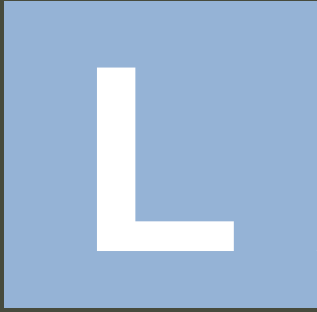




RTO No: 40761

LEARNER HANDBOOK



Orbus³
ASPIRE • ACQUIRE • APPLY

Disclaimer

This Learner Handbook has been prepared as a resource to assist learners in understanding their obligations and those of Orbus³ as a registered training provider. All learners are required to read the handbook and understand the policy and procedures outlined.

Changes to Orbus³ policy and/or legislation may impact currency of information contained in the handbook.

Important information

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VERSION CONTROL

Version	Effective Date	Status	Details
V7.0	11 July 2023	New Release	Update to all information so the language is learner friendly. All processes and guidelines checked and updated against current policies and procedures.
V8.0	25 Sept 2023	Addition	Use of AI assistive technology guidelines added to the plagiarism section.
V9.0	30 Jan 2025	Addition	Addition of AA in the ACT who are no longer eligible for the completion payment.

CONTENTS

.....	1
Disclaimer	2
Version Control	3
Contents.....	4
INTRODUCTION.....	7
Message from the CEO	7
Welcome to Orbus ³	7
Our Approach	9
Code of Practice.....	9
Our Values	9
Access and Equity	10
Learner Information Policy	11
Apprenticeships and Traineeships.....	12
Enrolment and Entry Requirements	13
Unique Student Identifier	16
Learner Unique ID (LUI) – School-based learners only	16
Recognition of Qualifications and Prior Learning	16
Recognising Qualifications from another RTO.....	16
Credit Transfer	17
Recognition of Prior Learning	18
RPL Process	20
Fee Information	21
Fees and charges	22
Fee for Service Students	22
Apprentices and Trainees	24
Constructions Skills Queensland (CSQ) – Subsidised Programs	27
Additional Fees – Schedule of Fees	27
Methods of Payment	28

Refund Policy	28
Refund Policy – User Choice Participants	29
Fee Protection	29
Training Delivery	30
Induction	30
Our Trainers	31
Training and Assessment	32
Training Plan	32
Achieving competency	32
Record of Activity	33
Training Record Book	33
Assessment Procedures	34
Blended Learning	35
Facilities and Equipment (Apprentices and Trainees)	36
Connecting Training and Assessment with the Workplace	37
Changes to Your Course	38
Training Commitment	38
Completion of your Course	39
What certification will I receive?	39
Student obligations	40
Providing Accurate Details and Identification Documents	40
Code of Conduct	41
Professional Behaviour and Student Misconduct	42
Plagiarism	42
Continuous Improvement and Feedback	44
Your privacy and access to your Records	45
Completed Assessments	45
Results of Assessment Records	46
Ceasing Operation	46

Your Personal Information	47
Privacy.....	48
Privacy Principles	48
Complaints and Appeals	51
Academic and Non-Academic Grievance Policy and Procedure.....	51
Academic and Non-Academic Grievance Procedure	52
Delayed Processes	55
STUDENT SERVICES AND SUPPORT.....	55
Clear Information.....	55
Meeting Your Needs	55
Student Advice.....	56
Inclusion and Support.....	56
Collaboration and Consultation.....	56
Accessible Information	56
Support	57
Reasonable Adjustment.....	58
Language, Literacy and Numeracy.....	59
Flexible Learning and Assessment Procedures.....	59
Legislative Requirements.....	60
Orbus ³ Courses	64
What courses can I study with Orbus ³ ?	64
APPENDIX: GLOSSARY	67
Useful Links	73

INTRODUCTION

Message from the CEO

As CEO of Orbus³ I assure learners that I will fully support the implementation of all quality, management and operational functions articulated in this learner handbook. I welcome your input and advice to ensure myself and the Orbus³ team adhere to our underlying philosophy of continuous quality improvement in all aspects of Orbus³'s operations.

This learner handbook provides the direction that informs and guides Orbus³ towards the provision of best practice in training development, management and service delivery. For Orbus³, it will facilitate compliance with the standards regulated by the Australian Skills Quality Authority. For clients of Orbus³, it will ensure that their investment in training provides the best possible training experience and outcomes.

WELCOME TO ORBUS³

We are thrilled to have you join us on your educational journey. At Orbus³, our mission is to blend real-world industry experience with top-notch tertiary education to offer programs of the utmost quality and industry relevance to our valued clients, like yourself.

As an organisation, we take great pride in strictly adhering to the Standards for Registered Training Organisations (RTOs) 2015. This commitment ensures that we continue to deliver training services of the highest quality and maintain our reputation as a trusted provider. Rest assured that all our trainers and assessors possess extensive industry experience and hold the necessary qualifications required by the National VET Regulator (ASQA) to deliver Nationally Recognised Training. Our trainers are highly respected for their professionalism and their ability to create a comprehensive learning experience for our students.

This student handbook serves as a valuable resource for you, providing specific guidelines and information about your training with Orbus³. It outlines our responsibilities as an RTO to you and clarifies your responsibilities as a student, apprentice or trainee. Within these pages, you will find everything you need to know about what to expect as you embark on your training program or unit training.

Our head office is located in Caboolture, and we proudly deliver our training programs at various client worksites across Queensland and the ACT. We strive to provide a conducive learning environment that is both practical and engaging, enabling you to develop the skills and knowledge necessary for success in your chosen field.

If you ever have any questions or require assistance regarding this handbook or your apprenticeship/traineeship, our dedicated team is here to support you. You can reach out to your trainer or contact our student support team via email enquiry@orbus3.com.au or by phone at (07) 5499 3359

Once again, welcome to Orbus³! We are excited to embark on this educational journey together and look forward to helping you achieve your goals.

Best regards

The Orbus³ team.

OUR APPROACH

Code of Practice

Based on national standards and department specific requirements in quality management, Orbus³ are able to provide a level of assurance to industry, apprentices, trainees and their employers to deliver quality training and assessment services in Queensland and the ACT.

We are committed to our obligations to working co-operatively with Government, learners, employers and other stakeholders and upholding the specific responsibilities and the ethical behaviours required as a minimum benchmark to ensure public confidence in the integrity of all training delivered by Orbus³. Including (but not limited to):

- Providing training, assessment and support services that help students to gain the most from their training.
- Listening and responding to issue and concerns raised by students, employers and industry about training and the performance of Orbus³ as a provider.
- Communicate professionally with government, students, employers and industry.
- Make every effort to support students to manage work related or personal issues, where these issues affect a learners' training.
- Ensure we are dedicated to continuous improvement.

Our Values

At Orbus³, our values are encapsulated in our tagline: **“Aspire – Acquire – Apply”**. These three words reflect the essence of our approach to education and training. We believe in inspiring individuals to dream big, to set ambitious goals, and to aspire to achieve their full potential. Through our programs, we empower students to acquire the knowledge, skills, and qualifications they need to succeed in their chosen field. But we don't stop there. We emphasise the importance of practical application, encouraging our students to apply what they have learned in real-work contexts, making meaningful impact in their careers and industries. At Orbus³, we are dedicated to helping you aspire to greatness, acquire the necessary tools, and apply them effectively to achieve your goals.

Access and Equity

Orbus³ is committed to practicing fairness and providing an inclusive and equal opportunity for all current and potential students. We commit to making sure all students can access and participate in learning and achieve their learning outcomes. Regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, or remote location that may present a barrier to access, we commit to supporting you to achieve suitable outcomes in your field of study.

As your training provider we comply with the requirements of the *Disability Discrimination Act 1992* and the *Disability Standards for Education 2005*. Orbus³ will determine the support needs of students and provide access to educational and support services as necessary, so that you can meet the requirements of the course you are enrolled in.

Some examples of support we may offer include:

- Study support
- Language, literacy and numeracy (LLN) referrals
- Flexible scheduling and delivery of training and assessment
- Advice on where reasonable adjustments* can be made.

- Advice on the suitability of the course

If you identify with one or more of the following priority groups, you may be able to receive additional assistance:

- Aboriginal and/or Torres Strait Islander people
- Carers of people who are ill, aged or who have a disability.
- People with a disability
- Women and girls who are returning to education and training.
- Women and girls who are seeking training opportunities in non-traditional roles.
- Young people aged 15 to 25.
- Australian South Sea Islanders
- Parental job seekers
- People with English language, literacy and numeracy needs
- Mature aged workers who require up skilling
- Long term unemployed and disadvantaged jobseekers
- People from different cultural and ethnic backgrounds
- People who speak a language other than English

*Reasonable adjustments are those that would not cause unjustifiable hardship on the RTO. For example, if the costs of making adjustments to the premises are such that they would cause hardship to the RTO, it would not be expected that such adjustments are made.

Learner Information Policy

Orbus³ will ensure that you have all the necessary information and guidance before you enrol in our training programs. This will be provided to you during the learner induction process, so you can make informed decisions about your training with Orbus³. This information will be easily accessible in print or through our website.

