



General Information to all students to be provided with Course Flyer



ACTA College Pty Ltd

PRE- ENROLMENT INFORMATION



Information to all students (Pre-enrolment)

Training and assessment arrangements

Assessment is the process of collecting evidence and making judgments about whether competency has been achieved to confirm whether an individual can perform to the standards expected in the workplace, as expressed in the relevant endorsed unit of competency.

Assessment will be based on students' completing tasks and activities to demonstrate the student has gained the skills and knowledge required. Assessment methods may include observation, practical activities, projects, exercises, portfolios and work-based activities.

Students are assessed as either "not yet competent" or competent. The student demonstrates that they have achieved all the elements, performance criteria, knowledge and skills requirements as set out in the relevant units of competency.

Training and assessment will mainly occur in the College environment; however, students are expected to participate in work placement/s to reinforce and contextualize their learning through on-job experience.

Delivery and Assessment Schedule

Due dates for all assessment tasks are clearly outlined.

Changes to the assessment schedule are sometimes necessary. Where changes are to be made, students will be consulted and changes communicated to students.

It is a Trainer's responsibility to manage the delivery and assessment schedule. It is a student's responsibility to participate in delivery and assessment on time.

A Trainer may, at their discretion, choose to alter a deadline for submission of all or part of a task, students will be consulted and changes communicated to students.

Students who are absent from assessments need to contact the relevant Trainer on the day of the assessment, or if this is not possible, immediately on return to College. Students may be required to provide a medical certificate or other evidence explaining their absence. If the reason for the absence is acceptable to the College, alternative arrangements for the assessment may be made.

Reasonable Adjustment

Under the Disability Standards for Education 2005, education providers must make reasonable adjustments for people with disability to the maximum extent that those adjustments do not cause that



provider unjustifiable hardship. If you believe you may require reasonable adjustment of Assessment due to Disability, or other reason, please speak with your Trainer and Assessor.

Students who are unable to complete tasks because of their cultural beliefs must speak with your Trainer as soon as possible.

Skills Recognition

Skills recognition allows you to apply for credit for competencies for which you believe you already have the skills. There is no limit to the number of competencies that you can apply for through, either:

- Recognition of qualifications and statements of attainment issued by other Registered Training Organisations (credit transfer where units are the same, or equivalent)
- Recognition of Prior Learning **NOTE:** ACTA College does **NOT** conduct any full qualification Recognition of Prior Learning (RPL) **ASSESSMENT ONLY** Pathway.

Recognition of Prior Learning (RPL)

You may have skills and/or knowledge that enable you to gain some Units of Competency without completing a standard training course. RPL recognises prior knowledge and experience and measures it against the course in which you are enrolled.

If you request RPL you will need to provide evidence of your prior learning. You will need to provide evidence of your skills and knowledge, and an assessor will make a judgment (based on this evidence) about your competence. This process is called 'assessment'.

You will be required to provide evidence to an assessor of the skills and knowledge that you have gained in a previous work, life or training experience. Some of the types of evidence you could provide include:

- Written references and/or referees' details
- Reports- photos or videos of your workmanship
- Certificates
- Samples of your work
- Diary or journal records
- Letters of support from people you have worked for



- Group certificates (paid or unpaid)
- Practical demonstration

IMPORTANT: The skills and knowledge that you have obtained in a prior experience must be current, Valid, authentic, sufficient, i.e. you can prove and still do today.

RPL Process in brief

The College has a five stage RPL Process:

- **Stage One:** Discuss Self-Assessment with teacher/trainer in relation to Units of Competency being considered for RPL – conduct Self-Assessment
- **Stage Two:** Apply for RPL. Complete and submit form: Application for Recognition of Prior Learning
- **Stage Three:** The assessor will examine application and conduct interview
- **Stage Four:** If required the assessor will conduct observation and assessment of candidate's performance in practical test/s
- **Stage Five:** Applicant will be notified of results including any proposed gap training and assessment

An important thing to remember throughout the process is that it is your responsibility to demonstrate your skills and knowledge to an assessor. The assessor will be looking for evidence that you can do tasks required.

No additional internal charges are required for this application however if external cost are incurred, these may need to be met by the applying student.

Recognition of units of competency issued by Other Registered Training Organizations (RTOs) or Australian Qualifications Framework authorized issuing organisations, or authenticated VET transcripts issued by the Registrar – Mutual Recognition

The College recognises the Australian Quality Framework Qualifications and Statements of Attainment issued by another RTO or Australian Qualifications Framework authorized issuing organisations, or authenticated VET transcripts issued by the Registrar. Please make enquiries to college.

Credit Transfer

If you have completed a similar course, you may be awarded credit in the qualification or unit of competency you are enrolled in at the College. This process requires an assessment of a course, unit or module you have previously completed against the course you are enrolled in the RTO. If you request credit transfer you must provide documentary evidence of your completed studies.

– you need to apply for Credit Transfer as there may have been changes in the Unit of Competency.



Complaints and appeals procedures (in brief)

Appeal

Appeals are requests for review of decisions made by the RTO. These decisions could involve assessments, progression to further training, enrolment or access to support services.

Appellants (person making the appeal) are encouraged where they are comfortable and it is appropriate to speak directly with the person concerned to informally discuss and resolve the appeal.

Students wishing to make an appeal may approach the relevant staff member, or make an appointment with either the Principal or Vice Principal. The Principal or Vice Principal will conduct an initial discussion with the Appellant (person making the appeal).

