



Student Handbook

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)

Suite 1,21-27 Memorial Avenue
LIVERPOOL NSW 2170

National Provider No: 40997

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WELCOME

Welcome to the OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC).

The OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) training academy extends a warm invitation for you to consider furthering your education at our innovative institute centrally-located in the centre of South West Sydney Liverpool, NSW 2170.

At OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC), our aim is to make learning both challenging, innovative and exciting. We want our students to have a successful learning experience that suits through a range of learning styles and lifestyles.

We take our mission very seriously. Our aim is to develop our students into confident Security and Training Professionals through our intensive course, all of which have been specifically designed to ensure you graduate armed with the skills required to succeed in your chosen career.

We meet our goal through our team of highly qualified industry experts who are immensely passionate about education and take pride in nurturing their students to ensure they achieve their potential. Our in house tutorial facility-rich and we strive to provide the most up-to-date technology throughout the campus. OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) provides a sophisticated face to face educational environment.

At OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC), we offer classroom-based for our target market those who requires extra understanding, and further ensure dedicates some learning instruction from the trainers.

All of our on-campus class will be structured through interactive and conversation with the trainers, group work and social activities. Studying via face to face learning solution means that the course is delivered through face-to-face training. It's a lot of fun, intensely interactive and an increasingly popular way to learn.

Should you elect to study with us students still have access to all of OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)'s great services and facilities. It's important to note that, regardless of whether you choose to study with us full time, you will graduate with an identical qualification. Experience a premium range of security courses TODAY to reach your career goals.

The purpose of this Handbook is to provide you with all the information that you need to know about studying with the OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC).

STUDYING THROUGH OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)

MISSION

To ensure the provision of quality training services to our target domestic student market while projecting future needs.

VISION

We will continue to be publicly recognized as the leading RTO with educational support staffs, and as a register training organization committed to improve the quality of life for diverse academic, social and professional status, enhancing educational services to domestic students.

VALUES

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) is a private registered training organisation committed to provide quality education and training for the students in the most effective and professional manner. OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) has highly trained professionals with the right attitude and personal qualities necessary to deliver the highest standard of services.

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) Institute values:

- ❖ a commitment to excellence in learning and teaching and promoting learning as an enjoyable, lifelong activity.
- ❖ the importance of academic, social, emotional and moral development of each student.
- ❖ build and cultivate relationships – interpersonal and institutional, as well as the practice of win/win issue oriented strategies contribute to societal cohesiveness, participatory democracy and creative decision-making;
- ❖ commitment to the respect and recognition of principle as our most valuable asset
- ❖ supportive Institute environment where all persons on campus are treated fairly and respectfully
- ❖ attractive physical environment which enhances effective teaching and learning.

