) Instrument 2025
- National Vocational Education and Training Regulator (Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements) Instrument 2025
- Credential Policy (Standards for Registered Training Organisations)
- 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 1977; Anti-Discrimination Amendment Act 1997 (NSW)
- Apprenticeships and Traineeships Act 2001; Apprenticeships and Traineeships Amendment Act 2017 (NSW)
- 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](http://www.comlaw.gov.au) which is the Australian Government website for Commonwealth Law
- [www.asqa.gov.au](http://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
- Complaints and Appeals Policy
- Training and Assessment Policy
- Fees, Charges and Refunds Policy
- Marketing and Recruitment Policy
- Student Support 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 Statement 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 Training Services Department on 02 6362 7973.

## 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.

## Enrolment

The enrolment process may vary depending on the type of qualification you intend to study, and whether and state or territory-based funding arrangements are in place. A copy of our Learner Handbook has been supplied as part of our pre-enrolment process for you to read and understand. As part of this process, you should also have information made available to you about the nature of the course, eligibility and assessment requirements, and any other factors that would allow for your progress through your enrolment.

Your enrolment process will comprise of:

- Discussing your required responsibilities and suitability for the course with a member of the Training Services team
- Completing and returning the required enrolment form
- Providing suitable and required forms of Identification/documentation
- Completing Language, Literacy and Numeracy (LLN) and where required, Digital Literacy proficiency tests.

Once all enrolment documentation has been completed and returned, your enrolment will be confirmed, and you will have both a Training Coordinator and a Trainer and Assessor assigned to assist you throughout your enrolment. Please note that your enrolment is not confirmed until all documentation has been completed and provided, and any fees have been paid or a payment plan has been arranged as agreed (if applicable).

## Course Dates and Duration

OCTEC Limited operates on a system of classroom schedules, and rolling start dates for a number of programs. Duration of a training programs is depending on a number of factors, such as the type of qualification, the number of units involved, and the mode of training delivery. This information is provided to students prior to enrolment.

# Entry Requirements

OCTEC Limited's Training Services team will inform prospective learners of entry requirements for training courses, and confirm that these are met prior to enrolment. Entry requirements will also be advised on marketing and promotional material, such as course flyers. Entry requirements may relate to things such as:

- Previous workplace experience
- Previous completion of another qualification or unit of competency that is specified as a pre-requisite for a course, or a component of the 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 (where required)
- Access to a computer that has appropriate software and a digital literacy 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
- Possession of a Unique Student Identifier (USI)
- Citizenship and/or residency evidence, or evidence of specific Visa types
- Eligibility for State/Territory subsidised or fee free training.

Please contact OCTEC 's Training Services team at any time to discuss whether you are eligible for a course that you're interested in.

## 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 eligibility for training. Additional requirements may be required for confirming your identity when undertaking funded or subsidised training, and to check your eligibility for subsidies, concessions or exemptions. These are listed below.

### NSW Smart and Skilled Evidence Requirements

#### *Evidence of Living or Working in NSW*

Commonwealth or Government issued document providing evidence of living in NSW, or if not residing in NSW, employer-issued documentation confirming employment in NSW.

#### *Evidence of Citizenship, Residency or Visa Status*

Australian citizen:

- Australian birth certificate; or
- Australian Passport; or
- Certificate of Australian Citizenship (Naturalisation Certificate); or
- Green Medicare Card.

New Zealand citizen:

- New Zealand birth certificate; or
- New Zealand Passport; or
- Green Medicare Card

Permanent Australian Resident:

- Certificate of Evidence of Resident Status (CERS), confirming status as Australian permanent resident
- Green Medicare Card
- Visa Entitlement Verification Online (VEVO) check to confirm permanent resident status and check passport

Humanitarian Visa Holder and Partner Visa Holder

- Relevant visa documentation
- ImmiCard (where appropriate)
- In the event of holding a bridging visa, student must provide documentation from Department of Immigration and Border Protection confirming that bridging visa is linked to an application for a humanitarian visa.