Specifically, Orbus³ will provide you with the following information:

- The code, title, and currency of the qualification or course you are enrolling in, as published on the National Register.
- Accessibility resources, equipment, and programs available for learners with disabilities.
- Access to learning resource centers.
- Mediation services or referrals if needed.
- Flexible scheduling and delivery options for training and assessment.
- Counselling services or referrals for additional support.
- IT support for any technological needs.
- Alternative formats of learning materials, such as large print.
- Customized workplace-based learning and assessment programs.
-

We will also inform you about the services we will provide, including:

- The estimated duration of the services.
- The expected locations where the services will be provided.
- The modes of delivery for your training.
- The name and contact details of any subcontractor involved in providing your training and assessment.
- Your obligations as a learner, including any requirements you need to meet to successfully complete your chosen qualification or course.
- Any materials or equipment you are required to provide.
- The educational and support services available to you.

If there are any changes to the agreed services or ownership, we will inform you as soon as possible.

Apprenticeships and Traineeships

Orbus³ recognises that apprenticeships and traineeships are the perfect vehicle for training and developing new and existing staff. Because much of the training is in

the workplace, the skills an apprentice or trainee acquires are customised to the specific needs of an organisation. Furthermore, employers may be eligible for various government financial incentives to assist with employing an apprentice or trainee.

State and Territory governments are responsible for all aspects of their training systems, including Australian Apprenticeships policy, priorities, regulatory and administrative arrangements. It also includes determining what qualifications are suitable for Australian Apprenticeships in each state or territory, approving registered training organisations to deliver them and distributing public funds to registered training organisation for training delivery.

Orbus³ takes part in several Federal and State funded initiatives. Examples of funding and incentive opportunities include those identified below.

- State Funding under User Choice
 - ACT Training Initiative Funding Agreement 2019-2021
 - Queensland Government DESBT User Choice Program
- Industry Funding under the Construction Skills Queensland Annual Training Plan

ENROLMENT AND ENTRY REQUIREMENTS

Enrolment and admission into some Orbus³ training programs is subject to meeting certain prerequisite conditions and/or eligibility entry requirements. Specific details of the prerequisites for each training programs are made available prior to enrolment.

In the case that a potential learner does not meet the prerequisite conditions and/or eligibility entry requirements, Orbus³ staff will endeavour to assist them in understanding their options regarding meeting the standards. Any questions regarding these arrangements can be addressed by trainers or Orbus³ management.

Enrolment – Self funded student

When a learner identifies a training program/s they are interested in, they can contact the Orbus³ team. The team will respond by sending you an enrolment form, a copy of this handbook, any information about the training program/s and any other relevant documentation. Enrolment applications are then assessed to ensure that any prerequisites and/or entry requirements are met for the selected training program/s. Learners are then informed of successful enrolment and sent information on the course and their course induction.

Students who do not meet the prerequisites for the selected course will be notified of their unsuccessful enrolment and invited to contact Orbus³ to discuss their training needs and alternative opportunities.

A single unit of competency that is not associated with an apprenticeship or traineeship is the typical enrolment for an individual, self-funded student.

Enrolment – Apprenticeship or Traineeship

An employer may contact Orbus³ to enrol a staff member in an apprenticeship or traineeship. In this case Orbus³ will be the chosen Supervising Registered Training Organisation (SRTTO).

This enrolment is initially managed by the Orbus³ client relationship team. They will connect:

- Australian Apprenticeship Support Network (AASN)
- Employer
- Apprentice/trainee
- RTO representative

Where all the criteria for enrolment in an apprenticeship/traineeship are met, the student will progress to the next stage of the enrolment process. This includes completing the:

- Enrolment form
- Pre-enrolment questionnaire
- Language, literacy and numeracy assessment (if applicable)

Pre-enrolment Questionnaire

A pre-enrolment questionnaire is provided to each student. Questions are designed to identify the student's skills and learning needs. This helps the Orbus³ trainers and assessors to design training tailored to a learner's experience and helps to make the learners journey as valuable as possible.

The designated Orbus³ staff member will receive and assess each student's pre-enrolment questionnaire. Based on the information in the checklist, the enrolment form, interview, induction and any other relevant correspondence and conversation, Orbus³ staff and management may offer additional support.

Examples of the support services may include:

- Study support and study skills programs
- Language, literacy and numeracy (LL&N) programs or referrals to appropriate programs
- Equipment, resources and/or programs to increase access for students with disabilities.
- Learning resource centres
- Mediation services or referral to appropriate services
- Flexible scheduling and delivery of training and assessment
- Counselling services or referral to appropriate services
- Information technology support
- Learning materials in alternative formats i.e., large print
- Learning and assessment programs customised to the workplace.

Unique Student Identifier

A USI is a reference number made up of ten numbers and letters. It's free, [easy to create](#) and stays with you for life. You will need a USI if you are undertaking any Nationally Recognised Training. Without one you won't be able to receive your statement of attainment, qualification or award.

The USI also gives you access to an online record of your nationally recognised training in the form of a VET transcript. This can be used when you are applying for a job, seeking a credit transfer or providing documentation on prior learning and training previously undertaken.

Orbus³ will verify your USI at the time of your enrolment to make sure we can issue you a certification documentation in the appropriate timeframe.

Orbus³ staff may ask you for permission to access your USI data to help with your admission to one of our training program/s and in some cases your eligibility for funding.

Learner Unique ID (LUI) – School-based learners only

The LUI (Learner Unique ID) is an important number that high school students receive from their school. It helps to identify each student uniquely throughout their high school education. The LUI is used to track your progress, maintain records, and report your education achievements accurately. We will need your LUI if you are at high school and want to have your units of competency 'banked' with the Queensland Curriculum and Assessment Authority (QCAA) towards the successful achievement of your Queensland Certificate of Education (QCE)

RECOGNITION OF QUALIFICATIONS AND PRIOR LEARNING

Recognising Qualifications from another RTO

Orbus³ accepts and provides credit for any AQF certification documentation issued by any other RTO. This may include Certificates, Records of Results and Statements of Attainment from previous completed study with another Registered Training Organisation (RTO).

When you enrol with Orbus³ we will inform you about the opportunity to have previous study recognised. Previous study may have been formal (with another RTO) or informal (e.g., short courses, and on the job training)

If you believe you may be considered for recognition of prior learning, please talk with your trainer and provide your trainer any documentation or details of previous learning to verify your eligibility. ORBUS³ will seek verification from your previous RTO before recognising any qualification or statement of attainment you provide.

Once Orbus³ has verified your qualification or statement of attainment we will securely store your evidence of prior study. We will then let you know what unit/s of competency you may have exemption from and how this might change your training and assessment.

There are two possible pathways of recognition. Credit Transfer and Recognition of Prior Learning.

Credit Transfer

At Orbus³, we understand that you may have already completed some units of competency through formal education. This is called a Credit Transfer. If you have a Record of Results or Statement of Attainment that proves you have completed certain Nationally Recognised units, we can give you credit for those that match your chosen training package. This means you won't have to do those units again, saving you time and effort.

Sometimes, if there have been updates to the training package, you may be given partial credit and asked to do some additional 'gap' training to catch up to the current unit. This will be decided by Orbus³ based on how similar your previous units

are to the ones in the current package. The best part is, if you receive a credit transfer for a unit, you won't have to pay any fees for that unit. Its fee exempt.

Recognition of Prior Learning

RPL is a great opportunity to recognise and value the skills and knowledge you already possess. We want to recognise and appreciate the skills and knowledge you already have, that's where Recognition of Prior Learning (RPL) comes in. RPL is different from credit transfer. It's a pathway that assesses your competence in a specific skill without having to go through formal training. You may have gained this competence through different learning experiences like:

- Formal education
- Practical work
- Personal interest

When a learner approaches our trainers for Recognition of Prior Learning (RPL), we will:

- Explain the process to the learner.
- Show them where they can gather the necessary evidence in our online system.
- Describe the different forms of evidence we collect for each unit within a qualification, such as Competency Conversations, Practical Observations, Referee Forms, and more.
- Inform them that it's up to the Assessor to decide whether to award an RPL outcome based on the evidence provided and their experience.

To be recognised for your prior learning, you'll need to provide a portfolio of evidence showcasing your competency. This evidence can include:

- Records of completed training.
- References from employers
- Skills assessments

- Testimonials from clients
- Work samples
- Evidence of your work history.

The assessor will carefully review the evidence to ensure it's genuine, up-to-date and meets the required standards. Although RPL opportunities may be limited due to safety regulations and industry standards, we encourage students who believe they already have the necessary skills and knowledge to apply for RPL when enrolling. Throughout your training, our trainers will remind you about the RPL option so you can explore this pathway at different stages of your learning journey.