CONTACT DETAILS

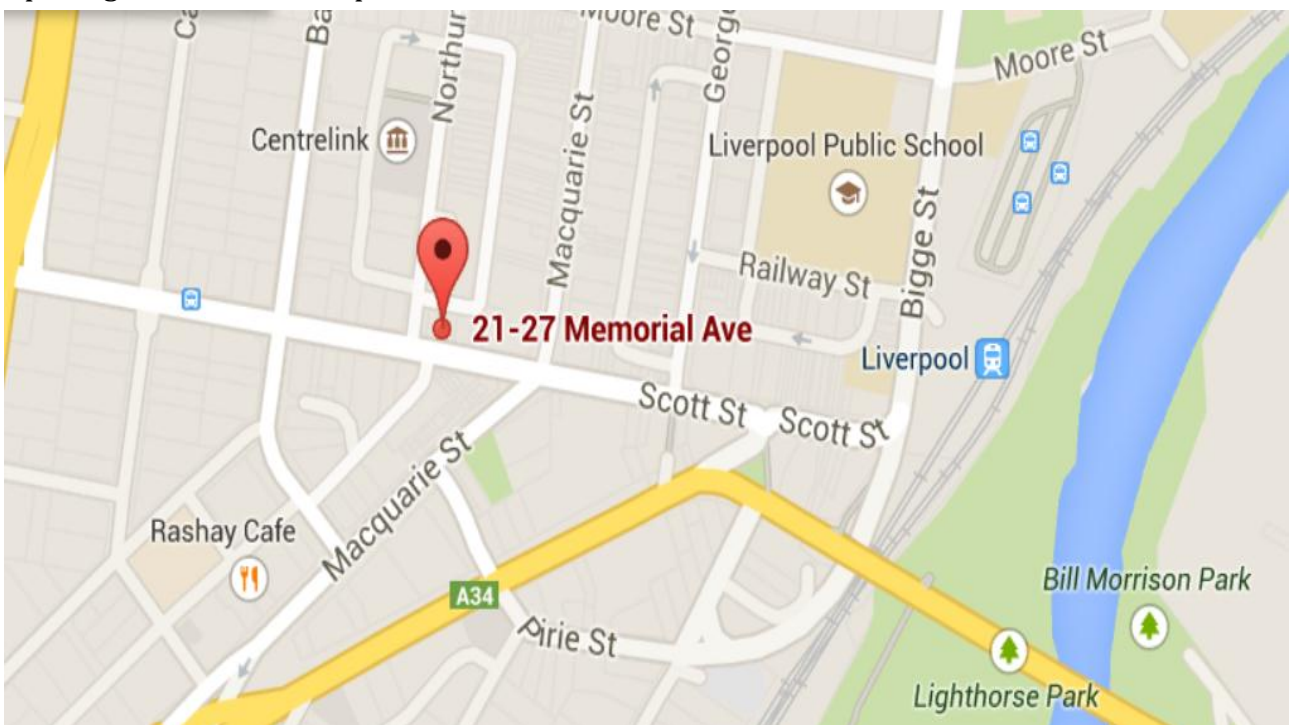
Admin Officer

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)

Address: Suite 1,21-27 Memorial Avenue, LIVERPOOL NSW 2170

- ❖ Phone: 1300 734 900
- ❖ Mobile: 0430 103 455
- ❖ Email enquiry: admin@ottc.edu.au

Opening hours: 9 am to 6 pm.



COURSES PROVIDED BY OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) offers the following courses:

<p>CPP20212 Certificate II in Security Operations COST: A\$1000</p>	<p style="text-align: center;">Total number of units = 12</p> <p style="text-align: center;">7 (Seven) CORE UNITS</p> <ol style="list-style-type: none"> 1. CPPSEC2001A Communicate effectively in the security industry 2. CPPSEC2002A Follow workplace safety procedures in the security industry 3. CPPSEC2003B Work effectively in the security industry 4. CPPSEC2004B Respond to security risk situation 5. CPPSEC2005A Work as part of a security team 6. CPPSEC2006B Provide security services to clients 7. HLTAID003 Provide first aid <p style="text-align: center;">5 (Five) ELECTIVE UNITS</p> <ol style="list-style-type: none"> 1. CPPSEC2011B Control access to and exit from premises 2. CPPSEC2012A Monitor and control individual and crowd behaviour 3. CPPSEC2014A Operate basic security equipment 4. CPPSEC2015A Patrol premises 5. HLTAID001 - Provide cardiopulmonary resuscitation
<p>CPP30411 Certificate III in Security Operations COST: A\$1500</p>	<p style="text-align: center;">Total number of units = 14</p> <p style="text-align: center;">8 (Eight) CORE UNITS</p> <ol style="list-style-type: none"> 1. BSBFLM303C Contribute to effective workplace relationships 2. BSBWOR301A Organise personal work priorities and development 3. CPPSEC3001A Maintain workplace safety in the security industry 4. CPPSEC3002A Manage conflict through negotiation 5. CPPSEC3003A Determine response to security risk situation 6. CPPSEC3005A Prepare and present security documentation and reports 7. CPPSEC3006A Coordinate a quality security service to customers 8. CPPSEC3007A Maintain security of environment <p style="text-align: center;">6 (Six) ELECTIVE UNITS</p> <ol style="list-style-type: none"> 1. HLTAID003 PROVIDE FIRST AID 2. CPPSEC2012A Monitor and control individual and crowd behaviour 3. CPPSEC3050A Load and unload cash in transit in an unsecured environment 4. CPPSEC3051A Implement cash-in-transit security procedures 5. CPPSEC3052A Inspect and test cash-in-transit security equipment 6. CPPSEC3018A Provide for the safety of persons at risk
<p>TAE40110 Certificate IV in Training and Assessment COST: A\$1500</p>	<p style="text-align: center;">Total number of units = 10</p> <p style="text-align: center;">7 (Seven) CORE UNITS</p> <ol style="list-style-type: none"> 1. TAEASS401B Plan assessment activities and processes 2. TAEASS402B Assess Competence 3. TAEASS403B Participate in Assessment Validation 4. TAEDL401A Plan Organise and deliver group-based learning 5. TAEDL402A Plan Organise and Facilitate learning in the workplace 6. TAEDES401A Design and Develop Learning Programs 7. TAEDES402A Use Training Packages and accredited courses to meet client needs <p style="text-align: center;">3 (Three) ELECTIVE UNITS</p> <ol style="list-style-type: none"> 1. TAEASS301B CONTRIBUTE TO ASSESSMENT 2. TAELLN401A ADDRESS ADULT LANGUAGE, LITERACY AND NUMERACY SKILLS 3. BSBCMM401A Make a presentation

