



STUDENT HANDBOOK



adept training take a leap forward

www.adepttraining.com.au

Please read this document carefully prior to enrolment.

Adept Training is a Registered Training Organisation (RTO No. 90991) registered with the Australian Skills Quality Authority (ASQA) and abides by the National Vocational Education Training Regulator Act 2011. Adept offers nationally accredited training, short courses, CPD and workforce development.

Adept Training is responsible for the quality of the training and assessment in compliance with ASQA and the Standards for RTO's and for the correct issuance of AQF certification documentation to eligible students.

Where Adept Training has a third-party arrangement with another RTO and they are responsible for the issuing of the AQF certification document, Adept Training will make that information publicly available.

Refer to www.training.gov.au for details of Adept Training's registration, staff contacts and list of qualifications on scope. Adept training is responsible for collecting, reporting, using and accessing VET data under the National VET Provider Collection Data Requirements Policy. Refer to www.ncver.edu.au/rto-hub/national-vet-data-policy

Our courses offer pathways to rewarding careers in growth industries, to further study or specialised vocational training and to enhanced wellbeing.

We deliver high quality education and training with a focus on interactivity, practicality and flexibility. We welcome and value diversity and strive to support accessibility for all students. We are passionate about our work and dedicated to our clients' success. Whether starting out, changing career, building on existing skills or returning to the workforce our graduates are well regarded by employers.

Student Handbook (overview)

This handbook outlines the terms and conditions including the rights and obligations that you will need to know and understand prior to enrolment. Please take the time to read this handbook and keep it as a reference. Before you complete and sign the enrolment form, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask. By filling in and submitting the enrolment form, you are acknowledging that you have read the student handbook and will abide by the information it contains.

Adept Training reserves the right to amend the terms and conditions at any time, however when we do, we will notify you within 10 days. Information specific to the program you are studying will be made available in separate documents. Should you have any concerns, or problems please contact us.

Student Rights and Responsibilities (overview)

Adept Training students have rights and responsibilities which they need to be aware of. When you begin an Adept Training course you will be provided with a student handbook. Students are advised to read the student handbook in its entirety for awareness and a better understanding. Useful government and non-government agencies and support services are listed at the back of this handbook.

Unique Student Identifier Number (USI)

All Australians who undertake vocational education and training must hold a unique student identifier (USI). The unique student identifier (USI) is a National Government initiative. Your USI account will contain all of your national recognised training records and results completed from 1st January 2015 onwards. This means that if you are planning to study with Adept Training you MUST have a USI or you won't be able to complete your training. If you don't provide Adept Training with your USI at enrolment or during the period of your course, we cannot issue you a Certificate, Statement of Attainment or Transcript for your training.

Applying for a USI

It is free and easy for you to create your own USI online. For further information on applying for an USI go to www.usi.gov.au

Granting Third Party Access to your USI Transcript

As part of Adept Training's enrolment process, we require students to grant Adept Training access to their USI record to check credit transfer eligibility. Students must not be required to repeat any unit of competency in which they have already been assessed as competent. A credit transfer will be granted in the case of a unit of competency that has already been completed.

Instructions for granting third party access to USI transcript can be found in Appendix A at the back of this handbook.

Code of practice

Adept Training has a Code of Practice which provides the basis for good practice and quality control in the delivery, marketing, operation, financing and administration of its training and assessment services. The Code of Practice is available on our website at www.adepttraining.com.au

Application for courses

All information relating to Adept Training's courses is available on our website at www.adepttraining.com.au. Opportunities to undertake the training are advertised on our website and through social media. It is important that you understand how we deliver our courses and ensure the modality is right for you. Before you enrol you should, review our student handbook, check the course information and request additional information if necessary. Please note our courses run throughout the year with a break at over the Christmas period, we do not observe school holidays.

Entry requirements

Courses may have specific entry requirements such as Language, Literacy and Numeracy skills, a specific level of education, a pre-requisite course or a unit of competency. Some courses require workbooks or reading to be completed before you attend a face-to-face session, some require an entrance test, workplace checks or special clothing such as protective footwear to be worn. Please check the requirements of your course before enrolling and make sure you can commit to the requirements of the course. Students who are not eligible will be contacted via email.

Enrolling Online

For courses valued more than \$1500, a deposit of \$500 is to be made at the time of enrolment. Students paying a deposit will be required to pay the balance of their fees through a scheduled payment pathway at set times with full payment required before course completion.

Courses valued less than \$1000, either a deposit (min. \$500) or full payment is to be made at the time of registration. Students paying a deposit will be required to pay the balance before course commencement. Deposits may be refunded where the LLN requirements are not met. Enrolment will not be confirmed until balance is received. When enrolling you tick the check box declaring that: *"I have read the terms and conditions outlined in the Student Handbook"* It is important that you have read and understand our Refund Policy before finalising your registration.

Distance education

Students selecting to enrol in a blended learning course (a combination of Distance Education and face-to-face Workshops) are deemed to have started their course when they have completed the course Induction form and received Learning Resource/s for their 1st unit of study.

Other enrolments

The student must complete and sign the enrolment form and return to Adept Training with their payment. All students when enrolling must provide Adept Training with proof of identify (POI) to verify their legal name as noted on either: their birth certificate, driver's licence or passport. This is a contractual requirement by our auditing bodies for the issuing of AQF certification.

Adept Training must be notified immediately of any change of name, address or any other details collected in the enrolment process. Inaccurate information may delay the issuing of certificates and fees apply for re-printing Certificates or Statements of Attainment where there is a discrepancy due to trainee details being out of date.

During the enrolment process you will need to confirm:

- that you have read, understood and accept Adept Training's terms and conditions.
- that you understand the information you provide when enrolling (including personal details and identification) will be collected by Adept Training under the National Vocational Educational and Training Regulator Act 2011 for Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) compliance purposes. The individual answers are not available for anyone to view and form part of data that is required to be collected for government audit, verification, research, statistical analysis, program evaluation, surveys. No information will be given or sold to any organisation without your written consent in accordance with the Privacy Amendment (enhancing privacy protection) Act 2012.
- that you consent to disclosure of this information to government departments and third parties for these purposes.
- and if applicable, you have authorised us to charge your credit card for the course fees.

Payments

A deposit may be required to enrol, and students may pay the balance by payment plan which requires fortnightly payments. A dishonour fee applies for any failed transactions for fortnightly payments. 1.65% Amex fees apply.

Payments may be made by the following methods:

Direct Deposit

Online payments can be set up through direct payment or direct debited from your account or credit card.

In person

Payment by EFTPOS or cash can only be made at Adept Training, 83 Marion Street Harris Park NSW.

By Telephone

Payment over the telephone may be made using a credit or debit card.

Centrelink

Adept Training is an RTO and many of our courses are on the approved course list with Centrelink. For assistance in paying your course fees please see Centrelink before enrolling in your course. For privacy reasons Adept is unable to contact Centrelink on your behalf.

Third party payments

If a third party / company is paying your fees, we will invoice the third party /company. Please ensure that a registration form is completed and forwarded to our office with your details including your USI number.