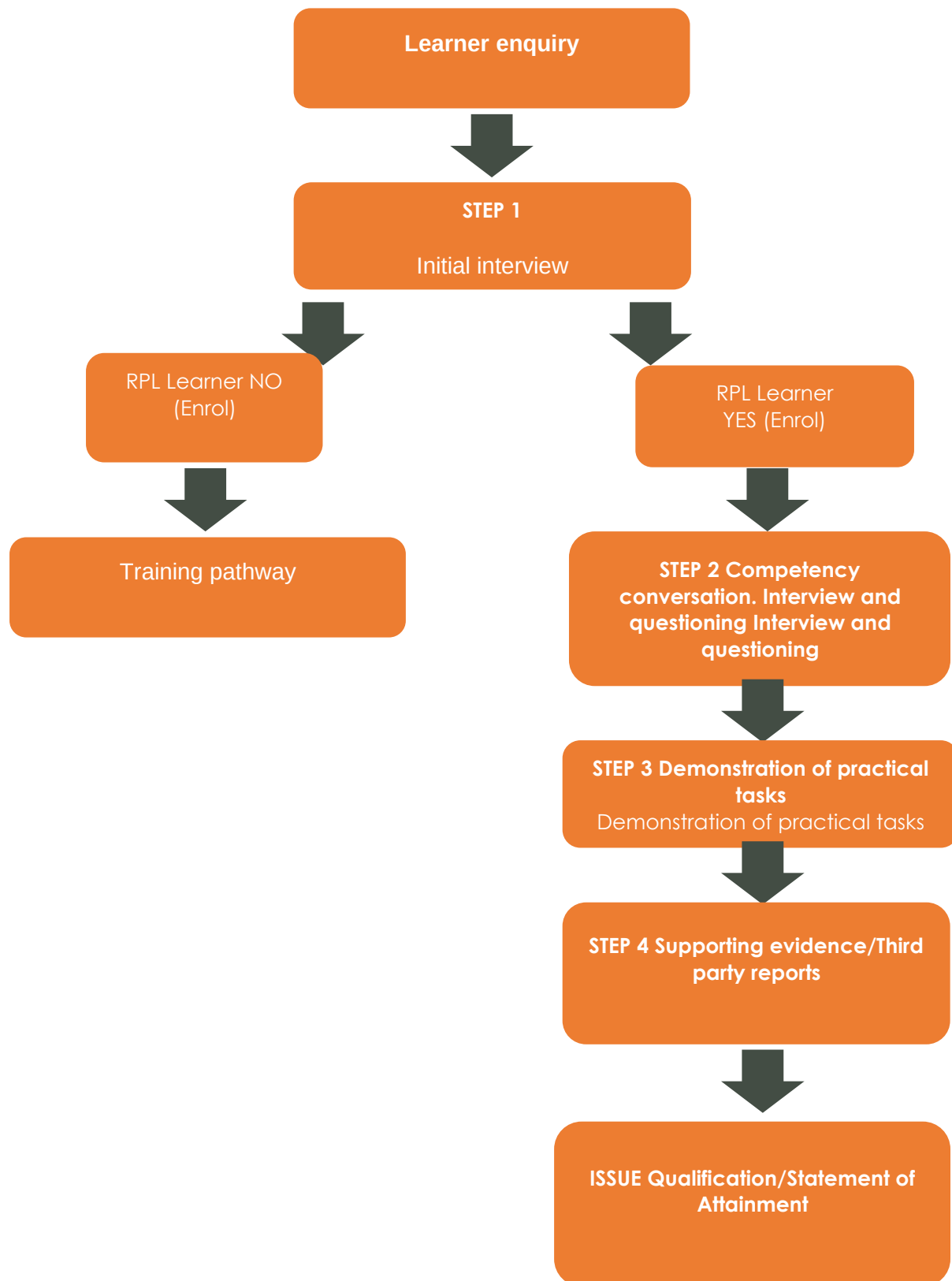
RPL Process

If your application for RPL is successful, you will be emailed a link to cloud assess to complete a pre-assessment. This involves answering relevant questions or tasks related to the assessment you are applying for RPL. Once your pre-assessment is complete your trainer will have a conversation with you to assess your competency in the subject/skill that is being evaluated. Your employer will also be involved in the process and will complete a form to provide their input and observations regarding your competency and your performance in the workplace.

In Summary:

1. You will receive an email link to Cloud Assess
2. Complete your pre-assessment.
3. Have a competency conversation with your assessor.
4. Have your employer validate your competency by completing a form provided by Orbus³.

RPL Process



FEE INFORMATION

Orbus³ offers Apprenticeships, Traineeships and 'Fee for Service' training services. This means that some courses will attract fees. It is important for students to be aware of the fees and charges associated with their chosen qualification or course. Fee information will be provided to each student through various channels to ensure transparency and clarity.

You can access fee information through the following sources:

1. **Orbus³ Website:** The website contains fee details and funding eligibility for each training program. You can visit the website to find information about course fees, and there is a handy link to contact us, if you need further information. <https://orbus3.com.au>
2. **Direct Email:** We provide fee information directly to students via email. This will include the total amount of all fees, payment terms specifying the timing and amount of fees to be paid, and any non-refundable deposit or administration fee.

Orbus³ will provide the following fee information to each student:

- a) **Total Fees:** The total amount of all fees will be clearly outlined, including course fees, administration fees, materials fees, and any other charges that apply to your specific qualification or course.
- b) **Payment Terms:** The payment terms will specify when and how much fees are to be paid. It is essential to adhere to the payment schedule to ensure your enrolment remains valid. Additionally, any non-refundable deposit or administration fee will be communicated to you.
- c) **Student Protection:** Orbus³ will inform you about the nature of the Student Protection offered by the RTO. This refers to the support and assurance provided to you in completing the training and assessment once you have started studying your chosen qualification or course.

- d) **Additional Services:** If there are any additional services that incur fees, such as the issuance of a replacement testamur, Orbus³ will provide information about these charges. Additionally, options available to students who are deemed not yet competent upon completing training and assessment will be explained.
- e) **Refund Policy:** Orbus³ has a refund policy in place to ensure fair treatment in cases where a refund may be applicable. The refund policy outlines the conditions under which a refund may be granted and the procedure to follow for requesting a refund. It is crucial to familiarise yourself with this policy to understand your rights and obligations.

It is important to note that fees and charges may vary depending on the qualification or course and any applicable optional services.

All Nationally Recognised Qualifications, Accredited Courses and Units of Competency delivery by Orbus³ are GST-Free in accordance with the Australian Taxation Office GST Rulings GSTR 2000/27, GSTR2001/1 and GSTR 2003/1

Fees and charges

Fee for Service Students

At Orbus³, each qualification offered has a specific course fee. The course fee represents the maximum amount that can be charged to you for your chosen training program. Our aim is to provide fair and transparent services to all students. We have a staged, progressive payment schedule to ensure that you pay for training and assessment services as they are provided. This means you won't have to pay the full course fee upfront. Instead, you will make payments gradually throughout the duration of your training program.

Orbus³'s policy is to include all necessary costs in the course fee. We want to ensure that you are not caught off guard by unexpected requirements, fees, or expenses.

Where additional resources, not normally associated with a program of study are required (for example, reference materials, research documents, computer) we will advise you of exactly what is required for your course.

Payment Schedule

We believe in making quality training and assessment accessible and affordable for everyone. Our payment schedule is designed to help you keep track of your payments easily.

Any applicable tuition fees will be invoiced in arrears for units of competency completed, unless prior arrangements are made with Orbus³ management.

If you have any questions about your course fees or payments schedule, our friendly administration team will be happy to assist you.

Recognition of Prior Learning – Fee for Service

We understand that you may already have skills and knowledge in certain areas that align with the requirements of a qualification. This is where Recognition of Prior Learning (RPL) comes in. RPL allows you to demonstrate your existing skills and knowledge to gain credit towards a qualification.

If you are unable to achieve the full qualification through RPL and require additional gap training, we will work together to create a training plan and determine the associated costs. The cost structure will be based on a pro-rata basis for each unit, using the scheduled course fee as the basis for calculation.

It is important to note that the decision to grant full qualification RPL is based on a thorough assessment of your skills and knowledge against the requirements of the qualification. We will evaluate your evidence and determine if you meet all the necessary criteria for the full qualification.

If you are considering RPL or have any questions about the process and fees, our team will be happy to guide you and provide further information. We strive to ensure

fairness and transparency in all our RPL processes while meeting the standards set by ASQA.

Under the standards set by the Australian Skills Quality Authority (ASQA), Registered Training Organisations (RTOs) are not obligated to provide a full qualification gained solely through RPL.

Short Courses

We have several different short courses that you can enrol into to upskill or specialise in an area. The fees for short courses vary, depending on the unit/s you choose to study and where you are located.

The Orbus³ team can help you with calculating what a short course will cost you.

Apprentices and Trainees

Skills Assure – User Choice Participants (Queensland)

As part of the User Choice funding program, there are co-contribution fees associated with enrolling in certain subsidised programs. Co-contribution fees are the amount you contribute towards the cost of your training and assessment services. These fees are set by the Queensland Government User Choice Program. They are calculated based on the nominal hours of the qualification or course you undertake.

For each unit of competency, the student contribution fee is \$1.60 per nominal hour. The total amount will depend on the electives you choose, and it will be advised to you at the time of enrolment.

If you transition from a school-based apprentice or trainee to a full-time or part-time apprenticeship or traineeship, student contribution fees will apply to any units of competency that you haven't started yet. However, if you are a Year 12 graduate undertaking a high priority qualification, this does not apply to you.

Orbus³ will invoice these fees quarterly for units of competency that you have completed successfully. Your employer may pay these fees on your behalf, but they cannot be waived by the RTO.

Partial Exemption – Tuition Fees

Orbus³ must charge 40% of the student co-contribution fee if you fall into one or more of the following exemption categories:

- You are under 17 years old at the end of February in the year of training and are not in school or have not completed Year 12.
- You hold a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or you are the partner or dependent of someone who holds one.
- You provide Orbus³ with an official form confirming your entitlement to concessions and a health Care Card or Pensioner Concession Card
- You are an Aboriginal or Torres Strait islander person, as evidenced on the Training Contract and our AVETMISS VET Enrolment Form.