Units of competency	HLTAID001 - Provide Cardiopulmonary Resuscitation (COST: A\$50)
	HLTAID003 Provide First Aid (COST: A\$150)
Accredited Courses	22099VIC Course in First Aid Management of Anaphylaxis (COST: A\$50)

SELECTION AND ENROLMENT

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete Enrolment Form/Application Form etc, which is available in the college website. Alternatively, you are welcome to request for hard copy, send to your postal address. If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the enrolment form) such as verified copies of qualifications, identification or work experience. You will also need to provide documentary evidence if you are applying for advanced standing in a course. See the section in this Student Handbook on Recognition and Credit Transfer, as well as Recognition of Prior Learning.

Once you have completed your enrolment form and gathered all the necessary documentary evidence, send it to Admin Officer, : Suite 1,21-27 Memorial Avenue, LIVERPOOL NSW 2170 or email to admin@ottc.edu.au, along with a non-refundable application fee of \$150. You will be contacted within 5 working days with the outcome of your application and to confirm your details.

On approval of your application, you will be sent an agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

RECOGNITION AND CREDIT TRANSFERS

Recognition of qualifications and statements of attainment issued by another RTO

Under recognition arrangements, any existing qualifications or statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

Credit transfer

You can also receive course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that are not a direct match but align with the content from the units within the course that you are applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students should indicate on the enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is also no charge for credit transfer.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) means that you can get course credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you choose to apply for RPL, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about submitting an application for RPL, contact us at contact details

COURSE INDUCTION

On the first day of your course, you will be provided with an induction (either online video or campus) to your course. The induction will provide you with specific details about your course study requirements, important dates and will be an opportunity to meet your trainer and the other students in your course.

The induction will also provide you with important information about health and safety requirements including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student.

The induction also provides an opportunity for you to ask questions.

At your induction you will receive your first set of text books too so that you can start on your learning journey.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT EXPECTATIONS AND GENERAL HOUSEKEEPING

As a student with OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC), we expect a certain standard of behaviour from you that includes:

- ❖ Being committed and motivated with regard to your learning
- ❖ Demonstrating a positive attitude to learning
- ❖ Contribute positively to discussions and activities in the classroom
- ❖ Ensuring you ask questions where you are unsure
- ❖ Treating others with fairness and respect
- ❖ Punctuality – arriving at training and returning from breaks on time.

Our housekeeping rules include:

- ❖ No eating during tutorial time, you may drink water only. There are designated areas for eating and drinking.
- ❖ Switching off your mobile during training time.
- ❖ Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
- ❖ You must not be under the influence of alcohol or drugs.
- ❖ No smoking on the premises.
- ❖ If you are unable to attend, telephone us to let us know that you will be absent.
- ❖ Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

YOUR COURSE AND ASSESSMENT

The training and assessment offered by OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace.

Our course information brochures include the details of how we deliver the training to you, for example, blended (tutorial and online), as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course but usually include written and/or oral questions, written assignments, projects and practical observations.

Assessment

At the beginning of your course, your trainer/assessor will discuss the assessments that you are required to pass, as well as the timing of the assessments throughout your course, including when assessment will be provided to you and dates for submission in the case of written assignments or projects. You will also be informed of the criteria against which you will be assessed.

Detailed student instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments.

Each assessment task will be assessed as either Satisfactory (S) or Not Satisfactory (NS) and you will need to pass all assessments related to a unit to achieve an overall outcome of Competent. If you are found Not Satisfactory for one or more of your assessments, you can have 2 further attempts to complete the assessment and achieve a satisfactory outcome. However, if you are still assessed as Not Satisfactory, you will need to complete additional training and assessment to support you in achieving a ‘Competent’ outcome. This may incur an additional fee for self-funded students as identified in the fees and charges information. If you do not agree with any assessment decision, you can lodge an assessment appeal as described within this handbook.

Reasonable adjustment in assessment

Some students may need modifications to assessments – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training resources and methods accessible e.g. providing learner workbooks in an audio format.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Appealing assessment decisions

Please refer to the complaints and appeals section in this handbook for information about making a Complaint or Appeal.