Smart and Skilled Funding for Students

The NSW Government subsidises training for eligible students under the Smart and Skilled funding programme. For details of Smart and Skilled funding and eligibility criteria follow the link below.

<https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/low-cost-and-free-training-options/smart-and-skilled>

Protection of fees

Adept Training Pty Ltd accepts no more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, Adept Training Pty Ltd may require payment of additional fees in advance from the student, but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student, does not exceed \$1500.

Consumer Protection Information

Please refer to the consumer law website for further information www.consumerlaw.gov.au

External review of the financial management practices take place on a regular basis to ensure that proper systems are maintained.

Changing or deferring

Students must choose their course dates carefully ensuring they can fully commit to attendance. If a student is unable to attend or to finish their course, they may attend another course within 12 months of the commencement date of the initial course they enrolled into.

A student may change or defer their course **once only**. Any other requests to change will be denied and the student must continue to attend their course, or their enrolment will be cancelled. In exceptional circumstances a student must apply in writing to the RTO Manager stating the reason for their request and supply supporting documentation as evidence. A decision will be given within 10 working days advising if the request has been granted or denied. There is an administration fee of \$250 to apply for an exemption.

Where there are changes to agreed services, Adept Training will advise all relevant students as soon as practicable, via the contact details provided at enrolment, telephone, text or email.

Withdrawal

Adept Training must be notified via email if a student wishes to withdraw from a course.

Terms and conditions of enrolment

By enrolling with Adept Training, a student accepts that they are responsible for any personal injuries sustained during the course and cannot hold Adept Training or its associates responsible. Adept Training will not accept responsibility for theft, loss or damage of any private equipment brought to training.

By signing the student declaration when enrolling you acknowledge:

- that the information you have provided is correct

Refunds and cancellations policy

Adept Training's finance policies have been developed and managed in accordance with standard accounting and financial management principles. These principles serve the purpose of ensuring Adept Training is always in the position to provide students with the training and assessment services that they pay for, and that the fees paid by students are protected. Adept Training is also committed to a fair refund policy that returns students fees where there is reasonable reason and notice provided.

Refund after course commencement, if Adept Training cancels, you will be refunded any outstanding paid fees for services which have not yet been provided. This will be calculated on a pro rata basis. Where units of competency have been completed a Statement of Attainment will be issued.

Fees received for applications and administrative processes that we provide for students are non-refundable.

Please refer to the consumer law website for further information www.consumerlaw.gov.au

Requirements

- Fees in advance: Adept Training Pty Ltd accepts no more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, Adept Training Pty Ltd may require payment of additional fees in advance from the student, but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student, does not exceed \$1500.
- Fees (*as noted above*) for training and assessment activities are due for payment no later than one working day prior to the commencement of the course for participants to be enrolled into a course – if spaces are still available.
- Upon receiving the programme fee students are provided with a receipt, duly dated and authorised.
- A tax invoice is provided as required.
- Record of fees received is maintained in the receipt's register.
- All expenses incurred are recorded in the payments register.
- The receipts and the payments registers are reconciled with the monthly bank statement.
- All refunds attract a \$200 administration fee.
- A full refund (minus the Administration fee) will be given if cancelled two weeks or more before starting the training/assessment activity or event
- A 50% refund will be given if cancelled one week or more before starting the training/assessment activity or event
- No refund will apply if cancelled within seven days of starting the training/assessment activity or event, or if a participant fails to attend or complete the training/assessment activity.
- Students selecting to enroll in our blended learning courses (*a combination of distance education and face-to-face workshops*) are deemed to have started their course when they have completed the course *Induction form* and received Learning Resource/s for their first unit of study.
- Participants seeking a refund are required to complete the Refund Request Form available on the website: www.adepttraining.com.au or contact our office telephone: 1300 366 044 for a form to be posted. Participants are required to provide a valid reason for requesting a refund.
- Adept Training does not engage in unsolicited marketing, if we do, the Statutory Cooling off period will apply. For more information refer to the Department of Fair Trading: <http://www.fairtrading.nsw.gov.au>
- Participants who are unable to attend or complete the course they have registered for, may send someone in their place, or transfer to another course of equal or greater value and pay the difference. In some circumstances Adept Training may agree to a refund for a cancellation within seven days, however the administration fee will be charged.

- If Adept Training are required to cancel a course due to the minimum number registrations, Adept Training reserves the right to cancel a course. If Adept Training cancels a course, participants will be offered a place in a future course or a full refund will be issued.
- Adept Training Pty Ltd reserves the right to dismiss any student for unacceptable or disruptive behaviour, and no refund will be given under these circumstances.

External review of the financial management practices will take place on a regular basis to ensure that proper systems are maintained.

First Aid course terms and conditions

If a student fails to attend the First Aid course, they will forfeit all fees and will be required to pay again. If a student is unable to attend the course they have registered for, they may send someone in their place. We reserve the right to cancel any course. A full refund will be offered for any First Aid course cancelled by us.

Provision of information

Adept Training provides access to accurate, relevant and up-to-date information to prospective students and clients; and provides access to this information to students and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

Language, literacy and numeracy (LLN) requirements

Please check the LLN requirements before enrolling. In some cases, low level support can be provided, however if extensive support is required for a student to be able to participate appropriately in the training or where deficiency will clearly inhibit achievement of learning outcomes, enrolment may be declined.

Refer to the Student Support Services in this handbook for further information.

Lateness and absenteeism

Attendance at every session is mandatory for student progression and successful completion. Students who are absent from class must call 1300 366 044 at least 8 hours prior to class commencing to advise they will not be attending class and MUST provide a medical certificate to cover the day they have missed. Adept Training may request the issuing medical practitioner to verify the medical certificate.

When a medical certificate is provided the content of the session needs to be covered in the student's own time or if extra help is required, the student must attend additional training as organised by Adept Training. This will be scheduled at the discretion of Adept Training.

Assessment days that are missed with the presentation of a medical certificate will be rebooked when there is space in a later session, this will affect the completion date of the student's course. If there is persistent lateness or absenteeism regardless of medical certification, the Adept Training reserves the right to cancel a student's enrolment. See Moving Courses, Absenteeism and Submission Completion Policy on our website. www.adepttraining.com.au

Absenteeism without a medical certificate will be recorded, and after the third occasion the enrolment will be cancelled.

NOTE: Arriving late to a session or leaving early is considered absenteeism

Mandatory workplace checks

To be eligible for the workplace experience components of some courses a student will need to provide a 'Criminal Police Check (at their own expense) and make a 'Statutory Declaration' if they have lived overseas for any period after the age of 16. Successful completion of the workplace component of a course is a mandatory requirement of the qualification. If the student has any disclosable outcomes, they will need to make an appointment to speak with an Adept Training staff member to discuss the next step.

Policies

The following Adept Training policies are included in a summarised format. For a complete copy of our policies please contact us.

Privacy and confidentiality of personal information

Adept Training collects personal information as we are required to under the VET Quality Framework to operate as an RTO.

When a student enrolls at Adept Training, the collection, storage, use and disclosure of any personal information they provide is protected under the Privacy Amendment (enhancing privacy protection) Act 2012. Any information we ask to be provided will only be that which is necessary for the purposes of the student's course enrolment, learning and assessment records. Information provided will be held securely and disposed of securely when no longer needed.