Fee-Free Apprenticeships/Traineeships for Under 25s

In Queensland, under the user choice contract, where participants meet eligibility criteria, they may qualify for the Queensland Governments [Free Apprenticeships for Under 25s](#).

If you are under 25 years old and enrolled in a high priority qualification as determined by the Department of Youth Justice, Employment, Small Business and Training (DYJESBT), you will not be charged a student contribution fee. The department will cover the fee for you.

This initiative by the Queensland Government applies from 1st January 2021 to 31st of December 2023. You must commence or be undertaking your training between this timeframe.

More information is available from the [Department of Employment, Small Business and Training \(DESBT\) website](#).

Skills Canberra – User Choice (ACT participants)

The ACT Government requires us to charge a 'Student Contribution Fee', unless you are exempt or eligible for a concession. We may set the fee for each course delivery mode, but it must be equal to or higher than the minimum tuition fee set by the government. From 1 October 2019, the tuition fee for each qualification will be \$450. Your employer may choose to pay this on your behalf.

If you are an eligible Australian Apprentice who started after 1st of January 2016 and completed your qualifications after 1 January 2019 you can apply to receive a completion payment of \$300. To qualify, you should not have completed more than 50% of your training through Recognition of Prior Learning (RPL) or Credit Transfer. This payment will be given to you directly upon completing your qualification, and a survey from Skills Canberra. You will need to provide your bank details through the AVETAR apprentice log in to receive the payment.

The following Australian Apprentices are not eligible to claim a completion payment

- An AA with a training contract commencement date on or after 1 January 2024
- An AA in an unfunded or fee-for-service training contract.

Fee Concessions and Exemptions

Orbus³ may offer a fee concession to eligible Australian Apprentices in certain situations. This includes apprentices who hold a current Health Care Card or Pension Card, or those who can demonstrate genuine financial hardship. If you are under 18 years old and your parent/guardian holds one of these cards, the concession will also apply.

If you meet any of these concession requirements, Orbus³ will submit an Application for Fee Concession Reimbursement Form to Skills Canberra.

There are circumstances where Australian Apprentices may be exempt from paying fees.

You will not be charged the tuition fee if:

- Your employer is the RTO for your apprenticeship.
- You change employers within 12 months but continue in the same qualification and with the same RTO.
- You are required to switch to a different RTO due to a change RTO process.
- You are an Australian School Based Apprentice, and your school is the RTO.

Constructions Skills Queensland (CSQ) – Subsidised Programs

Construction Skills Queensland (CSQ) is a private organisation that helps people in the building and construction industry. They receive money from the industry to support employers, workers, apprentices, trainees, and those looking for a career in construction. CSQ provides funding to make training more affordable, so more people can improve their skills. They offer support for short courses, skills assessments, gap training and higher level qualifications. Each program has specific courses and qualifications that qualify for funding. You can find out more information about your eligibility and the amount CSQ will contribute to a short course or higher level qualification by contacting our Orbus³ Client Services Team enquiry@orbus3.com.au

Additional Fees – Schedule of Fees

Service	Fee
Enrolment fee	No enrolment fee is applicable
Materials/Resource Fee	No fee is applicable
Withdrawal fee	No withdrawal fee is applicable
Re-submit fee	No re-submit fee applies
Re-assessment fee	No re-assessment fee applies
Re-enrolment fee	To be negotiated on re-enrolment
Produce partial completion statement of attainment	No fee applies
Competency Card	\$25.00 + GST
Re-Print Testamur and Record of Results or Statement of Attainment	\$35.00 + GST

Tablet Fee – if applicable	\$350.00
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Please note that the fees mentioned above are subject to change, and it is always advisable to check with the Orbus³ team for the most up-to-date fee information.

Methods of Payment

You can choose to make payments through options such as

- Credit Card/Debit (Visa or MasterCard)
- Internet Banking Transfer

You can select the method that suits you best. A tax invoice/receipt will be sent to you via email for each payment.

REFUND POLICY

We value your satisfaction and strive to provide a fair and reasonable refund policy. We understand that circumstances may change. The following information outlines our refund policy and your rights as a consumer.

We do not charge you upfront for your training. Instead, we invoice you upon completion of your units. Due to this payment arrangement, it's important to note that a refund is not applicable if you choose to withdraw before starting your training or after it has commenced. Additionally, if you decide to withdraw from your qualification before completing it, we are unable to provide a refund for completed units where full training and assessment has been provided. We always strive to provide you with quality education and support throughout your training journey.

Before you enrol or begin your training and assessment, you will receive detailed information about your rights as a consumer. This includes any cooling-off period (where applicable) and your entitlement to a refund if:

1. The arrangement is terminated early, or
2. Orbus³ fails to deliver the agreed services.

Refund Policy – User Choice Participants

As a User Choice participant, your employer may be responsible for paying for your co-contribution fees for your training. We understand that circumstances may change, and you may need to cancel your enrolment or withdraw from part of the training.

In such cases, Orbus³ will negotiate with your employer to determine if any applicable refunds can be arranged. It's important to note that as a User Choice participant, you do not directly pay any co-contribution fees to Orbus³ for your training. Therefore, any potential refunds would be offered to your employer rather than directly to you.

Fee Protection

Currently, we do not require any upfront payment from students. This means that you don't need to worry about prepaying any fees before starting your course. While there are rules that apply to prepaid fees in general, it's important to note that these rules do not apply to our RTO because we don't ask for upfront payments.

Advance Fee Limit and Progressive Payments

We do not require upfront payment for any of our full qualifications or short courses. You can enrol in your chosen program without the need for immediate payment. In some cases, your employer may choose to cover any upfront fee on your behalf.

In the case that upfront fees are implemented we will not collect more than \$1500 in advance payments from any student at any time during their enrolment.

Our payment schedules are designed to be progressive and proportionate to the training service provided. This means that as you progress through your training, your payments will align with the training you have received. This approach reflects our commitment to offering you a fair and reasonable payment options.

TRAINING DELIVERY

Training courses with Orbus³ are delivered by:

- Workplace training
- Blended learning (Face to Face and Online)

Induction

Once you have signed up with Orbus³ as your registered training organisation, you will go through an induction/sign-up process with one of our staff members. During this process, we will provide you with important information, including:

- The full costs associated with your qualification.
- Any co-contribution fees you need to pay.
- Any fee exemptions you are entitled to.
- Refund requirements.

You, your employer/supervisor, and your trainer will also agree on a Training Plan. This plan is designed to help you gain the skills you need for your job. You will be asked to sign the plan, and both you and your employer will receive a copy.

As part of your induction, an Orbus³ staff member will guide you through the following:

- An overview and explanation of the information in this handbook
- The staff and resources available to support your training.
- Orientation to the use of your tablet, where your learning and assessment will take place.
- Confirmation of the units of competency in your course and the qualification you will receive.
- How training will be conducted and the method, format, and purpose of assessment.
- Learning and assessment resources
- An outline of traineeship/apprenticeship requirements, if applicable
- An overview of the support services offered by Orbus³, especially for those needing additional language, literacy, or numeracy support.
- Explanation of the appeals and Complaints procedures
- Information about career and AQF pathways available to students.

At Orbus³, we are committed to providing you with all the necessary information before you enrol. This information will be clear and easily accessible. We will provide you with specific details about your qualification, including the duration, delivery locations, modes of delivery, and any subcontractors involved in your training. We will also outline your obligations and any materials or equipment you need to provide. This student handbook is also available on our website.

If there are any changes to the services agreed upon, we will inform you in writing and follow up with a phone call as soon as possible. This includes any new third-party arrangements or changes to existing arrangement.

Our Trainers

Our trainers and assessors have extensive industry experience, knowledge, and the necessary qualifications to deliver your training. They have the expertise to tailor their teaching methods to suit each student's unique needs and create a supportive learning environment.

Our trainers stay updated with the latest vocational training practices and industry skills to ensure you receive high-quality education.

They will maintain accurate records of your progress and achievements throughout your studies, ensuring all your accomplishments are properly documented. This information will be promptly recorded in our database system to keep track of your journey with us.

Orbus³ upholds the *Standards for RTOs 2015* and ensures that all our trainers have up to date, current knowledge and skills in vocational training and learning and industry skills and qualifications at least to the level being delivered and assessed.

Training and Assessment

Training Plan

A training plan is an important document that outlines the training and assessment activities you will complete during your training contract. It includes:

Details of how, when, and where your training will be provided.

The assessment methods that will be used to evaluate your progress.

Each apprentice or trainee has their own training plan, which is developed collaboratively by you, and the supervising registered training organization (SRTO).

The training plan includes:

All the specific skills and knowledge required to complete the chosen qualification.

The delivery mode for each competency (workplace, classroom, online) and who is responsible for providing the training.

Dates for any classroom or off-the-job learning that will take place.

Recognition of prior learning if applicable.

Details of the assessments, including the methods used, the expected outcomes, and the signatures that indicate competence.

Support services available for apprentices or trainees with special needs.

Remember, the training plan is a flexible document that can be adjusted if there are changes in your situation or circumstances.