If the CEO and the Appellant agree, the processes included in the Appeals Form

If a student is not satisfied with the outcome of the appeal, they may contact the National Regulatory Body, refer to the following webpage: www.asqa.gov.au.

Complaint

Complaints are allegations made by a learner or client that relate to the conduct of an RTO, its staff, or other learners.

Students wishing to make a complaint may approach the relevant staff member or make an appointment with either the Administration Manager.

If a student is not satisfied with the outcome of the complaint you may contact the National Regulatory Body, refer to the following webpage: www.asqa.gov.au

Access to records

All students are able to access their training and general records. If you wish access to records contact the following staff:

Record type	Relevant staff
Personal details recorded on system	Administration Manager
General College progress and performance feedback	Administration Manager
Attendance records	Administration Manager



Enrolment details	Administration Manager
Learning support needs	
Program inform, progress, feedback, record of assessment, etc	Administration Manager
Statements of attainment and qualifications issued	Administration Manager
Fees and financial	Administration Manager
Records of complaints and appeals	Administration Manager

Student support services

ACTA College offers and provides multiple support services for students. Many support services such as literacy or numeracy support will be provided as an integrated part of your training program (should it be required after enrolment) however, access to other services can usually be identified through the administration Manager

Some of these services include:

- Counselling
- Activities
- First Aid
- Hurt or unwell
- Lost property
- Games
- Safety, Access and Equity
- Library

If you find you need new or increased support since your enrolment, or simply want to speak with someone, please speak with a staff member at the Student Services reception area.

Personal counseling / support is available through the Student Services reception area, or appointments can be made through your Reception.

Details about Information Technology Usage can be accessed through Administration Manager

Career guidance services are available through the Administration Manager

Work placement support and advice is available also through the Administration Manager.

Fees and charges, including refunds



Information regarding Fees and Charges is available through the College's Reception. is provided prior to the commencement of training. Fees and charges are reviewed annually but generally remain constant.

Qualifications and Statements of Attainment

Students who successfully complete the required units of competency will gain a Certificate. Students who do not complete all the required units of competency to qualify for a Certificate will receive a Statement of Attainment.

Originals will be distributed to the student via either: Presentation Ceremony; or; Mail out.

This will occur automatically 21 calendar days after a student achieves the Certificate, at the end of their scheduled program, or upon official notification of withdrawal from the Certificate.

Students can access a re-print of their Certificate or Statement of Attainment by contacting the College and requesting a reprint through the Reception without any cost.

As per Clause 3.6 b of the RTO Standards 2015:

The RTO meets the requirements of the Student Identifier scheme, including:

b. ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014 students must provide their USI to be issued certification.

Unique Student Identifier (USI)

All students studying any Certificate program while at ACTA requires a Unique Student Identifier (USI).

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations
- will give you access to your training records and transcripts (available in 2017)
- can be accessed online, anytime and anywhere
- is free and easy to create and
- stays with you for life

Exemptions are provided for an individual where the individual is an offshore international student studying outside of Australia (ACTA does not enrol International Students in any full qualification)



In addition, individuals who have a genuine personal objection to being assigned a student identifier will be able to apply for an exemption to the Student Identifiers Registrar: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals>.

If you are successful in gaining an exemption you must be aware that:

- Assessment results will not appear on their authenticated VET transcript or be available to them via the USI System.
- If the student later wants a USI, the training completed under exemption cannot be added to their USI account retrospectively.

Students who do not already have an USI should read the Getting a USI Information document that can be downloaded from VET documents section of the College webpage.

Privacy and Confidentiality

Students can be assured that personal information provided to ACTA will be protected and made available only to authorised persons such as government agencies to meet government reporting requirements, to validate or apply for a Unique Student Identifier number of behalf of the student, for research, audit, validation and evaluation purposes. Students who wish to access their own records should contact the ACTA office.

Privacy Notice:

Under the Data Provision Requirements 2012, ACTA is required to collect personal information about you and to disclose the personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained in the registration form and your training activity data) may be used or disclosed by ACTA for statistical, regulatory and research purposes. ACTA may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employer – if you are enrolled in training paid by your employer
- Commonwealth and State or Territory government departments and authorised agencies
- NCVER
- Organisations conducting student surveys, and
- Researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and



- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third party contractor. You may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

USI Privacy Notice:

Consent for collection, use or disclosure of personal information. The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- is collected by the Registrar as authorised by the Student Identifiers Act 2014.
- is collected by the Registrar for the purposes of:
 - o applying for, verifying and giving a USI;
 - o resolving problems with a USI; and
 - o creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
 - o Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
 - the purposes of administering and auditing VET, VET providers and VET programs;
 - education related policy and research purposes; and
 - to assist in determining eligibility for training subsidies;
 - o VET Regulators to enable them to perform their VET regulatory functions;
 - o VET Admission Bodies for the purposes of administering VET and VET programs;
 - o current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
 - o schools for the purposes of delivering VET courses to the individual and reporting on these courses;
 - o the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
 - o researchers for education and training related research purposes;
 - o any other person or agency that may be authorised or required by law to access the information;
 - o any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.



Privacy policies and complaints:

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on usi@education.gov.au or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

Responsibilities

Note: ACTA College is responsible for the compliance of training and assessment, and the issuance of Statements of Attainment and qualifications. Should ACTA cease to be registered as an RTO, students have consumer rights and ACTA will do all things possible to ensure students are not disadvantaged.