Adept Training will not give out information to any person or agency without the permission of the student unless we are required to by law. Data is reported to the National Centre of Vocational Education Research (NCVER) and as an RTO we are required to provide information to the Australian Skills Quality Authority (ASQA) and State regulatory bodies. Personal information may be used by Adept Training Pty Ltd for the purpose of promoting future learning programs to graduates.

If a student is over 18 years old no aspect of their enrolment will be divulged to a third party, without their written consent and will be limited to the content of that consent, unless required to by law.

Access and equity

Adept Training is committed to ensuring that access is maximised to the diverse needs of all clients. Adept Training complies with Commonwealth anti-discrimination legislation as well as relevant State and Territory legislation. All students will be recruited in an ethical and responsible manner, consistent with the curriculum or National Training Package. Prospective students will have access to clear information, prior to enrolment, about their course and Adept Training services and support. Programs are open to all adult members of the community regardless of age, race, gender, sexual preference, marital status or physical or intellectual impairment. We ensure that equity principles for all clients are implemented through fair allocation of resources and the right to equality of opportunity without discrimination. Language, literacy and numeracy are pre-requisites for all Adept Training courses as outlined in the training package.

Adept Training reserves the right to refuse enrolments from students if course capacity is met, funding allocation is exhausted, or enrolment documentation does not meet compliance requirements.

Harassment, victimisation and bullying

Adept Training is an equal opportunity education and training institution, committed to freedom from discrimination, verbal, sexual and physical abuse and victimisation. All students and Adept Training staff have the right to an environment free from such abuse. Please report any incidents or concerns to Adept Training administration team. Adept Training will acknowledge any reports within 5 working days and will investigate and respond within 60 working days. Adept Training reserve the right to dismiss any student for disruptive, inappropriate, bullying, harassing or discriminatory behaviour without refund.

Workplace health and safety (WHS)

Adept Training is committed to providing a safe and healthy environment for all staff, students and visitors. We regularly check, evaluate and review our facilities to ensure they meet or exceed the relevant Federal and State/Territory WHS legislation requirements.

Adept Training staff and students must conduct themselves in a manner that does not contribute to hazards or likely injuries to themselves or others. Adept Training staff are responsible for creating an environment that is safe and free from hazards. If you see anything which may be a hazard you must report it to your facilitator or an Adept Training staff member. All parties must abide by duty of care requirements in the workplace and training environment.

Student responsibilities whilst training

Adept Training has a responsibility to protect students from being harmed by taking part in practical or simulated classroom/workplace practices and learning. If there is evidence that a student's skills or behaviour could present a risk to themselves or others in the classroom/ workplace, practices will be postponed at least for a period of time.

To assist students to understand their responsibilities in the classroom/ workplace, the Adept Training trainer will explain to the student the range of duties for which they have the skills and knowledge. A student must not carry out duties other than those indicated by their trainer.

To assist Adept Training provide a safe environment for all staff and students, **Work Health and Safety Act 2011** reinforces "***Any person at a workplace, including customers and visitors must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions***".

While at Adept Training you must: ***take reasonable care for your own health and safety, take reasonable care for the health and safety of others, comply with any reasonable instructions, policies and procedure given by their employer, business or controller of the workplace.***

You must not interfere with or misuse anything provided for you in the interest of health and safety. You should report any safety issues or concerns to your trainer or adept staff as soon as possible.

Alcohol and other drugs

A student must not be under the influence or affected by any drugs or alcohol during any training or assessment session with Adept Training. If a student is taking prescription medication, they must ensure they are aware of any side effects that may hinder their work. If there are any safety issues, please discuss with Adept Training administration staff.

Please refer to Adept Training's Drug and Alcohol Awareness Policy and Procedures.

If a student drinks alcohol excessively or takes recreational drugs and are breath-tested or drug-tested, this could result in their course being cancelled and/or loss of employment.

Smoking and Vaping

Smoking or Vaping is not permitted during any training or assessment session at any Adept Training facility. The NSW Smoke-free Environment Act 2000 bans smoking in a range of public places in NSW.

Mobile Telephones

The use of mobile telephones is not permitted for any reason in the classroom. If students need to make or take a call or message, they must leave the classroom to do so.

Complaints, grievances and appeals

This policy aims to ensure that Adept Training responds to all complaints, grievances and appeals in an effective, timely, fair and equitable manner. The policy covers all students, staff and stakeholders of the RTO.

Feedback is always encouraged, and this feedback is not considered as a grievance until and unless this is stated as such and specific outcomes are requested. If your complaint, grievance or assessment appeal is not resolved to your satisfaction, we have processes that enable you to have the decision or outcome reviewed. If you would like to discuss it informally with someone you can contact Adept Training on 1300 366 044.

Adept Training will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

All formal complaints and appeals will be heard and decided on within 60 working days of receiving the written complaint or appeal. If Adept Training considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter.

If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested. Adept Training will maintain a secure Complaints and Appeals Register which documents all formal complaints, appeals and their outcomes. Any substantiated complaints as well as the complaints and appeals policy will be reviewed as part of the continuous improvement processes and appropriate corrective action taken to eliminate or mitigate the likelihood of the recurrence.

Each student has the right to register a formal complaint, grievance or appeal. Please give details of any complaints by mail or email. Adept Training take every complaint seriously and endeavor to provide a satisfactory solution. Adept Training regards each complaint, grievance and/or appeal as strictly private and confidential.

All complaints, grievances and appeals are processed as received without bias. Including complaints, grievance and appeals against any third-party arrangements i.e. providers delivering a training course in partnership with Adept Training. A list of all third-party arrangements Adept Training has with other RTO's and organisations is available – contact our office for a copy.

Complaints, grievances and appeals are documented in writing and the following procedure is followed:

- all formal complaints must be in writing and addressed to the RTO manager

- a complaint may be lodged anonymous compliant you may send it to 83 Marion St Harris Park NSW 2150
- complaints, grievances and appeals will be dealt with in a professional and timely manner.
- upon receipt of a written complaint – a written acknowledgement is sent to the complainant within 5 working days.
- complaints, grievances and appeals are confidential and will only be discussed with management and the party or parties involved.

The Director will be made aware of each complaint, grievance or appeal within 48 hours of receiving it.

- a written statement of the outcome will be given to the complainant within 60 working days
- if the complaint is not finalised within 60 calendar days, the complainant is informed of the reasons in writing and regularly updated on the progress of the matter
- the Director or the RTO manager will either deal with the complaint or convene an independent panel to hear the complaint, this shall be the complaints and appeals review committee. This will include representatives of Adept management, the teaching staff and an independent person.
- the complainant shall be given the opportunity to present their case and may be accompanied by other people as support or representation.
- the outcome will be communicated to all parties in writing within 60 days.
- if the processes fail to resolve the complaint, the individual making the complaint will have the outcome reviewed (on request) by an appropriate party independent of the RTO.
- if the processes fail to resolve the complaint, the individual making the complaint will be notified in writing within 60 days. A mediator can be provided by Newbery Consulting. Adept Training agrees to pay the cost of one mediation session of up to two hours and advises that, should the matter require further mediation, it will be at the cost of the complainant or appellant. An appeal by the complainant can be made to Adept Training to request a review of a decision, within 30 days of being informed of the decision, including assessment decisions.
- once complaints and appeals are finalised, the root cause of any complaint will be included in the systematic monitoring and evaluation processes of the RTO to see if there is a need to change any procedures or practices.
- all complaints and appeals are recorded on a register that includes relevant details to allow analysis of matters over time and identify any common factors that may need action.