Submitting your assessments

Students must submit written assessment tasks along with a completed and signed Assessment Task Cover Sheet. The cover sheet asks students to make a declaration that the work is their own. Written tasks will not be accepted without a signed cover sheet.

Assessments can be submitted directly to the trainer/assessor or sent by registered mail to our head office or submit on the training day. All students must keep a copy of all submitted tasks as we will not

be able to return copies since we must keep student work as evidence of assessment in your file. Additionally, OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) will not be held responsible for any items that go missing in the post. If this occurs, the student will be asked to re-submit the work.

STUDENT PLAGIARISM, CHEATING AND COLLUSION

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilized in the development of the work.

When you submit your assessments, you will be required either to sign in the hard copy or click on the 'I acknowledge' button in the Moodle - a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Free Services that we can offer to you include:

- ❖ One to one support from our trainers/assessors including providing you with their phone and email contact details
- ❖ Classes to assist with study skills.
- ❖ Study groups where you can work with your fellow students.
- ❖ Referral to relevant external services.
- ❖ Specialist support services for students with a disability.
- ❖ Personal counselling

Contact us at +61 2 9223 1868 to discuss your support needs.

4.1 External Support Services (Most of the following are Fee-Based, Please Contact about the charges)

Reading and Writing Hotline

Telephone: 1300 655 506 Website: <http://www.literacyline.edu.au/index.html>

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Centrelink

Telephone: 131021 Website: www.centrelink.gov.au

If you are completing a full time course you may be eligible for benefits through Centrelink.

Lifeline

Telephone: 13 11 14

Anyone can call Lifeline. The 13 11 14 service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

Kids Help Line

Telephone: 1800 55 1800 Website: www.kidshelpline.com.au

If you're under 18 years of age you may consider contacting who provide access to telephone, web and email counselling.

Fair Work Australia

Telephone: 1300 799 675 Website: www.fwa.gov.au/index.cfm

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Reach Out

Website: www.reachout.com.au

Reach Out is a web-based service that inspires young people to help themselves through tough times, and find ways to boost their own mental health and wellbeing. Their aim is to improve young people's mental health and wellbeing by building skills and providing information, support and referrals in ways they know work for young people.

Katie Roberts Career Consulting (www.katieroberts.com.au)

8/65 York Lane, Sydney NSW

Phone: 1300 644 890

Max Coaching (www.maxcoaching.com.au)

603/74 Pitt St, Sydney NSW

Phone: (02) 9232 4462

Dr John Taccori (www.careersdoctor.net)

2/234 Pitt St, Sydney NSW

Phone: 0400 938 574

Suzie Plush Consulting (www.suzieplush.com.au)

3/154 Flora St, Sydney NSW

Phone: (02) 8517 2228

Right Start Career Counselling (www.rightstart.com.au)

1158 Pittwater Rd, Collaroy NSW

Phone: (02) 9944 0075

Sydney Counselling Centre (www.sydneycounselling.com.au)

Level 1/ 20 Wentworth St, Parramatta, NSW, 2150

Phone: (02) 9891 1388

Life Resolutions

Level 6, 85 George St, Parramatta, NSW, 2150

Phone: 02 96871122

There is also free support available from welfare organisations such as Beyond Blue, Multicultural Mental Health Australia (MMHA) and Parramatta Life Line. Students are encouraged to access these free services listed below for any additional assistance.

- Beyond Blue - 1300 22 4636 <http://www.beyondblue.org.au>
- Multicultural Mental Health Australia (MMHA) - (02) 9840 3333 <http://www.mmha.org.au/>
- Parramatta Life Line - (02) 9891 6212 <http://www.lifeline.org.au/westernsydney>

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Vocational education and training (VET) legislation

Vocational education and training (VET), in Australia is regulated by a variety of Australian, state and territory laws. Employment, workplace and equity issues and safety issues are also covered by a range of Australian, state and territory legislation. Note: Where the state or territory and the Australian laws deal with the same situation differently, the Australian law has jurisdiction.