### *Evidence for Concession Fee*

A concession fee is a discounted fee for a student who receives, or is the dependant of a person receiving a specified Commonwealth Government Benefit or allowance. Required evidence includes at least one of the following:

- A letter from Services Australia (Centrelink) confirming receipt of the benefit, and showing CRN and the benefit or allowance category
- Current concession card showing CRN and benefit or allowance category
- Current Centrelink income statement showing the CRN and benefit or allowance category
- Any other evidence that clearly shows the CRN and the benefit or allowance category
- A Department of Veterans' Affairs (DVA) Veteran Gold Card, Pensioner Concession Card or a DVA statement that the student has been assessed under the Military Rehabilitation and Compensation Act 2004 at 50 or more impairment points
- For students applying for Austudy or youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment, or two weeks within the date of commencement.

For students who are the dependant of a Commonwealth Government Benefit, required evidence includes at least one of the following:

- Documented evidence that the student is recognised as a dependant by the relevant agency (e.g. Centrelink)
- A DVA Veteran Gold Card in their own name, Pensioner Concession Card or document confirming their dependent status
- A statutory declaration can be used where evidence from Centrelink or the DVA cannot be provided.

### *Fee Exemptions*

A student who falls into one of the categories below will qualify for fee free training, on the proviso that they can provide the listed evidence required

#### *Fee Exemption for an Aboriginal or Torres Strait Islander student*

Self-declaration on an enrolment form will be accepted as evidence of eligibility

### *Fee Exemption for student with a disability*

Must provide one of:

- A letter from Centrelink confirming receipt of the Disability Support Pension, listing the CRN
- A current Disability Pensioner Concession Card that shows the CRN
- A current Centrelink income statement for the Disability Support Pension, clearly showing income is for the disability pension and showing the CRN
- A completed NSW School Leaver Individual Transition Plan that clearly identifies the student's disability
- Any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension
- Documented evidence, such as a letter from a medical practitioner, allied health professional, or appropriate government agency, demonstrating a clear additional need because of a student's disability.

### *Fee Exemption for student who is a dependant of a person with a disability*

- Must provide documentary evidence that Centrelink recognises the student as a dependent child, spouse or partner of someone who is receiving a Commonwealth Government Disability Support Pension
- Evidence should clearly show the CRN of the Disability Support Pension recipient.

### *Fee Waiver for a Refugee or Asylum Seeker (and their partner)*

- Must provide 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.

### *Fee-free Scholarships*

A student undertaking a full qualification up to and including a Certificate IV level course may be eligible for a Smart and Skilled Fee-Free Scholarship, if they can provide evidence that they meet one of the following:

- Are aged between 15 and 30 (inclusive) at the start date for training, and eligible for a previously mentioned concession fee category (above)
- Meet the Out-of-Home Care definition at the time of enrolment and are:
  - Aged 15-17 years and currently in out-of-home care:
    - Able to provide a copy of the Children's Court Care Order, or
    - A copy of the 'Confirmation of Placement' letter, or
    - A letter from the Department of Communities and Justice (DCJ) or the out-of-home care designated agency verifying that the student is in statutory or supported care, or
    - Any other evidence which clearly shows that the student is in out-of-home care
  - OR, Aged 18-30 years and previously in out-of-home care:
    - Able to provide a copy of the expired Children's Court Care Order, or
    - A copy of the 'leaving care' letter from the Minister for Families, Communities and Disability Services, or

- A letter from DCJ verifying the student was previously in statutory or supported care, or
  - Any other evidence that clearly shows the student was previously in out-of-home care.
- Are aged 15 and over and meet the domestic and family violence definition:
  - Evidence must be sighted by OCTEC within 12 months of enrolment, or before completion (whichever is sooner). For more information about the domestic and family violence definition, or to discuss required forms of evidence, please contact our Training Services team or visit: <https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/low-cost-and-free-training-options/fee-free-scholarships>.