Complaints made against Adept Training may be lodged with the registering body, Australian Skills Quality Authority (ASQA), by completing the complaint form at www.asqa.gov.au/complaints

Credit transfer

Adept Training recognises AQF qualifications and statement of attainments by other RTOs. This is known as Mutual Recognition. Other RTOs will also recognise as students Certificates and Statements of Attainment from Adept Training.

A credit transfer is a recognition of a unit or units of competency which have the same unit code and name or are superseded and equivalent to a unit of competency.

To be eligible for credit transfer the student must provide access to their USI Transcript to Adept Training. This may be done by logging on to the USI Portal and following the instructions for granting third party access to USI transcript found in Appendix A at the back of this handbook

The student must complete Adept Training's Credit Transfer Application form (available on our website or from our office).

The student may also be requested to provide the original or a certified copy of their Statement of Attainment or Certificate which we are required to authenticate with the issuing RTO.

Adept Training are required to verify that this is an authentic transcript with the issuing RTO. If a student has received a qualification from TAFE, the student will need to contact TAFE directly to request verification of the authenticity of the transcript which they will need to then provide in writing to Adept Training. Alternatively the student may log in to their USI registry account and give Adept Training permission to view their record of transcript.

A credit transfer request will be; granted, declined or more evidence requested. There are no fees for credit transfer.

Credit Transfer applications must be submitted at the time of enrolment.

Adept Training is not obliged to issue a qualification or statement of attainment that are achieved wholly through recognition of units and/ or modules completed at another RTO or RTOs.

Recognition of prior learning (RPL)

RPL means that skills and knowledge you have achieved through previous training, work or life experience are acknowledged. RPL will be granted only where sufficient evidence is provided of competence for an entire Unit of Competency. Please note that RPL will not be granted for partial units of competency.

An application for RPL must be lodged prior to course commencement. ***We recommend lodging an RPL application form at least 8 weeks before the commencement of a course.*** An invitation to attend an interview with an RPL assessor will be issued to ascertain the evidence requirements to progress an RPL application.

There is an RPL application fee of \$800 which includes the initial interview (*this is non-refundable, regardless of whether you are successful or unsuccessful in your application*). There is a \$750 fee per unit of competency – this covers our assessment of the evidence and identification of any gaps where further training or assessment may be required. Extra training or assessment would incur further charges if completed by Adept Training. If the student does not supply sufficient evidence, there is a \$200 fee per unit for reassessment.

Note that this is a self-directed assessment process where the applicant is asked to provide evidence that they can successfully achieve competency in each of the units. Adept Training make no guarantee that trainees will receive the full qualification through RPL.

To apply for RPL please download the RPL application form for your course from our website, complete and lodge with your payment and enrolment to arrange an RPL interview.

A student who have completed a qualification/s overseas may not qualify for RPL, as the Australian Qualification Framework that our accredited courses operate under may involve different learning outcomes.

Adept Training is not obliged to issue a qualification or statement of attainment that are achieved wholly through recognition of units and/ or modules completed at another RTO or RTOs.

Industry Consultation

Industry refers to any organisations that have a stake in the training, assessment and client services provided by RTOs. Adept Training liaises with industry representatives to confirm that the currency of all course material and to ensure training reflects industry needs. This consultation is essential so that training outcomes meet the knowledge and skill demands of industry and to ensure proposed courses are reflective of future industry and employment growth. Consultation also ensures assessment strategies cover significant points and provide results that are useful to prospective employers.

Validation

Adept Training validates all assessment tasks to ensure that the tasks and the results, are reliable, valid and fair and to ensure that the marking procedures are also fair and valid (Principle of assessment). Validating an assessment tool involves checking that the assessment task produces valid, reliable, sufficient, current and authentic evidence to enable reasonable judgments to be made as to whether the requirements of the relevant aspects of the Training Package or accredited course have been met. It includes reviewing and making recommendations for future improvements to the assessment tool, process and/or outcomes.

The information provided for our learners has been compiled over many years, from numerous sources, and years of experience on the part of the author(s). Adept Training are grateful to those that have shared their wisdom, experience and knowledge with us for the purpose of ongoing education. Adept Training takes every reasonable measure to ensure that information provided to participants is up to date, reliable and evidence based.

Assessment tasks and course results are also validated after use (Rules of Evidence) to determine whether the tool is providing consistency and reliable outcomes by course advisory committees.

Trainer Competencies

All assessment will be undertaken by assessors who meet the requirements stated to apply under the Australian Quality Training Framework in effect at the time at which assessment is conducted. (This includes the necessary assessment competencies determined by the National Quality Council or its successors in effect at the time of delivery and assessment

or the requirements stated to apply under the Standards for NVR Registered Training Organisations.)

Adept Training will ensure that all of our Trainers and assessors will have as a minimum, the following combination of:

- the necessary training & assessment competencies as determined by the National Skills Standards Council
- relevant vocational competencies at least to the level being assessed
- demonstrated current industry, training and VET knowledge and skills

Assessment Processes

At the commencement of your course with Adept Training, your trainer will explain the assessment process. Adept Training follows the assessment guidelines as set out by the AQTF and in accordance with the relevant training package to ensure assessments are reliable, flexible, fair and valid.

A variety of methods are utilised to assess students' competency. These include but are not limited to:

- written assessments
- verbal assessments
- case study assessments.
- research/project/homework tasks
- workplace/simulated observation and demonstration assessments
- workplace diaries

Each task is assessed as **Satisfactory** or **Unsatisfactory**.

If a student is assessed as **"Unsatisfactory"** in any assessment task, the student will be given an opportunity to re-submit, the unit of competence is deemed as **"Not Yet Competent"** - until all assessment tasks have been deemed **"Satisfactory"**

A student must achieve a **"Satisfactory"** result for all assessment tasks that make up the assessment method for each specific unit of competency, to enable a student to be deemed **"Competent"** in a unit of competence.

To be awarded a qualification – the student must be deemed **"Competent"** – in all units of competency that make up the qualification.

If a student withdraws without completing all units of competency or is deemed unsatisfactory in some units of competency, they will receive a Statement of Attainment for any units that have been deemed competent.

A student may need to undertake additional assessment tasks, undertake more training before being assessed again.

Please note that more than one assessor may be involved in the marking of student assessments.

Assessment Submissions

Adept Training students **MUST** follow the assessment timetable. If an assessment submission is 30 days or more overdue, the course enrolment will be cancelled.

Work Placement Requirements

Depending on what qualification the student has enrolled in, you may be required to participate in compulsory work placement as outlined in the relevant Training Package Guidelines. To achieve the relevant qualification, the student/s must have successfully completed the appropriate hours of work as detailed in the Assessment Requirements of the unit/s of competency of the respective qualification.