Fundamental to the VET system are Australian laws including:

- ❖ National Vocational Education and Training Regulator Act 2011 is the Act that established the National Vocational Education and Training Regulator, called the Australian Skills Quality Authority
- ❖ The Standards for NVR Registered Training Organisations 2011 were made under subsection 185(1) of the National Vocational Education and Training Regulator Act 2011 on 26 June for commencement from 1 July 2011.
- ❖ The National Vocational Education and Training (Consequential Amendments) Act 2011
- ❖ The National Vocational Education and Training Regulator (Transitional Provisions) Act 2011.
- ❖ Skills Australia Act 2008 that established Skills Australia, an independent statutory body, providing advice to the Minister for Tertiary Education, Skills, Jobs and Workplace Relations on Australia's current, emerging and future workforce skills needs and workforce development needs.
- ❖ Skilling Australia's Workforce Act 2005 (amended 11/3/2010) which links funding for the States and Territories to a range of conditions and targets for training outcomes.
- ❖ The Skilling Australia's Workforce (Repeal and Transitional Provisions) Act 2005 repealed the Australian National Training Authority Act 1992 and the Vocational Education and Training Funding Act 1992. This Act also provided for the transitional arrangements for the transfer of functions and responsibilities from ANTA to the Department of Education, Science and Training, now the Department of Education.

States' VET Legislation

- ❖ Australian Capital Territory: Training and Tertiary Education Act 2003
- ❖ New South Wales: Vocational and Training Act 2005 and Vocational Education and Training (Commonwealth Powers) Act 2010
- ❖ Northern Territory: Northern Territory Employment and Training Act
- ❖ Queensland: Vocational Education, Training and Employment Act & Regulation 2000
- ❖ South Australia: Training and Skills Development Act 2008
- ❖ Tasmania: Tasmanian Vocational Education and Training Act 1994 & Tasmanian Qualifications Authority Act 2003
- ❖ Victoria: Education and Training Reform Amendment (Skills) Act 2010
- ❖ Western Australia: Vocational Education and Training Act 1996

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with OTTC's emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) .

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables

them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

National VET Regulator Act 2011

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

The USI will be available online and at no cost to the student. This USI will stay with the student for life and be recorded with any nationally recognised VET course that is completed from when the USI comes into effect on 1 January 2015.

Privacy Act

In collecting your personal information OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the relevant state privacy legislation.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for statistical purposes..
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Students can access the legislation if desired at:

- ❖ <http://www.austlii.edu.au>
- ❖ <http://www.legislation.nsw.gov.au/>

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. We use feedback from students and employers to contribute to our continuous improvement processes so we are always striving to do better.

All students and employers will be provided with a Quality Indicator Survey issued by the National Centre for Vocational Education and Research (NCVER) that they are required to complete. Please help us by completing the surveys that are provided to you by your trainer/assessor. Some may also be mailed or emailed to you from our office.

We also welcome feedback from you at any time by email and phone.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Training Manager using the Access to Records Request Form. There is no charge to access your records.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of a OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Statement of Attainment at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

If a student considers the information that OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

FEES AND CHARGES

A non-refundable application fee of \$150 applies to all of our courses. This must be paid at the time of submitting your enrolment/application form.

You can find up to date fees and charges in our course information brochure - page 6 and 7 in this student handbook. Check admin for the various promotional pricing offer.

These fees and charges will be shown in the agreement and in the tax invoice that you receive on enrolment. You can pay your fees by cheque, money order, credit card, direct debit and direct bank transfer.

Course fees include all administration, materials and tuition fees. Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the course fees. Course fees also include up to X attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

Depending on the course you have enrolled in, your fees will be charged in instalments. You must pay your fees within 14 days of receiving your invoice, unless you have contacted OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) to make other arrangements. It is important that you pay your fees on time to maintain your enrolment. If you are having difficulty with keeping up with payments, you must contact us at

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)

Address: Suite 1,21-27 Memorial Avenue, LIVERPOOL NSW 2170

- ❖ Phone: 1300 734 900
- ❖ Mobile: 0430 103 455
- ❖ Email enquiry: admin@ottc.edu.au

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) has a range of additional charges including:

- Fee for replacement testamurs \$100.
- Re-sit fees \$100

REFUNDS

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment and all the terms and conditions specified.

Application fees are non-refundable.

The refund policy in the agreement sets out the circumstances in which you can apply for a refund as follows.

List circumstances e.g. If a student withdraws before the course commences, full refund, etc.

Any request for refunds must be made in writing via email or letter to provide contact details. Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

You will be advised of the outcome of your request for a refund in writing within 10 working days and all refunds will be paid within 5 days of the advising you of the outcome of your request.

In unforeseen circumstances where OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 5 days of communicating with the enrolled student that the course will not be offered. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

COMPLAINTS AND APPEALS

Despite all efforts of to provide satisfactory services to its students, clients, and other persons, complaints and appeals may occasionally arise that require formal resolution.