## ACT Skilled Capital Evidence Requirements

### *Evidence of Living or Working in ACT*

Evidence of one of the following:

- A current ACT driver licence; Health Care Card; Pension Card; ACT Proof of Age Card
- Utilities account relating to the street address issuing within the last three months (e.g. mobile, telephone, electricity etc.); contract of purchase, current lease or rental document; ACT Government endorsed identification.

If not residing in ACT, but working in ACT, evidence of one of the following:

- letter, email or payslip from an ACT employer that shows the street address where the student is working in the ACT
- a statutory declaration confirming employment in the ACT.

### *Evidence of Citizenship, Residency or Visa Status*

Australian or New Zealand citizenship or permanent residency is to be provided: Australian birth certificate; Australian passport; Australian permanent resident visa; nationalisation certificate; green Medicare card; NewStart card.

Note: the residency status for New Zealand passport holders must be longer than six months.

For eligible visa holders, visa documentation or ImmiCard (where appropriate) is to be provided. For a list of eligible visa types, visit:

<https://www.act.gov.au/skills/students/australian-apprenticeships/eligible-visa-holders>

### *Loading Eligibility Evidence Requirements*

- Person with a disability
  - Self-identification on an enrolment form or evidence of either proof of benefit or documentation from a support professional.
- Aboriginal and Torres Strait Islander
  - Self-identification on an enrolment form.
- Youth at Risk (17-24 years of age)
  - Referral form, as well as evidence of a letter from a support agency or third-party organisation confirming student circumstances.
- Long-term unemployed
  - Signed and dated Skilled Capital Job Seeker Referral form or a letter from employment services provider confirming the student has been the recipient of services for at least 52 weeks.

# Unique Student 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 will show a learner their records of any Vocational Education and Training enrolments since 1 January 2015.

The USI initiative is supported by the [Student Identifiers Act 2014](#). Under this legislation, OCTEC Limited, as a Registered Training Organisation (RTO) cannot issue Certificates or Statements of Attainment to a student without a USI. Therefore, it is mandatory that all learners supply their USI upon enrolment, or provide OCTEC with permission to create one on their behalf.

Your USI is an individual number for life, so you only need to create it once. To create a USI, or to locate an existing USI, please visit: <https://www.usi.gov.au/students/get-a-usi>

If you do not already have a Unique Student Identifier (USI) and you want OCTEC Limited to apply to the Student Identifiers Registrar (Registrar) for a USI 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.

# Learning, Literacy and Numeracy (LLN) and Digital Literacy

As part of the pre-enrolment process, you will be required to take part in an assessment to evaluate your Language, Literacy and Numeracy (LLN) Skills. For certain programs, you may also be required to complete a 'Course Readiness' questionnaire to determine your Digital Literacy proficiency. LLN testing provides performance indicators of an individual's five core skills: Learning, Reading, Writing, Oral Communication and Numeracy. An individual's core skills proficiencies can be measured against the required core skill levels that a specific qualification requires; this informs OCTEC about how suitable and prepared a student will be for their desired course, and what additional support may be required.

Students will be permitted to attempt LLN testing on two occasions, if required, to demonstrate their suitability for the course in question. In the event that an individual's results indicate that they are only narrowly below the core skill levels required by the training, it may still be deemed suitable to proceed with enrolment, but with some additional support strategies. These support strategies would be discussed in conjunction with the prospective student, the OCTEC staff member coordinating the Training Program (Training Coordinator), as well as the Trainer and Assessor who will be facilitating the training. In the event that core skill levels are significantly below the entry requirements for the course, the RTO may recommend alternative forms of training, as well as potential strategies to improve core skills. These strategies may include external referral to services that will assist an individual to improve their core 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, in order to create a socially and culturally safe and supportive environment for learners. This includes providing fair allocation of resources and equal opportunity to access training services. OCTEC Limited prohibits discrimination based on factors including:

- Gender
- Age
- Disability
- Marital status
- Sexual orientation
- Race
- Ethnicity
- Aboriginal or Torres Strait Islander status
- Religious background
- Parental status.