Students are required to have paid in full and completed all assessments (including distance assessments) before they are eligible to attend work experience. Contact Adept Training Administration office for further details. Assessment tasks are designed to evaluate evidence that a student can demonstrate competency in all relevant subject competencies.

Adept Training makes every effort to find suitable workplaces, however this is not guaranteed, a student may be required to find a suitable workplace. Locations and date for work placement are at the discretion of the host organisation and places are limited.

Assessment appeals

All appeals should be in the first instance be discussed with your trainer to allow you to see if it is possible to be re-assessed. Further information on assessment appeals is available under the heading Complaints, grievances and appeals in this document.

Competency Based-Training and Assessment

All assessments completed by Adept Training align with the following rules of assessment:

- **Fairness** – assessment procedures will be fair, so as not to disadvantage and learners
- **Flexibility** – a range of assessment methods are used, and reasonable adjustment is available, if required
- **Validity** – Assessment methods will be valid; they will assess the skills and knowledge as stated in the training package.
- **Reliability** – Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context.

Assessment procedures will:

- be equitable, culturally and linguistically appropriate.
- involve procedures in which criteria for judging performance are made clear to all participants,
- employ a participatory approach.
- provide for students to undertake assessments at appropriate times and where required in appropriate locations.

Reasonable adjustments may include the use of an alternative method of assessments and support such as scribing, verbal assessment and/or individual assessment conditions such as additional time in the assessment period.

A student must inform Adept Training of the nature of their disability at the time of enrolment to ensure that suitable adjustments may be made. For more information about the assistance and support available for a student with a disability, please contact Adept on 1300 366 044.

Certification

Certification will only be issued when a student has achieved competency in **all** elements/ performance outcome requirements for a unit of competency.

If deemed 'Not yet competent', a student may provide additional evidence of competency. Opportunities are given to students throughout the delivery of a course to be reassessed as they progress.

Should a student not reach competency for one or several of the units by the end of the course a student may be asked to attend a re-assessment workshop or attend another day training.

Re-assessment is an opportunity for a student to demonstrate that they have the gained the required skills and knowledge against the set criteria and can then be awarded the relevant qualification or unit of competence.

A \$200 re-assessment fee applies.

Accredited qualifications are made up of units of competency. The following may be issued:

- A Statement of Attainment is issued for units of competency completed where all units in a qualification have NOT been successfully completed e.g. a trainee withdrew from training.
- A Certificate is issued when all units of competency that make up a qualification have been successfully completed.

Qualifications and/or Statements of Attainment may take up to 30 days to be issued from the last unit of competency has been deemed "Competent".

Please do not contact Adept Training requesting a certificate or statement of attainment prior to this date.

For non-accredited courses a student will receive a Certificate of Achievement.

NOTE:

From 1st January 2025, all Certificates and Statements of Attainment will be issued electronically via email. Hard copies of Certificates and Statements of Attainment will be issued upon request. There is a \$10.00 fee for the first request to issue a hard copy Certificate or Statement of Attainment. Requests for additional copies incur a fee of \$40.00.

Completion Timeframes

All assessments must be completed successfully within 3 months of the final scheduled training and assessments session being delivered.

Students should follow the assessment timetable. If an assessment submitted for marking is 30 days overdue, the course enrolment may be cancelled.

Further fees apply where a student requests an extension of time;

Where qualifications are superseded and students transfer into the replacement qualification, additional fees apply. Refer “*training packages transition period*” of this document for further information.

An application for an “extension to completion timeframes” must be made in writing to Adept Training for review. Please email admin@adepttraining.com.au and detail the circumstances surrounding the request for an extension. A student will receive a response by phone or in writing within 7 days of the request being made.

Reasonable adjustments

Reasonable adjustment - means adjustments that can be made to the way in which evidence of candidate performance can be collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent/ not yet competent decisions (and/ or awarding grades) should not be altered in any way. That is, the standards expected should be the same irrespective of the group and/or individual being assessed; otherwise, comparability of standards will be compromised.

Reasonable adjustments will be provided for individuals with a disability according to the nature of the disability. Adept recognises the definition of disability as outlined in the *Disability Discrimination Act 1992*, specifically:

- a physical impairment including physical disfigurement chronic pain and back injury.
- an intellectual impairment
- a mental health condition.
- a sensory impairment (hearing/vision)
- a neurological condition e.g. acquired brain injury or learning impairment.
- a medical condition that may include asthma, epilepsy, diabetes or heart condition.

Reasonable adjustments may include individual assessment and advice, the use of alternative method of assessments and examination support such as verbal assessment and /or individual assessment conditions such as additional time in the examination period.

Individuals should inform Adept Training of the nature of their disability at the time of enrolment so that suitable adjustments may be made. For more information about the assistance and support available for students with a disability, please contact Adept Training on **1300 366 044**.

Training Packages Transition period

Transition period means, where a training product has been superseded, removed or deleted from the National Register, the allowable timeframe within which the learner’s training, assessment, and AQF certification documentation issuance must be completed or, in the case of a superseded training product, within which the learner is transitioned into the replacement training product.

Adept Training acknowledges their responsibilities in managing the transition period when a training package has superseded.

Adept will manage the transition from superseded Training Packages within 12 months of their publication on the National Register and Adept Training will only deliver currently endorsed Training Packages and currently accredited courses.

Adept Training will ensure that students are not enrolled in qualifications/courses that adversely affect their opportunities for employment, residency status and/or future study pathways.

Adept Training will provide timely and adequate advice and guidance to students if the qualification or course in which they are enrolled into is superseded/deleted/expired and we will ensure students are given the opportunity to transfer to replacement Training Package qualifications and accredited courses. (additional fees will apply).

Adept Training will not advertise nor market a superseded qualification once a unit of competency and/or accredited course has either expired, been superseded or deleted from its scope of registration.

Access to records

A student has the right to view or access copies of their Adept Training records to:

- view marked assessments.
- view summary of all their progress results
- personal information held on file by Adept Training.

If a student requires access to or copies of their records which are held by Adept Training, they may request for a Participant Record Access form by emailing: admin@adepttraining.com.au. A fee may apply for copies of requested records.

Please note the requirement for retention of student documents varies,

- 6 months for fee paying students
- 3 years for Smart and Skilled funded students.

Student misconduct and disciplinary procedures

Adept Training will not tolerate misconduct under any circumstances and a trainee may be asked to leave training room, and further action may be taken depending on the seriousness of the misconduct.

Misconduct includes but is not limited to the following:

- cheating or lying about marks or assessments
- impairing others' freedom to pursue their study.
- any conduct that brings Adept Training into disrepute including slander of Adept Training, participants or staff
- plagiarising material (plagiarism is the reproduction without acknowledgement of another person's words, work or expressed thoughts from any source)
- failure to comply with reasonable instruction or supervision.
- any conduct that places another person at a workplace health or safety risk (WHS).
- assault to any member of Adept Training staff, students or visitors including verbal, physical, threatening comments or gestures.
- any breach of anti-discrimination laws including but not limited to, race, gender, religion, age, marital status, ethnicity, sexual orientation, political beliefs etc.
- bullying and harassment, disorderly conduct, disruptive or abusive behaviour towards staff, students or customers of Adept Training

Bullying is defined as but is not limited to repeated verbal, physical and/or social behaviour that causes physical, social and/or psychological harm.