Achieving competency

In the Vocational Education and Training (VET) sector, training and assessment are crucial components of achieving competency in various skills and qualifications. The goal of training is to provide you with the knowledge and practical skills necessary

for your chosen industry or occupation. This training may involve classroom learning, practical exercises, simulations and workplace experience.

Assessment, on the other hand, evaluates your understanding and application of these skills. It ensures that you meet the required competency standards set by industry bodies and regulatory authorities. Assessments can take various forms, such as written exams, practical demonstrations, projects, and workplace observations. By successfully completing the training and assessment process, you demonstrate your competence in the specific skills and knowledge outlined in the training package or qualification. This achievement of competency is an important milestone that prepares you for real-world work scenarios and enhances your employability.

Record of Activity

A training Activity Record is an essential tool for apprentices and trainees participating in training programs. It serves as a detailed log of your training activities, including conversations you have with your trainer, and provides a comprehensive record of the skills and knowledge that you have gained during your training. The Training Activity Record captures important information such as the date, duration and description of each training activity undertaken by the apprentice or trainee. It serves as a valuable reference for tracking your progress, identifying areas of strength and areas that require further development. It allows you to demonstrate your active participation in the training program and provides evidence of your commitment to your learning and skill development. It also enables your trainer and assessor to monitor your performance and provide you with feedback. You will sign the Training Activity Record each time your trainer visits you onsite.

Training Record Book

The Training Record Book is like a diary where you write about the work you do as an apprentice/trainee. It helps you understand the tasks you need to become good at and pass your qualification. You write down what you do at work in this book.

If you have a paper copy of the book, keep it safe and bring it to work every day. When your supervisor thinks you can do a task safely and well, they will sign and date the book. You need to sign it too. Your assessor will check the book regularly and update your records. The training record book is important because it shows if you are good at the tasks and helps decide if you get your qualification. It's your job to fill it in correctly and often.

Remember, when you write about multiple tasks in the book, show that you have done each task a few times, not just the same task again and again. If it's relevant, write about what you fixed or replaced or any problems you found. The more details, the better!

"Safely and competently" means you do the tasks following safety rules and company policies. You perform the tasks without causing any damage and ensure that you do them correctly and accurately. Your supervisor doesn't need to correct you or step in to help.

Assessment Procedures

Orbus³ training programs are competency based. Competency based assessment means you can show that you can competently repeat a task and meet a benchmark, over a period of time. For example, to be deemed competent in a unit of competency you will be able to apply both knowledge and skill to the standard of performance required in an industry and/or workplace.

Competency based training gears you towards the attainment and demonstration of skills to meet industry-defined standards, instead of a learner being graded for their achievement relative to that of other learners.

To assess your level of competency we will collect different types of evidence to allow us to make judgements about whether you have achieved competency against fixed-criteria or pre-determined benchmarks. Including but not limited to:

- Ensuring that your application of knowledge and skills is relevant to the standard expected in the workplace.
- You meet the assessment guidelines for your training package, qualification or unit of competency.
- You meet the requirements of the Rules of Evidence and provide evidence you're your assessments are your own work (authentic) as well as, showing sufficiency, currency, and have completed tasks frequently enough for your assessment to be valid and reliable.

Orbus³ also understands the critical role that assessment plays in determining your competency, we have processes in place to support you to achieve your highest level of outcomes by:

- Ensuring your assessment process is fair and considers your individual needs, and any reasonable adjustments needed are applied.
- Keep the channels of communication open and clear between your assessor and you, so you are fully informed of the assessment that you will be participating in.
- Provide flexibility, including the consideration of recognition for prior learning.
- Providing timely feedback
- Providing 3 opportunities for re-submission of an assessment
- Giving student access to re-assessment on appeal

Blended Learning

As part of your training, you will complete some face-to-face training and some online based training. We use a learning platform called Cloud Assess. You will receive login information to access Cloud Assess after your enrolment has been processed.

Facilities and Equipment (Apprentices and Trainees)

Prior to your training Orbus³ will conduct an Employer Resource Assessment (ERA) to ensure that your workplace offer the correct range of work, workplace facilities and equipment needed for you to successfully train and complete your qualification or short course.

Orbus³ will conduct checks to assess:

- Identifying whether an employer can provide the workplace tasks aligned to your units of competency in your training plan.
- Identify any units of competency which your employer cannot provide aligned workplace tasks and provide you with details of how training relating to these units will be delivered and assessed.
- Ensure your employer understands the workplace-based tasks.
- Ensure you have access to the right facilities and equipment required to complete each unit of competency.
- Ensure you have will have adequate supervision arrangements in place for when you are onsite at the workplace.

RPL Process

If your application for RPL is successful, you will be emailed a link to cloud assess to complete a pre-assessment. This involves answering relevant questions or tasks related to the assessment you are applying for RPL. Once your pre-assessment is complete your trainer will have a conversation with you to assess your competency in the subject/skill that is being evaluated. Your employer will also be involved in the process and will complete a form to provide their input and observations regarding your competency and your performance in the workplace.

In Summary:

- You will receive an email link to Cloud Assess
- Complete your pre-assessment.
- Have a competency conversation with your assessor.
- Have your employer validate your competency by completing a form provided by Orbus³.

Connecting Training and Assessment with the Workplace

At Orbus³, we believe in connecting training and assessment with the real workplace environment to maximize your learning outcomes. We will work closely with relevant workplace personnel to create opportunities that align with your training program. Clear communication will ensure that everyone involved understands their responsibilities.

To cater to different needs, we regularly consult with industry experts and document our discussions to develop a range of delivery and assessment methods. These strategies are designed to meet the requirements of your chosen industry and are approved by industry representatives.

If you are enrolled in an apprenticeship or traineeship program, you will typically be working for an employer in the industry. In some cases, employers may contribute to the cost of your training and assessment, and we encourage this collaboration.

At Orbus³, we will:

- Involve workplace personnel in planning relevant workplace programs.
- Make the most of workplace opportunities for training and assessment.
- Monitor your progress and the support provided by workplace personnel.
- Consult with workplace personnel to develop effective workplace training and assessment processes.
- Clearly communicate the roles and responsibilities of workplace personnel in the training and assessment program
- Monitor the support you receive from workplace personnel.
- Continuously improve training and assessment based on feedback from workplace personnel.

We value input from workplace personnel as it helps us enhance your training experience. We offer various programs that engage employers and other contributors to ensure that your individual needs are met in terms of training, assessment, and support services.

Changes to Your Course

At times a training package or unit of competency are reviewed for currency. This means you may encounter changes in training qualifications or courses. We strive to ensure that learners are not disadvantaged and have the best opportunities for employment, residency status, and future study pathways.

Orbus³ ensures a smooth transition for learners when qualifications or courses are superseded, deleted, or expired. We complete the training and assessment within specific timeframes and issue the relevant certification documentation. There is usually minimal impact on you. Learners are given the opportunity to transfer to replacement qualifications or courses. Our CEO ensures that the replacement training product is included in our scope of registration, so you experience no change to the national recognition of your qualification or course.

If a qualification is removed without a direct replacement, we strive to find the closest alternative for learners. Completion of the qualification will be prioritized within two years of its removal. Skill sets, units, courses, or modules that are removed or deleted will also be completed within one year.

Orbus³ understands the importance of keeping learners informed about changes. In the case that you may need to transition into an updated qualification or unit, we will communicate and explain the process, so you are informed and ensured a smooth learning experience.

In some cases, your employer may request that one of your chosen electives be changed to suit your job role and the requirements of the employer and company. If this is the case, we will talk with you about the change of elective and adjust your Training Plan to reflect the change.

Training Commitment

At Orbus³, we are committed to ensuring that all learners receive the training services they paid for. We have strong corporate structure, governance, and financial management systems in place to support the delivery of training. Our CEO and staff constantly strive for continuous improvement and employ quality management practices to identify and address any potential issues before they affect learners. Our recruitment, induction, and staff development procedures also contribute to ensuring smooth training operations. In the rare event of a business interruption or training failure, rest assured that any training you have successfully completed, is guaranteed as you pay your fees upon completion. This means that even in unlikely circumstances, we can provide you with a statement of attainment for the training you have completed. Your training journey is our priority, and we are here to support you every step of the way.

Completion of your Course

What certification will I receive?

Upon successful completion of your course with Orbus³ you will be eligible to receive recognition for your Nationally Accredited training.

Course Name	National Recognition
RII20120 Certificate II in Resources and Infrastructure Work Preparation	Testamur and Record of Results
RII20720 Certificate II in Civil Construction	Testamur and Record of Results
RII30120 Certificate III in Surface Extraction Operations	Testamur and Record of Results
RII30820 Certificate III in Civil Construction Plant Operations	Testamur and Record of Results
RII30920 Certificate III in Civil Construction	Testamur and Record of Results
RII40720 Certificate IV in Civil Construction	Testamur and Record of Results
RII50420 Diploma of Civil Construction Management	Testamur and Record of Results
Nationally Accredited Unit/s	Statement of Attainment

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After you have met all the requirements of your course, you will be issued the relevant Testamur and Record of Results or Statement of Attainment within 30 calendar days of successful completion of your training.

Nationally recognised qualifications are made up of individual units of competency. If you do not meet all the course requirements but have completed the requirements for one or more units of competency, you will be issued an AQF Statement of Attainment for the unit(s) you have completed.