OCTEC 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.



# If You Have a Disability or Literacy Difficulties

If you have a disability or learning difficulties that you wish to disclose, OCTEC will work with you to develop a plan of action to support your needs. This may include making changes or any 'reasonable adjustments' to learning or assessment material necessary for you to perform essential course-work and assessments.

Reasonable adjustment may include, but is not restricted to:

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

If you require additional support, please advise your Trainer and Assessor or Training Coordinator.

## Student Support

As part of your enrolment, OCTEC will engage in a screening discussion in order to discuss the different expectations and requirements of the training product you have enquired about, and will help to determine any individual learning and support needs that you may have. If you require any additional support, strategies will be discussed with you for how this can be best addressed.

OCTEC are committed to supporting students to achieve success in their areas of learning. Throughout the duration of your enrolment, your Training Coordinator will be in regular contact to discuss your progress, provide support, and also seek feedback about your experience with all elements of your training, with a willingness to make improvements wherever possible.

## Other Support Services

OCTEC Limited is at all times concerned for the wellbeing and welfare of its Learners. While OCTEC staff will at all times do their utmost to support your wellbeing, if at any time 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

Headspace Centre: 1800 650 890

Salvation Army: 13 SALVOS (13 72 58)

Centrelink: 132 490

FaCS (DoCS) Helpline: 13 21 11

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

Sexual Assault, Family and Domestic Violence Service (1800 RESPECT): 1800 737 732

Kids Helpline: 1800 551 800

Youthline: 0800 376 633

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

Victims Access Line: 1800 633 063 or Aboriginal Contact Line: 1800 019 123

NSW Poisons information Centre: 13 11 26

Reading and Writing Hotline: 1300 655 506

Autism Spectrum Australia: 1800 277 328

# Fees

Information about fees and charges is documented within corresponding course flyers, which can be found on our website [www.octec.org.au](http://www.octec.org.au) or can be obtained by contacting OCTEC Limited. Numerous factors may determine how much your course will cost, including:

- 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, concessions or fee exemptions

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.

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

For Smart and Skilled or Skilled Capital eligibility and Learner fees please visit our website [www.octec.org.au](http://www.octec.org.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 (such as Employment Services, or the student's employer) to make the payment; in this instance, 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.

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](mailto: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.

## 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 enrolment transferred into a suitable replacement. In the event that this is not possible, any fees paid will be 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.

# Course Material

Following the confirmation of your enrolment, you will be given access to training materials in hard copy and/or digital format, depending on the delivery mode of your chosen course. 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’s online learning platform.

# 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 Satisfactory', and more training is required to get to the point of being 'Satisfactory' in an assessment. Assessors will look for evidence against which to base their judgements of competency.

## Unit of Competency Outcomes

Unit outcomes are recorded as one of the following:

- **Competent (C)** – when students have consistently demonstrated their skills and knowledge to the standard required in the workplace for a completed unit, they are deemed competent.
- **Not Yet Competent (NYC)** – when students are unable to demonstrate appropriate levels of competence according to the performance requirements for a completed unit, they are deemed Not Yet Competent.

Units of competency are assessed using a combination of assessment methods, e.g. observation, questioning, etc, in order to provide evidence for the Trainer and Assessor to determine an outcome.

Below are a range of examples that a Trainer and Assessor may use to determine competence in a unit:

- Direct observation checklist
- Simulation role plays
- Workplace templates
- Written or verbal questionnaires
- Portfolios (e.g. collection of work samples by the student)
- Third party/supervisor reports
- Work placement evidence.

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 documents the mechanisms by which a program will be delivered, detailing the units that make up the program, the nature of assessments that will be involved, and the Trainer and Assessor who will be delivering the program.

## Recognition of Prior Learning

Recognition is an assessment process which confirms and formally recognises the skills and knowledge students have acquired, against the requirements of a unit of competency. Competencies may have been gained through work experience, formal education and training, or informal training.