Harassment is defined as but not limited to unreasonable behaviour, pressured demands, insistent requests issued verbally or in writing.

- destruction or damage to any property of Adept Training or to any premises used by Adept Training including the students work placement premise.
- theft.
- persistent lateness, requests to leave early or any other unacceptable disruption
- the use of profanities, crass or obscene language.
- under the influence of or the use of drugs or alcohol
- smoking or vaping
- any behaviour that breaches the Privacy Act 1988.
- any criminal or anti-social behaviour
- failure to undertake assessments or mandatory work placement requirements as set out by Adept Training, Smart and Skilled contract and the AQTF.
- students are training to enter the Australian healthcare industry therefore the standards of communication and professionalism expected by the industry are required to be upheld throughout training, assessment and work placement. At all times you must respect other students, staff and visitors in any Adept Training premise or

workplace and must endeavour to work as a team. Respect, cooperation, professionalism and teamwork are a vital characteristic for anyone wishing to work in health care. Failure to follow professional standards will be considered misconduct.

Expulsion from the college

A breach of any of the student responsibilities or in the case of student misconduct as outlined in this student handbook or any other Adept Training policies may result in a student being expelled from the college without refund.

Expulsion following a breach will be effective immediately and does not require warnings or notice to be given to the student. A letter outlining the reason for expulsion will be issued to the student and the decision is final.

Following expulsion, a student is not permitted to enter any Adept Training, or its partners premises as outlined in the expulsion letter, to do so constitutes trespass and may result in police intervention and criminal charges.

A statement of attainment, if applicable, will be sent to the student within 30 days of the date of expulsion for any units of competency that have been completed.

Adept Training general information

- if an Adept Training trainer is ill or absent from a training session, we will endeavour to find a substitute trainer. If this is not possible the session will be rescheduled.
- Adept Training does not guarantee to place any student into immediate employment; however, we endeavour to assist our students in finding work.
- Adept Training does not provide references for students.
- Adept Training provides flexible learning and assessment options face-to-face, practical hands-on learning techniques, and workplace assessment tasks.
- student participation for blood collections is encouraged during HLTPAT002 Perform venous blood collections unit of competency, you will be asked to sign a waiver indicating your commitment to participation and safety. (This unit is not applicable to all qualifications)
- strict infection control protocols are adhered to during delivery of all courses, students must always obey the infection control protocols.
- if there is a change to any a student's personal details, Adept Training and Training Services NSW (if applicable) must be notified immediately to ensure students personal records are current throughout student enrolment with Adept Training.
- smart casual clothing and appropriate enclosed footwear must be worn in class.

Student educational support services

Adept Training will ensure that all students are given reliable and appropriate advice regarding support services and welfare facilities. The Adept Training will demonstrate regard for the cultural, social and special needs or disabled students and those from different backgrounds.

Adept Training will monitor the progress of each student and ensure individual support and counselling are available for any student experiencing any difficulties while undertaking a course with the college.

Students can access support services from the Student Liaison Officer via email at admin@adepttraining.com.au. Students may seek advice on additional support service or welfare services outside the scope of the Adept Training, through the RTO manager.

Student wellbeing is important to Adept Training, if a student has an issue of a personal nature they may consult their trainer or RTO manager. Support is offered to all students. Any notes, records or referrals made during discussions with an RTO representative will be dealt with according to the privacy policy as set out in this handbook. All records kept will be confidential. We will endeavour to respond to emails within 2 business days.

To maximise the chance of a student successfully completing their training, Adept Training provide additional educational support services necessary for the individual student to meet the requirements of the training product they are enrolled in, as specified in the relevant training package.

Adept Training students can make an appointment with our Student Liaison Officer to discuss a range of educational support options such as:

- course options and career pathway advice

- career changes advice
- course selections and suitable processes
- fees and payment options
- linking the student to a range of language, literacy and numeracy support options
- support to improve course completions through improving motivation, concentration and confidence.
- interpersonal skills in the classroom, including conflict resolution and negotiation skills.
- student concerns regarding harassment, discrimination and assessment appeals
- post course planning

Language, literacy and numeracy (LLN) requirements for all Adept Training students

Please check the LLN requirements before enrolling. In some cases, low level support can be provided, however if extensive support is required for a student to be able to participate appropriately in the training or where deficiency will clearly inhibit achievement of learning outcomes, enrolment may be declined.

Adept Training offers a variety of information /services to assist students with improving reading and writing skills.

Further information can be found in the Student Educational Support Services of this student handbook.

Student Rights and Responsibilities

Adept Training is committed to providing a learning environment that reflects both workplace and community expectations and standards.

All members of the Adept Training community, including those visiting any Adept Training sites, staff and other students can expect an environment and interactions that are:

SAFE AND HEALTHY: your behaviour must take account of the physical and emotional safety of others, be in line with Workplace Health and Safety standards and follow the specific requirements of the learning area in which you are operating

RESPECTFUL AND CONSIDERATE: you must treat others with respect, not act in a way that is aggressive, violent or intimidating.

FAIR AND EQUITABLE: you must not harass, bully, intimidate or treat others unfairly. Your behaviour must allow others to freely participate in their chosen activities, and not disadvantage or discriminate against them.

HONEST AND LEGAL: you must act within the law at all times and comply with Workplace Health and Safety legislation.

Adept Training staff and trainers have an obligation to all Adept Training students to ensure a healthy and equitable environment in which every student can undertake their chosen area of study.

If for any reason Adept Training are not able to deliver the services as agreed and paid for by the student, Adept Training will provide the student with a full refund for any services not delivered (defined as units of competencies paid for but not delivered yet).

Your Rights:

As a student at Adept Training you are entitled to:

- be provided with accurate and sufficient information to assist you to make informed decisions relating to your enrolment and learning experience expect the provision of high-quality training that recognises their individual learning styles and needs have access to all services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socioeconomic background, physical or intellectual impairment, and religious or political affiliation;
- pursue your educational goals in a supportive and stimulating environment have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment.
- be informed of learning outcomes and assessment procedures for the training program of their choice.