You will not be able to receive your Testamur and Record of Results or Statement of Attainment without supplying a valid USI (Unique Student Identifier) to Orbus³.

Testamur: issued to learners who have met the requirements of a VET qualification. For example: Certificate

Record of Results: accompany a testamur and list the units completed as part of the VET qualification.

Statement of Attainment: issued for the successful completion of one or more units from a VET qualification. For example, a qualification that has not been successfully completed, or requirements were not met. Also issued for the completion of a nationally accredited unit. For example, a short course.

STUDENT OBLIGATIONS

Providing Accurate Details and Identification Documents

It's really important to give us accurate information about yourself and provide the required documents. Here's why:

Following the Rules

As a training organisation, we must follow certain rules and regulations. Having correct information helps us make sure you're eligible for the training and that we can assess your skills properly.

Unique Student Identifier (USI)

The USI is a special number that keeps track of your training and qualification. Giving us your USI helps us keep records of your achievements.

Proving Who You Are

We need to see documents like your driver's license, passport, or birth certificate to confirm your identity and residency. This is important for meeting government requirements and funding purposes.

Keeping Records

Accurate information helps us maintain complete and reliable student records, including certificates and transcripts. These records are useful for future job opportunities or further education.

Accessing Funding and Concessions

Depending on your circumstances, you might be eligible for funding or concession. Giving us the right details and documents allows us to determine if you qualify for any financial assistance.

Remember, it's your responsibility to provide us with correct and up-to-date information. Forgetting to provide us with the right details, can affect your access to training.

Code of Conduct

At Orbus³, we strive to work together and treat everyone with respect. We believe in providing high-quality training and assessment services in a professional manner. We expect students to also behave respectfully towards staff and their fellow students. This creates a positive and productive learning and working environment for everyone involved.

Professional Behaviour and Student Misconduct

Orbus³ Management advises any trainer or staff member who is dissatisfied with the behaviour or performance of a student that they have the authority to:

- Warn the student that their behaviour is unsuitable, or
- Address the student's employer (if applicable) to discuss the matter
- Ask a student to leave the class, without refund or acceptance into another course, or
- Immediately cancel the student.

Student disciplinary procedures will be employed only after all strategies have been exhausted. Orbus³ is committed to supporting all students toward positive behaviour and following up concerns with students immediately. Orbus³ staff will attempt whenever possible to resolve behaviour issues with informal resolution and or mediation.

As part of this process, you may receive one or more of the following:

- Warning letters
- Written direction to rectify your behaviour

If a student wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Orbus³ complaint and appeals procedure.

Orbus³ staff are expected to maintain a professional and ethical working relationship with all other staff members, management and students. Breaches of the disciplinary standards will result in discussion between the relevant trainer and Orbus³, and appropriate action will be taken.

Plagiarism

Plagiarism is when you use someone else's words, ideas, or work without giving them proper credit. It's like copying or stealing someone else's work and pretending it's our own. This includes copying and pasting text from the internet, using someone else's assignment or answers in a quiz as your own, not referencing your sources when you use information from books, articles or websites. It shows a lack of honesty and integrity in your own work.

Orbus³'s CEO takes a very strict approach to plagiarism and proven incidents will not be tolerated. Your assessor will regularly check students work to ensure that is not plagiarised from other students or any other source. If plagiarism or cheating is expected the assessor will conduct an investigation. In the case that plagiarism or cheating is deemed proven it will be escalated to the Training Director who will.

- Raise the concerns directly with the learner.
 - Ask the learner to resubmit their assessment.
- or
- Ask the learn to complete a new assessment.

It is reasonable to research material to complete an assessment; however, you must make sure that any research used is clearly referenced.

The use of AI in assessments is also considered a form of plagiarism if you are generating content straight from AI technology and submitting it as your own. Here are some guidelines to follow when using AI technology to assist you with your assessments.

Ethical Use of AI

- Maintain honesty and integrity in all assessments.
- Ensure that all work submitted is submitted in your own words.
- Ensure that you have a conversation with your trainer/assessor prior to using AI, to determine if the assessment you are completing allows AI assistive technology.

Any breach of AI assessment guidelines will be treated as misconduct.

We do everything we can to make sure our assessment process is fair to all students, and that all students have equal opportunities and access to resources. We also must ensure the validity and authenticity of each students' assessment submissions. Your work will be consistently checked for its authenticity and accuracy.

Repeated plagiarism or cheating may result in the cancellation of a student's enrolment from a training program/s

Continuous Improvement and Feedback

At Orbus³, we believe that there are always opportunities to improve and provide better services. Our CEO has created a culture that values these improvement opportunities in every aspect of our business. We want to make sure we are constantly growing and meeting the changing needs and expectations of our learners.

To achieve this, we provide feedback surveys to all learners at the end of each program. We want to hear from you about your experience, as your input helps us monitor and develop our training practices and ensure we meet your needs and expectations.

As a learner with Orbus³, your feedback plays a crucial role in our continuous improvement policy. We encourage you to share your thoughts and suggestions throughout your enrolment, not just at the end of the program.

To ensure that we effectively collect and act upon the feedback and improvement data, we have developed a best practice record and register. This will include a written record of all improvement strategies and reviews, helping us track our progress and make positive changes.

Your feedback is valuable to us, and we are committed to using it to enhance our services and provide you with the best possible learning experience. We encourage you to provide feedback throughout your enrolment. Your voice matters, and we appreciate your contribution to making Orbus³ the best it can be.

YOUR PRIVACY AND ACCESS TO YOUR RECORDS

Students have the right to request information about or have access to their own individual records. Orbus³ trainers and assessors or administration staff can provide you with the requested information or access. You also have the right to request a hard copy of your individual file that can be supplied as a printout from records retained within our student data management system.

You should feel free to ask your Orbus³ trainer and assessor or administration staff at any time for a printout of your progress.

Orbus³ will retain client records for a period of thirty (7) years. These records include:

- Attendance and Progression
- Records of the commencement of a unit and/or qualification
- Student enrolments
- Fees paid and refunds given.

Completed Assessments

Each assessment submitted will be retained for a minimum period of six (6) months. Individual student hard copy assessments are scanned and stored electronically as soon as an assessment is received by the administration team. Electronic submissions are securely stored within our AVETMISS compliant software and access is restricted by a password system.

Results of Assessment Records

Student assessment results will be recorded electronically within our AVETMISS compliant software and access is restricted by a password system. Your results records, meaning your Statement of Attainment or AQF Qualification documents are retained for thirty (30) years.

We can use this information to provide competency completion reports and re-issue testamurs, records of results and statements of attainments if required.

You can request a duplicate copy or re-print of a Testamur and Record of Results, Record of Results or Statement of Attainment for a fee, by contacting the Orbus³ administration team.

Ceasing Operation

If, for any reason, Orbus3 stops operating, don't worry, your student records will be safe. They will be transferred to the Australian Skills Quality Authority (ASQA) in a way that meets the requirements set by the Department. You can access your records through a secure ASQA portal.

For students who successfully complete their qualification, we will provide you with an Australian Qualifications Framework (AQF) official document called a testamur, which proves your achievement. If you haven't completed a full qualification but have finished some units of competency, we will give you a statement of attainment.

Even if Orbus3 closes, our courses are nationally recognized across Australia. So, you can continue your training somewhere else. However, to do that, you'll need evidence of the skills you've already gained. You can show this to another training provider to continue the rest of your training.

We understand this situation is rare, but in case it happens, we'll do our best to help you transfer to another training provider smoothly.

You can find more information about [Provider Closure here](#)

Your Personal Information

Orbus³ will collect your personal information so that we can process, manage and determine your eligibility for your enrolment. Three times a year we are required to disclose your personal information to the National Vocational Education and Training Regulator (NCVER). We use the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) to report your student data to NCVER. You can access the [NCVER Privacy Policy here](#) to understand how your personal information may be used.

The personal information we are required to collect includes:

- Name, address and contact details (e.g., telephone number and email address)
- Personal identifiers
- Demographics
- Country of birth, main language spoken at home, Indigenous status, disability status (including type of disability)
- Personal characteristics and personal opinions, (e.g., date of birth, employment information)
- Education information (e.g., training enrolment and results details)

We are also required to report your VET activity information (your training progression and your planned training) through AVETMISS to The Department of Youth Justice, Employment, Small Business and Training (DYJESBT).

The reporting of any of your personal information is completed through these secure portals.

Privacy

Orbus³ considers student privacy to be of utmost importance and will practice a high standard of care and concern regarding maintaining student privacy in all aspects of business operations. Any persons external to the organisation acting on behalf of Orbus³ are made aware of the confidentiality procedures and privacy policies prior to commencing work with Orbus³.

The Privacy Amendment Act 2012 brought important changes to the Privacy Act 1988. These changes came into effect on 12 March 2014. Alongside the Privacy Amendment Act, the Privacy Regulation 2013, which is connected to the Privacy Act, also started on the same date.

Orbus³ ensures no student information is disclosed without the student's consent, except as required by law or in adherence to the Standards for RTOs. Student consent must be obtained in writing from the student, unless the student is under the age of 18 years, in which case written consent from a parent or guardian must be obtained. Consent to disclosure of information forms and/or letters will be recorded.