The aim of RPL is to recognise your existing competencies without having to go through the complete process of training and assessment. As part of an RPL assessment, you will be required to submit a portfolio of evidence which demonstrates how you meet the benchmarks for competency for the unit(s) in question. This evidence will be assessed by your Trainer and Assessor, who will be ensuring that your evidence is:

- **Authentic** – it must be your own work
- **Sufficient** – it must demonstrate competence over a period of time and 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.

At times, an RPL application may still result in a Trainer and Assessor needing to put you through further assessments, particularly in the event that your evidence portfolio was insufficient against all unit requirements. Depending on the nature of the assessment requirements in the unit of competency, the trainer may be required to observe practical skills being performed in the workplace or simulated environment.

The Trainer and Assessor may require further discussion with you to substantiate your evidence to demonstrate that you are currently competent against industry standards for the unit of competency. This is often referred to as a 'competency conversation'.

If you feel that you are eligible to apply for RPL for one or more units of competency in your course, please contact our Training Services department to discuss your options.

## Credit Transfer

OCTEC acknowledges credit transfer as a requirement for recognising a learner's prior completion of the same or equivalent units of competency. OCTEC is required to offer opportunity to seek credit transfer and make prospective students aware of the policies and procedures for seeking credit. Decisions on credit transfer must be based on evidence of prior completion of an identical or equivalent unit to allow for consistent administrative decisions that do not compromise the integrity of the training product in question.

As part of this process, a student will be required to grant permission for OCTEC to contact the issuing RTO to authenticate the unit(s) attained, or alternatively, provide a current USI Transcript that displays the unit(s).

# Assessment Information

In accordance with the VET Quality Framework, OCTEC's training and assessment systems and tools are reviewed prior to use to ensure that assessments to be undertaken 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 students will have ample opportunity to clarify instructions, and if required, voice any concerns that could place them at a disadvantage. Assessment processes will provide for the recognition of competence no matter how, where or when it has been acquired.

## Reasonable Adjustment

OCTEC will fairly ensure all students have reasonable opportunity to demonstrate competency. Reasonable adjustment will be made to accommodate student needs, and will allow for a fair and valid assessment, without compromising the principles of assessment or rules of evidence. Reasonable adjustment strategies may include additional assessment or altered 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 requirements. 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:

- A range of evidence is collected from activities and tasks that clearly relate to the Unit of Competency
- Evidence demonstrates that you could perform the skills and demonstrate knowledge in other, similar situations
- Knowledge and skills are integrated with practical application, with skills being observed and carried out in an appropriate environment

### Reliability

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another Trainer and Assessor or by the same Trainer and Assessor on another occasion, with another student. Reliability is demonstrated by:

- Having assessment systems providing sufficient context, detail and guidance
- Developing evidence criteria that allow consistent judgement of performance
- Allowing for variations in tasks to meet student needs and contexts, without compromising benchmarks for competency
- Regularly monitoring and reviewing assessment practices and tools to ensure that there is consistency in the interpretation of the evidence.



## Fairness

Fair assessment accommodates the needs of a student, and ensures that it does not disadvantage students when compared to another. This is demonstrated through:

- Considering student needs and making reasonable adjustments to assessment processes or tools
- Ensuring assessment processes and criteria for determining performance are made clear to all students, prior to undertaking assessment
- Considering whether students require further training before undertaking assessment
- Providing applicants with opportunity to challenge the assessment appeals process and have it reviewed objectively.

## Flexibility

Flexible assessment ensures that assessment is appropriate to the context, training and student, and assesses knowledge and skills relevant to the training product. Flexibility of assessment is demonstrated through:

- Adjustment of assessment systems if students have previously demonstrated some aspects of a unit of competency
- Recognising that students may demonstrate competence in a variety of ways, including formal training or on-the-job experience
- Drawing from a range of assessment methods to find those most suitable to context, the needs of the student, as well as the requirements of the unit of 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 Satisfactory', you will need to provide additional evidence to support your claim for competency. This may mean re-completing some of the theory questions, putting extra or more relevant information into your assessment portfolio, or having another attempt at demonstrating a task or skill. OCTEC Limited does not charge a fee for resubmission of assessments. If, after three attempts of resubmissions your work is still 'Not Yet Satisfactory', you will receive a final outcome of 'Not Yet Competent' in the related unit; in this circumstance, you will be required to re-enrol in, and re-complete the assessments for the unit, in order to achieve the full qualification.