- appeal for a review of the results of an assessment. Be issued a AQF certification within 30 calendar days of being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled **is complete** and providing **all agreed fees** the learner owes to the RTO **have been paid**.
- expect that Adept Training Pty Ltd will be ethical and open in their dealings, their communications and their advertising expect that Adept Training will observe their duty of care to them.
- privacy and confidentiality, and secure storage of student records in accordance with the organisation's policies, to the extent permitted by law.
- if applicable, be notified of any change that may affect the services you agreed to. This includes a change in ownership of the RTO, and/or any changes to, or new third-party arrangements Adept Training puts in place, for the delivery of services that you agreed to

Your Responsibilities

As an Adept Training student you are responsible for:

- understanding and accepting the enrolment decision made by the RTO.
- understanding and accepting the enrolment conditions for the course you wish to undertake providing accurate information about yourself at time of enrolment, and to advise Adept Training of any changes to your personal contact details within 7 days.
- providing all required enrolment information, including but not limited to proof of identity where required.
- paying of all fees and charges associated with your course and providing your own course requirements where notified.
- being punctual and regular in attendance, recognising the rights of Adept Training staff and other students to be treated with dignity and fairness and behaving in an appropriate and acceptable manner towards them.
- attending classes unaffected by neither alcohol or illicit drugs (*Adept Training reserves the right to undertake a drug and alcohol test on any person that they deem to be affect by either of both*)
- not smoking or vaping on or in any Adept Training premises - or in any areas designated as 'non- smoking'.
- the security of their own personal possessions while attending a course.
- promptly reporting all incidents of harassment or injury to their trainer or Adept Training Student Liaison Officer.
- respecting Adept Training's property, and observing policy guidelines and instructions for the use of equipment
- participating in scheduled assessment events and submitting any assessment items on time as required.
- submitting authentic assessments, not engaging in plagiarism or cheating in any assessment.
- behaving in a responsible manner i.e. do not litter, harass or offend fellow students or staff or damage property.
- seeking clarification of their rights and responsibilities when in doubt.

Parking

Availability of parking at Adept Training facilities and venues varies and charges may apply.

NOTE: there is **NO** student parking at the Harris Park Marion Street Training Facility.

Adept Training Service Standards

Adept Training endeavour to provide the following levels of service to support our students in a timely manner, this may be subject of operational requirements at times.

Response Times

Please note our normal working week is Monday to Friday

Adept Training response times are:

- to telephone messages (normal working weeks) – within 1 business day
- to telephone messages (public holidays/Easter/Christmas) – within 2 business days of the office reopening
- to emails (normal working weeks) – within 3 business days
- to emails (public holidays/Easter/Christmas) – within 5 business days of the office reopening
- to student requests (normal working weeks) - within 5 business days
- to student requests (public holidays/Easter/Christmas) - within 7 business days of the office reopening

Certificates

Certificates will be issued within 30 calendar days (as outlined by ASQA) of the last unit of competence being deemed competent.

All Certificates and Statements of Attainment will be issued electronically via email. Hard copies of Certificates and Statements of Attainment will be issued upon request. There is a \$10.00 fee for the first request to issue a hard copy Certificate or Statement of Attainment. Requests for additional copies incur a fee of \$40.00.

Please do not contact Adept Training requesting a certificate or statement of attainment prior to this date.

References

Adept Training trainers or staff do not provide references for students nor graduates.

The certificate issued by Adept Training is sufficient evidence that a graduate has met the required industry standard at the time of graduation.

Student Guides and Links to Online Learning and Assessments

These resources are provided to the student in a structured manner and timeframe throughout the course enrolment time to optimise the students learning experience.

Child minding

Adept Training does **NOT** provide child minding services, children are **NOT** permitted to attend classes. Children or anyone not enrolled in the course will not be permitted access to Adept Training College, venue or course. Standard absenteeism applies should the student miss classes due to family matters, illnesses or emergencies.

Certification –reprint or reissue

All Certificates and Statements of Attainment will be issued electronically via email. Hard copies of Certificates and Statements of Attainment will be issued upon request. There is a \$10.00 fee for the first request to issue a hard copy Certificate or Statement of Attainment.

Requests for reprints or reissues incur a fee of \$40.00.

Individuals seeking a certification reprint or reissue may request a reprint of, or amendment to, a qualification, statement of attainment or transcript of results, by contacting the Adept Training Student Liaison Officer at admin@adepttraining.com.au and requesting the Adept Training Certification Reprint / Reissue form,

The form is to be completed and returned via email to admin@adepttraining.com.au with the applicable fee for student record retrieval, as follows:

- Hard copy - \$40.00
- Electronic copy - \$20.00

Records may be limited at time of printing

Other fees TO BE CHECKED BY AMC

Fees apply for the following:

Moving course

Application to move to another course free on the first occasion.

Application to move to another course on subsequent occasions fee \$250.00.

Re-assessment – \$200.00

You may be asked to attend workshop or another course.

Re-booking – \$165.00

You may change or defer your course once; further deferment incurs charges.

Administration – \$200.00

Refund of fees within time limit, minus admin fee.

Criminal Record Check – \$99.00

If you misplace or damage yours.

Attending a course day again – \$165.00

For each day that you wish to attend again.

Work Experience Re-booking fee – \$50.00 per day

This charge applies when a student cancels without giving 72 hours' notice unless a medical certificate is provided.

Dishonour fee – \$30.00

If your cheque is dishonoured.

Late payment fee: A 10% additional surcharge on total course fee applies if fees are not paid on or before course completion.

Late Assessment fee: A \$2.50/day late assessment fee will apply where students require assessments to be marked when they are over the 12-month time limit.

Frequently asked questions

I need to withdraw or defer my course due to personal reasons. You can withdraw from a course at any time. If you wish to defer your studies to a later date, we allow up to 12 months from the date of deferral. If a student has not attended a course after 12 months the enrolment is automatically cancelled.

What happens if I miss a class? You will need inform call 1300 36 044 to advise you will be absent and provide a medical certificate.

If there is persistent absenteeism regardless of medical certification, the college reserves the right to cancel a student's enrolment.

Absenteeism without a medical certificate will be recorded, and after the third occasion the enrolment will be cancelled.

I have enrolled in my course but now I want to cancel, will I get a refund? A full refund will be given (minus a \$200 administration fee) if you cancel at least 14 days prior to the course commencement date. A 50% refund will be given (minus a \$200 administration fee) if you cancel at least 7 days prior to the course commencement date. No refund will be given you cancel within 7 days of the commencement of a course or fail to complete all training and assessments within 3 months of the final scheduled training session.

Why are there additional fees for RPL? The RPL process involves a lot of evidence gathering by the student and interview and mentoring from the RTO. The process is extensive and requires a member of the RTO to map all the evidence, make an assessment judgement and determine if any gap training is required.

When will I receive my certificate? Adept Training will follow the 30-day rule as outlined by ASQA on the issuing of certificates within 30 days of the last piece of assessment evidence being made competent by the assessor.

Can I get a written or verbal reference from my trainer or from Adept Training? Your accredited qualification is your evidence that you have completed a qualification with Adept Training. We do not provide individual references for students.

I have completed a course elsewhere and already some of the units in the qualification I want to do at Adept, do I have to do those units again? No, you can apply for a credit transfer if the unit code and name is the same as the unit you are enrolling into. You will need to complete a credit transfer application form and by allow Adept Training to have access to your USI record. If the unit you are apply for is not on your USI record you can supply either the original or a JP certified copy of your certificate and transcript, showing the unit of competency. This will then need to be verified as authentic from the issuing RTO, we will contact the issuing RTO on your behalf. If you have received your qualification from TAFE, you may need to contact them directly and request confirmation of authenticity in writing.

What if I don't complete all the units from my qualification? If a student does not complete all units from a qualification, they will be awarded a Statement of Attainment for any units they have completed.