Complaints and appeals may be made be in relation to any of OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)'s services, activities and decisions such as:

- ◆ the application and enrolment process
- ◆ the quality of training and assessment provided
- ◆ training and assessment matters, including student progress, assessment and outcomes
- ◆ access to records
- ◆ decisions made by OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)
- ◆ the way someone has been treated.

All formal complaints and appeals will be responded to efficiently to ensure an effective resolution within a reasonable timeframe, usually twenty (20) days or as soon as practicable. However in some cases, particularly if the matter is complex, the resolution may take longer.

Where a student chooses to access this policy and procedure, OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) will maintain the student's enrolment while the complaints/appeals handling process is ongoing.

Resolving issues before they become a complaint

All parties are encouraged to approach matters with an open view and to attempt to resolve problems through discussion and conciliation.

Individuals are encouraged, wherever possible; to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)'s trainers and administration team are available to assist students to resolve their issues at this level.

Lodging a complaint

Formal complaints may be made in writing using a written letter or the Complaints and Appeals Form addressed to the Operations Manager of OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC). When making a complaint, the complainant is asked to provide as much information as possible to enable OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) to investigate appropriately and determine an appropriate solution. This should include:

- ◆ The issue – what happened and how it affected you.
- ◆ Any evidence you have to support your complaint.
- ◆ Details about the steps you have taken to resolve the issue.
- ◆ Suggestions about how the matter might be resolved.

Complaints will be investigated by the Operations Manager or their delegate and a proposed resolution provided in writing within twenty (20) days. Additional information may be requested from the complainant and others involved with the issue as required.

Where the complaint involves a student or client involved in training and assessment provided through a partnering organisation, the Operations Manager or Project Manager of the partnering organisation will be involved in the resolution of the complaint.

Lodging an appeal of an assessment decision

A request for an appeal of an assessment decision may be made in writing to the Operations Manager providing reasons why the assessment appeal is being made. Assessment appeals must be made within 60 days of the original assessment decision being made.

The Operations Manager will decide whether the request for the appeal warrants a re-assessment of the work. If deemed necessary, the Operations Manager will organise for the original assessment tasks to be assessed by an assessor independent from the original assessment decision.

Outcomes of an assessment appeal will be advised in writing within 20 days of the application being made.

Internal appeal

Where a complainant is dissatisfied with the result or conducts of OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)'s internal procedures for handling of a complaint, the complainant has the right to lodge an internal appeal of the decision. An appeal must be lodged within 60 days of the decision being made and must be made in writing to the CEO with a written letter or using the Complaints and Appeals Form.

An internal appeal will prompt the CEO to review the decision made in response to the original complaint. The complainant may be asked to provide further information by phone, in writing or in person.

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) acknowledges the need for an appropriate independent party to mediate where an appropriate outcome cannot be reached internally. Additionally, the complainant may request that an independent party be included in the appeals process. Upon request or the decision by OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) that this is required, OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) will organise an independent mediator to be included in the appeals process at its own cost.

The outcome of the internal appeal will be advised in writing within 20 days.

External complaints and appeals

Where the complainant remains dissatisfied with the outcome of OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)'s complaint and appeals process, the complainant can access an external complaints or appeals process at their own cost. Complainants must ensure they have accessed the internal processes first.

Complainants have a number of external complaint or appeal options including:

- ◆ Consumer Affairs in your state
- ◆ Administrative Appeals Tribunal (<http://www.aat.gov.au>)
- ◆ OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC)'s registering body: Australian Skills Quality Authority (ASQA). (<http://www.asqa.gov.au/complaints/making-a-complaint.html>)

Note: ASQA can only deal with complaints about:

- ◆ the information provided by an RTO about its course/s
- ◆ the delivery and assessment of training received
- ◆ the qualifications issued or to be issued

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) will provide complete cooperation with the organisation investigating the complaint/appeal and will be bound by the recommendations arising out of this process. The CEO will ensure that any recommendations made are implemented within 30 days of being notified of the recommendations.

Non-limitation of policy

The Complaints and Appeals policy and procedure do not replace or modify those or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and related procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, this policy does not circumscribe an individual's rights to pursue other legal remedies.

ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within thirty (30) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment where requested.

OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) is not permitted to do so by law.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

Student Handbook

I, _____, have received the OZTECH TRADE TRAINING COLLEGE PTY LTD (OTTC) Student Handbook. I acknowledge that I am expected to read it and follow the terms and conditions set out.

Student Name: _____
USI: _____
Signature: _____
Date: _____