## Extension/Deferral 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 Training Services department if you wish to discuss an extension.

# Assessment Feedback

The Trainer and Assessor provides advice to students about the outcomes of the assessment process. This includes providing you with:

- Clear and constructive feedback on the assessment decision
- Information on ways of overcoming any identified gaps in competency revealed by the assessment
- The opportunity to discuss the assessment process and outcome
- Information on reassessment and the appeals process if applicable.

## Plagiarism

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. 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
- The use of Artificial Intelligence (e.g. ChatGPT) to answer questions in an assessment.

All claims of plagiarism will be investigated.

## Complaints Process

### Procedures

In the first instance the student (complainant) should discuss their complaint directly with their Trainer and Assessor or Training 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.
- Complaint Form (FG 43) to be sent to [training@octec.org.au](mailto:training@octec.org.au) or presented directly to your Trainer or Training Coordinator.
- All complaints and appeals lodged formally by writing will be acknowledged within seven (7) calendar days of being received. OCTEC 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 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 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 Satisfactory (NYS) or unit 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 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 Training Manager 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 Training Manager and Head of Training Services 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 Head of Training Services, Training Manager and 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 Head of Training Services who can be contacted via [training@octec.org.au](mailto: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, including the need for evidence of workplace hours, or access to workplace supervisors, where required.
- 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 Assessors 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 online platforms 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 must 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.

## 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 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.

## Student Participation and Progression

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.

Students who have regularly missed classes, or who are attending but not engaging or progressing in the course, will be contacted to determine if there is a reason why they are not progressing. Where no valid reason is provided, students will be withdrawn from the program.

Where OCTEC Training Services are unable to contact any student after multiple attempts both verbally and in written form, the student will be withdrawn from the program. Students will be given 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 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 premises, to use OCTEC facilities or equipment, or to engage in any OCTEC 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 times throughout the duration of your enrolment, as well as 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 in the Revised Standards for RTOs.

# Privacy and Consent Notices

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](http://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 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:
  - processing my application for a USI
  - verifying and providing a USI

resolving problems with a USI and creating authenticated Vocational Education and Training (VET) transcripts. The information may be disclosed to:

- a number of organisations, departments, regulators and other persons where it is reasonably necessary for the purposes of performing functions or exercising powers
- the Oversight Authority in instances pertaining to digital identity to enable them to perform their functions
- current and former registered education and training providers to:
  - enable them to deliver VET and Higher Education courses
  - meet their reporting obligations under the VET and Higher Education standards and government contracts
  - assist in determining eligibility for training subsidies and higher education funding
- schools for the purposes of delivering VET courses to me and reporting on these courses
- the National Centre for Vocational Education Research (NCVER) for the purpose of:
  - creating authenticated VET transcripts
  - resolving problems with USIs
  - collecting, preparing and auditing 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 their consent unless authorised or required by or under law.

Detailed information on the use of your information can be found in Division 5 - Collection, use or disclosure of student identifiers of the Student Identifiers Act 2014, and in the USI's Privacy Policy.

# 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 **Employment and Workplace Relations (DEWR)**, 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 NCVER will handle your personal information please refer to the NCVER's Privacy Policy at <https://www.ncver.edu.au/privacy>.

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

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the

DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

## Surveys

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

## Contact information

At any time, you may contact OCTEC Limited 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 Limited  
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 *National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020* and National VET Data Policy (which includes the [National VET Provider Collection Data Requirements Policy](#) at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

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

NCVER 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 Employment and Workplace Relations
- 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.