External support services and assistance guide		
Issue	Website	Phone no.
Aboriginal Family Domestic Violence Hotline		1800 019 123
Alcoholism	www.aa.org.au	02 9387 7788
Anxiety (including phobias and obsessive-compulsive disorders)	www.ada.mentalhealth.asn.au	02 9879 5351
Anxiety	www.serenitynsw.com.au	02 9740 9539
Crime stoppers		1800 333 000
Crisis counselling (Lifeline)	www.lifeline.org.au	13 11 14
Cumberland Women's Health Centre		9689 3044
Depression	www.beyondblue.org.au	1300 224 636
Domestic Violence Hotline NSW		1800 656 463
Drugs addiction	www.thewaysidechapel.com	02 9358 6577
Family drug support		1300 368 186
Family and friends with mental illness	www.arafmi.org	02 9805 1883
Eating disorders	www.edf.org.au	02 9412 4499
Emergency services	Police Fire Ambulance	000
Interpreting services		13 14 50
Indian Crisis and Support Agency		0403 753 210
National literacy and numeracy support		07 3237 0111
Men's line Australia		1300 789 978
Pregnancy help line		1300 139 313
Reading and writing hotline		1300 655 506
Salvation Army Salvo Care Line		1300 363 622
State-wide Sexual Assault Help Line		1800 424 017
The Immigration Woman's Health Service		9726 4044 or 9726 1016
Quitline smoking information and counselling		13 18 48
Police Assistance (Non-life threatening or time critical emergency)		13 14 44

APPENDIX A

Granting Adept Training Third Party access to your USI Records

Adept Training requires access to a student's USI record prior to confirming an enrolment into an accredited training course with us. We must ensure that we do not train or assess any student in a unit of competency which they have previously completed.

To enable Adept Training to do this, each student is required to grant third-party access to their USI record at each enrolment, and in some cases, after training as commenced.

Please allow 3 months access to allow Adept Training's Administration Team sufficient time to process this part of your enrolment.

All USI record information accessed by Adept Training is subject to the privacy, confidentiality and data protection clauses in the Adept Training and Smart and Skilled enrolment form.

Granting a third-party access to USI records

This is required if you are applying for credit transfer for a unit/units that you have already completed.

1. Log in to your USI Account (choose Student Portal option)

<https://www.usi.gov.au/help/login-to-usi-registry>

2. Agree to terms



Australian Government

USI Unique Student Identifier

STUDENT PORTAL

You are here: [Home](#) > [Terms and Conditions](#)

TERMS AND CONDITIONS

IT IS IMPORTANT THAT YOU UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS BEFORE USING THIS WEBSITE.

The USI website [Terms and Conditions](#) define our shared responsibilities in regards to:

- Your personal information and privacy;
- Information security;
- Accessibility.

Education or training providers **must not use this portal** (Student Portal) to create, view, or update student USIs. Organisations can only operate on behalf of a student through their integrated student management system or via the [USI Organisation Portal](#).

By agreeing to the terms and conditions I acknowledge that giving of false or misleading information is a serious offence.

I agree to the [Terms and Conditions](#). *

More information in regards to the USI website terms and conditions can be found [here](#).

Next

3. Choose “Provide your USI” tab (middle row in the middle)

The screenshot displays the 'USI STUDENT PORTAL' interface. At the top, the title 'USI STUDENT PORTAL' is centered in a purple font. Below the title, there are seven service cards arranged in a grid. The first row contains three cards: 'Update Personal Details', 'Update Contact Details', and 'Change Password'. The second row contains three cards: 'Change Check Questions', 'Provide your USI', and 'View VET Transcript'. The third row contains one card: 'VET Transcript History'. Each card has a purple header bar, a title in bold, and a brief description of the service. The 'Provide your USI' card is highlighted with a pink rectangular box at the bottom.

USI STUDENT PORTAL		
Update Personal Details Please select to update your personal details.	Update Contact Details Please select to update your contact details.	Change Password Please select to change your password.
Change Check Questions Please select to change your check questions.	Provide your USI Please select to print or email your USI verification details or to manage access permissions for your account.	View VET Transcript Please select to access your VET transcript.
VET Transcript History Please select to view downloaded VET transcript history.		

4. Choose “Provide your USI” in the USI Student Portal

This is a close-up view of the 'Provide your USI' card. The card has a purple header bar with the title 'Provide your USI' in bold. Below the title, the text reads: 'Please select to print or email your USI verification details or to manage access permissions for your account.' A pink rectangular box is positioned at the bottom of the card.

UP ACCESS TO YOUR USI ACCOUNT / PERMISSIONS

5. Click on - Add Organisation

SET UP ACCESS TO YOUR USI ACCOUNT / PERMISSIONS

You can set up access for organisations to view and/or update your USI account. You can also set up access for organisations to view your transcript. Providing access to your USI account and your transcript may assist your training organisation to process your enrolment.

If you have already set access permissions for an organisation to view and/or update your USI account they will be listed below.

Select **Edit** to update the current permissions, **Remove** to remove the current permissions or **Add Organisation** to search and set permissions for a particular organisation.


Organisation Name	Organisation Code	Expiry Date	View Details	Update Details	View VET Transcripts
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Add Organisation

6. Organisation Code is 368035

Organisation Name is Adept Training

MANAGE PERMISSIONS - ADD ORGANISATION

 Enter the Organisation's details and select **Search** to find an Organisation.

SEARCH DETAILS

Organisation Code

368035

Organisation Name

Adept Training

Search

[Back](#)

7. Click on search

MANAGE PERMISSIONS - ADD ORGANISATION

i Enter the Organisation's details and select **Search** to find an Organisation.

SEARCH DETAILS

Organisation Code

Organisation Name

Search

SEARCH RESULTS

Organisation Name	Organisation Code	ABN	
ADEPT TRAINING PTY LTD	90991	20098072247	Add

(1 search result found)

[Back](#)

8. Click on Add

MANAGE PERMISSIONS - ADD ORGANISATION

i Enter the Organisation's details and select **Search** to find an Organisation.

SEARCH DETAILS

Organisation Code

Organisation Name

Search

SEARCH RESULTS

Organisation Name	Organisation Code	ABN	
ADEPT TRAINING PTY LTD	90991	20098072247	Add

(1 search result found)

[Back](#)

9. Select (as highlighted)

- **View Vet Transcript**
- **Select and expiry date**
- **Save**

MANAGE PERMISSIONS - SET PERMISSIONS

i Please select View and/or Update and the Expiry Date you would like to give the Organisation and select **Save**.

***** Indicates a mandatory field

ORGANISATION DETAILS

Organisation Name	ADEPT TRAINING PTY LTD
Organisation Code	90991
ABN	20098072247

PERMISSIONS

View VET Transcript	<input checked="" type="checkbox"/>	[Redacted]
View Details	<input type="checkbox"/>	
Update Details	<input type="checkbox"/>	
Expiry Date	<input type="text"/>	Select [Redacted]

[Cancel](#) **Save** [Redacted]

[Back to Search Results](#)

10. Once all this has been completed – you will see the below message.

PROVIDE YOUR USI

i To help your training organisation to verify your USI you can print or email your USI verification details to them on this screen. You can also set permissions to allow your training organisation to view and/or update your USI account details or view your transcript.

✓ The Organisation has been successfully added to your Permission list.