Privacy Principles

Privacy Principles that are strictly applied to all aspects of Orbus³'s operations include:

Collection

Orbus³ will only collect necessary information pertaining to one or more specific operations. You will be informed as to the purpose for which details are being collected.

Use and disclosure.

Orbus³ will ensure your personal information is not used or disclosed for secondary purposes without obtaining explicit consent from you, unless a prescribed exception applies.

Data quality

Orbus³ will take all reasonable measures to ensure that all personal information that is collected, used or disclosed is accurate, current and complete.

Data security

Orbus³ will take all reasonable measures to ensure all collected personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure.

Openness

Orbus³ will maintain documentation which details how your personal information is collected, managed and used. When you make an enquiry in relation to information collected, Orbus³ will explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

Access and correction

Orbus³ will allow you access to personal information held in all circumstances unless prescribed exceptions apply. If you identify errors within the information, Orbus³ will correct and update the file.

Unique identifiers

Orbus³ will not assign learners' unique identifiers except when it is necessary for efficiency of operations. Commonwealth Government identifiers, such as Medicare numbers or Tax File Numbers, will only be used for the purposes of which they were issued.

Anonymity

Orbus³ will provide you the opportunity to interact with the business without requiring you to make your identity known in any circumstances it is practical and possible to do so.

Trans-border data flows

Orbus³ privacy protection principles apply to the transfer of data throughout Australia.

Sensitive information

Orbus³ will request specific consent from you in circumstances where it is necessary to collect sensitive information. Sensitive information may include but is not limited to; information relating to your health, criminal record, racial or ethnic background.

Social Media and Marketing

If we include information about students on social media, including identifiable photos, we must have evidence to demonstrate that the students have provided their consent for such use. To ensure compliance and transparency, we will implement the following measures:

Release Clause in Enrolment Form:

Our enrolment form will include a specific release clause requesting the student's permission to use their photos in public, particularly on social media platforms, for marketing and promotional purposes. This clause will be clearly worded, and students will be required to actively acknowledge their agreement or disagreement.

Clear Opt-Out Option:

Our enrolment form will also include a clear opt-out option. This option will allow students to decline the use of their photos on social media or any other promotional materials altogether. The opt-out option will be easily accessible, and students can indicate their preference during the enrolment process.

Consent Record Keeping:

Upon receiving enrolment forms with the release clause, we will maintain a record of each student's consent status. This record will be stored securely and will serve as evidence that students have explicitly agreed to the use of their photos for promotional purposes.

Regular Consent Review:

Periodically, we will review the consent status of all students whose photos have been used in our marketing materials. If a student has chosen to opt-out after initially giving consent, their photos will be promptly removed from all relevant platforms.

Documentation of Consent Updates:

Any updates or changes in consent status will be meticulously documented to ensure compliance with the students' preferences.

Privacy and Data Protection:

We will adhere to all relevant privacy laws and data protection regulations, safeguarding your personal information and ensuring that images are used solely for the agreed-upon purposes.

Communication with Students:

We will regularly inform you about our marketing practices and how images of you might be used on social media or other promotional materials. This communication will also reiterate your right to opt-out at any time.

COMPLAINTS AND APPEALS

Academic and Non-Academic Complaint and Appeals Policy and Procedure

If you have any concerns, complaints, or objections about anything related to Orbus³, we have a policy and procedure in place to address them. This policy covers both formal and informal complaints and aims to ensure that your complaint or appeal are heard and resolved in a fair and timely manner.

We value the principles of fairness and justice throughout the complaint and appeal process. Our goal is to have an effective and accessible complaints and appeals handling system that respects the views of all parties involved.

The policy covers both academic and non-academic matters, such as enrolment, education quality, assessment, personal information, and how you have been treated. We want to ensure that all aspects of your experience with Orbus³ are addressed.

Throughout the procedure, we will make sure that you and any other parties involved are treated fairly and not discriminated against. We will provide you with an opportunity to present your case, and you can have a support person accompany you to any relevant meetings.

We will keep you informed about the progress of your complaint and provide a written report with the outcome and any further steps taken to address your

concerns. If you are still not satisfied, you can request an internal appeal or, if needed, an external appeal through an independent dispute resolution body.

All complaints and appeals will be treated confidentially, and we will keep records of the process and outcomes for at least five years. If you have any questions or need assistance with the complaints and appeals procedures, our staff will be there to help you.

Remember, your feedback is important to us, and we are committed to continuously improving our services based on your input.

Academic and Non-Academic Complaint and Appeal Procedure

If you have a complaint or want to raise an issue with Orbus³ or any other person related to our organisation, we have a procedure in place to help you. This procedure can be used for both academic and non-academic matters.

Here's how it works:

Stage One - Formal Complaint:

If you have a formal complaint, you need to write it down and send it to the Training Coordinator at the following address:

Unit 2, 42 Cessna Drive,

Caboolture, QLD 4510

Tel: (07) 5499 3359

E: admin2@orbus3.com.au

We will acknowledge receipt of your complaint in writing and start addressing it within ten working days. We may need to clarify what outcome you hope to achieve, and we can do this through written requests, verbal discussions, or face-to-face meetings. You can bring a support person with you to these meetings.

Once we have all the information, we will work to resolve your complaint. Within ten working days, we will provide you with a written report explaining the steps we've taken and the decision we've reached. If you are not satisfied with the outcome, you can move to the next stage.

Stage 2 - Internal Appeal:

If you are not happy with the outcome of your formal complaint, you can appeal to the CEO within twenty working days of receiving the decision. The CEO will appoint someone to consult with you and other relevant parties within ten working days. We encourage face-to-face meetings whenever possible, and you can have a support person with you.

After the consultation, the CEO or their representative will provide you with a written report within ten working days, explaining the further steps taken and the decision reached. If you are still unsatisfied, you have the option of an external appeal.

Stage 3 - External Appeal:

If you disagree with the outcome of your internal appeal, you can lodge an external appeal. You can contact an independent dispute resolution body like Resolution Institute. They may charge a fee for their services, so it's best to contact them directly for the most up-to-date information.

You can provide additional information to the dispute resolution body that you didn't previously share with Orbus³. Their decision is final, and we will implement any required actions as a result.

Further Action:

If you are still not satisfied with the outcome of the complaint procedure, you can seek assistance from external agencies. For consumer protection issues, you can contact the Office of Fair Trading. For training and assessment services, you can reach out to the National Training Complaints Service at 13 38 73. You also have the option to contact the Australian Skills Quality Authority (ASQA) and lodge a written complaint through their online form.

Enrolment Status:

While your complaint or appeal is being addressed, your enrolment with Orbus³ will be maintained.

Record Keeping & Confidentiality:

We will keep a written record of all complaints and appeals and their outcomes for at least five years. These records will be treated as confidential and stored securely at the address mentioned above.

All complaints and appeals will be reviewed at Orbus³ management meetings. This ensures we are doing everything we can to continuously improve and will ensure changes are made to prevent reoccurrence of a problem.

If you have any questions or need more information about this procedure, don't hesitate to contact us. We are here to support you.

Delayed Processes

In rare cases where there is a delay in processing and finalising your complaint or appeal, which takes longer than sixty (60) calendar days, Orbus³ will inform you in writing about the delay. This ensures transparency and keeps you informed about the status of your complaint or appeal.

Orbus³ values open and clear communication, so the first written communication regarding the delay will be sent to you within five (5) days. This initial communication will provide you with the information about the delay and any necessary updates. After the initial communication, you will receive regular updates on the progress of your complaint or appeal. These updates will include reason explaining why more time is needed to complete the process.

It is important to understand that delays are uncommon, but if it happens, Orbus³ is committed to keeping you informed and addressing your concerns as efficiently as possible. If you have any questions or need further clarification about the process, don't hesitate to reach out to the team at Orbus³.

STUDENT SERVICES AND SUPPORT

At Orbus³, our focus is on providing high-quality services that support you throughout your training and assessment. We want to ensure that you have the best possible experience and outcome. Here's what you can expect from us:

Clear Information

Before you start your training, we will inform you about the services you will receive, your rights and responsibilities, and what Orbus³ is responsible for. Part of this communication includes this Learner Handbook.

We will also let you know if any subcontracting arrangements are in place for the delivery of training and assessment.

Meeting Your Needs

Orbus³ takes a systematic approach to understand and meet the needs of each student. Our staff members are committed to doing their best to support you. If your needs are beyond our expertise, we will refer you to appropriate services or other training organisations.

Student Advice

It's important that you are fully informed about the training course you are enrolling in. Orbus³ has a process in place to provide you with information about the training, assessment, and support services before you enrol or enter into an agreement. If you have any questions or need further information or clarification about the training course you are enrolling in, don't hesitate to reach out to us. We are here to support you throughout your training journey.

Inclusion and Support

We provide training programs and services that promote inclusion and are free from discrimination. Our goal is to offer support services, training, assessment, and materials that meet the needs of individual students. We want to give you the best opportunity to develop skills and achieve qualifications that can lead to further training or employment.

Collaboration and Consultation

We value your input and consider your individual circumstances when planning training programs. We also consider the views of your community, government agencies, organisations and the industry to ensure that our programs are relevant and effective.

Accessible Information

We make sure that information and course materials are readily available and easy to understand. We want to support you in planning your pathway from school or the community to vocational education and training.

Remember that while Orbus³ is committed to ensuring you will receive the full training services you paid for, we cannot guarantee your success in completing the course or obtaining a specific job outcome. These factors are beyond our control.

Support

At Orbus³, we are committed to supporting all students in their training programs. If you encounter any difficulties during your studies, you can reach out to your trainer or the Training Manager for assistance. We want to make sure you have access to all resources you need to succeed in your nationally recognised units of competency.

If you're facing personal challenges, your trainer and assessor will encourage you to contact the Orbus³ Training Manager. They will provide discreet, personalised, and confidential assistance based on the nature of your difficulties. If your issues are affecting your studies, the possibility of deferring your course may be discussed. If your needs go beyond what Orbus³ can provide, we will refer you to an external agency that can better assist you. These needs can be academic or personal in nature. You can find extensive information about support agencies, resources, and services online. Our team at Orbus³ will also help you find the appropriate support.

Here are some examples of specialist support agencies that Orbus³ has a relationship with:

Support Agency	Description	Website
Head to Health	Digital mental health resources from trusted service providers	Visit website
Workplace Wellbeing	Hunterlink National	Visit website

Reach Out	Support for issues such as drug, alcohol, gambling, or gaming addiction	Visit website
Counselling Online	Free 24/7 drug and alcohol counselling service	Visit website
Head Space	Online and telephone service for young people and families. Under 25.	Visit website
Counselling services	Referral to appropriate 24/7 services such as Beyond Blue and Lifeline	Beyond Blue Lifeline
Reading and Writing Hotline	National referral service for literacy support	Visit website

At Orbus³, we understand that different students have different learning preferences. We respect these differences and are willing to make necessary reasonable adjustments to our teaching and assessment methods. For example, If you have difficulty with written assessments, we can provide alternative options such as verbal demonstrations of competency.

Our staff will do their best to assist you in meeting the required competency standards. However, if your needs exceed what we can offer, we will refer you to an external agency for additional support.

Reasonable Adjustment

Reasonable adjustment means making necessary changes to how evidence of your performance and knowledge is collected without altering the standards for competency. We want to ensure fairness and maintain consistent standards in assessments.

If you feel you may require reasonable adjustment, you can have a confidential conversation with your trainer, who will advise you of any reasonable adjustments that can be made.

**Reasonable adjustments are those that would not cause unjustifiable hardship on the RTO. For example, if the costs of making adjustments to the premises are such that they would cause hardship to the RTO, it would not be expected that such adjustments are made.*

Language, Literacy and Numeracy

Language, literacy and numeracy (LLN) assistance is available to help you with any challenges you may face in understanding course materials or completing assessments. As part of the enrolment process, you may undergo an LLN assessment using LLN Robot, an online system that evaluates your skills. If you require support in foundation skills, Orbus³ will strive to accommodate your needs. This may include assistive technology, additional tutorials, or assistance with online delivery components. If there are any additional costs involved, you will be informed beforehand.

If your LLN needs surpass our ability to assist you, we will refer you to an external agency that can provide the necessary skills for you to complete your training program successful.

At Orbus³, we are dedicated to helping you overcome challenges and achieve your goals.

Flexible Learning and Assessment Procedures

At Orbus³, we understand that different people learn better in different ways. That's why we are committed to adapting our teaching and assessment methods to better meet the needs of our diverse learners. We are dedicated to ensuring that every learner has the opportunity to succeed, regardless of their preferred learning style or challenges they may face. By making some small adjustments, we can help learners who may be struggling with traditional learning achieve better results.

We respect the unique learning styles of our students and are willing to make necessary changes to accommodate them. For example, if a learner finds it difficult to complete a written assessment, we won't see it as a sign of incompetence if they can demonstrate their knowledge verbally.

Some of the adjustments we can make to teaching and assessment methods include:

- Having a trainer read assessment materials to learners.
- Recording a learner's spoken responses to assessment questions
- Allowing a learner to take an assessment in a separate room.

Our staff will do everything reasonably possible to assist learners in reaching the required competency standards. However, if a learner's needs go beyond what we can provide, we will refer them to an external agency that can offer additional support.

LEGISLATIVE REQUIREMENTS

As a student at Orbus³, it is important to be aware of relevant legislation that may impact you in your day-to-day work and training. While Orbus³ and your employer have obligations under various Acts, you should familiarise yourself with the legislation that affects you personally.

State and Federal legislation can be access online through specific websites. If there are any changes to these laws, that directly affect you as a student, we will let you know through email and your trainer will also keep you informed.

Here is a summary of the legislation that generally applies to your work and training:

Anti- Discrimination Acts: These Acts protect individuals from unfair discrimination based on attributes such as age, race, religion, sex and disability. The purpose is to

promote equality of opportunity in areas like, work, education, and accommodation.

Work Health and Safety (WHS) Act 2011: This Act aims to secure the health and safety of workers and workplaces. It applies to employees, contractors, apprentices, and others. Your employer has a duty to provide a safe workplace, and you also have a responsibility to work safely.

Copyright Act 1968: Copyright protects the rights of creators by preventing unauthorised use of their work. It includes exclusive rights such as copying, publishing, and communicating the material. It is important to respect copyright and seek appropriate permissions.

Working with Children Act 2000: This Act promotes and protects the rights and well-being of children and young people, including in the workplace.

Fair Work Act 2009: This Act establishes rules and entitlements for employees and employers, including minimum wages and protection from unfair dismissal. It also covers workplace arrangements and the relationship between employers, employees, and unions.

Industrial Relations Act 2016: Although industrial relations are primarily regulated under the Fair Work Act, some matters, such as long service leave, are still governed by State legislation, such as the Industrial Relations Act.

Privacy Act 1988: This Act governs the collection, use, and disclosure of personal information by organisations. It ensures that personal information is handled responsibly and protected.

Orbus³ staff and learners should be aware of the following definitions:

Racial harassment

Involves a person or persons being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language, ethnic origin or any other racial characteristic. It may include but is not limited to; derogatory remarks, innuendo or slur, gestures, intolerance, mockery, displays of material prejudice

towards a race, racial jokes, discrimination, exclusion, allocation of least favourable jobs or positions, or unfair treatment.

Sexual harassment

Involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include but is not limited to; sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promising of sexual favours, questions about a person's private or sexual life, sexist or explicit jokes, unwelcome phone calls, emails or other forms of non-work-related communication, offensive noises, or displays of sexually graphic or suggestive material.

Bullying

Involves any behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but is not limited to; verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours, exclusion or isolation, inflicting unnecessary work stresses, or sabotage of a person's work or their ability to work by withholding resources or information.

Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within a RTO this may refer to private verbal discussions, learner assessments, managerial decisions and legal proceedings.

Discrimination

Involves the unfair or unequal treatment of another person based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.

Harassment

Involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

Personnel

Refers to all employees and contractors of Orbus³.

Victimisation

Involves any process that results in the unfavourable treatment of a person on unjust terms. It may include, but is not limited to; unfair punishment, treating a person poorly for their involvement in a complaint, to swindle or defraud a person, adverse changes to another's work environment, or denial of access to work related resources.

Specific principles:

- It is the right of all staff and learners to work and study in an environment free of any form of harassment and discrimination.
- All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner.
- Any form of harassment and discrimination is considered unacceptable behaviour and will not be tolerated by Orbus³.
- When Orbus³ management is informed of any event involving harassment or discrimination, it is their responsibility to take immediate and appropriate action to address it
- In dealing with all complaints, the rights of all individuals involved should be respected and confidentiality should be maintained.
- It is the intention of Orbus³ management that a process of discussion, co-operation and conciliation will resolve all complaints. The aim is to

achieve an acceptable outcome for the involved parties while minimising any potential damage to the organisation.

- Both the person making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from Orbus³ management.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.
- Harassment or discrimination should not be confused with legitimate comment and advice (including constructive feedback) given appropriately by management or trainers.
- Managers and trainers should be conscious of how they present their feedback to ensure the message is not misinterpreted.
- Staff and learners should not make any frivolous or malicious complaints. All staff and learners are expected to participate in the complaint resolution process in confidence that the procedures are designed to ensure fair resolution.

ORBUS³ COURSES

What courses can I study with Orbus³?

Discover a wide range of courses offered by Orbus³, carefully designed to boost your career in the resources and infrastructure industry. Our programs align with the highest standards set by the RII Resources and Infrastructure Industry training package, ensuring quality and excellence throughout your learning experience.

Whether you're starting from scratch or looking to upskill, Orbus³ has the perfect qualification for you.

Currently Orbus³ can offer students accredited training in the following:

Qualifications:

- **RII20120** Certificate II in Resources and Infrastructure Work Preparation

- **RII20720** Certificate II in Civil Construction
- **RII30120** Certificate III in Surface Extraction Operations
- **RII30820** Certificate III in Civil Construction Plant Operations
- **RII30920** Certificate III in Civil Construction
- **RII40720** Certificate IV in Civil Construction
- **RII50420** Diploma of Civil Construction Management

Looking to enhance your skillset? Our units of competency (short courses) are designed to provide you with specialised knowledge.

Short Courses:

- **RIICBS203E** Safely hand bituminous materials
- **RIICOM301E** Communicate information
- **RIIHAN301E** Operate elevating work platform
- **RIIHAN308F** Load and unload plant
- **RIIHAN309F** Conduct telescopic materials handler operations
- **RIIMPO317F** Conduct roller operations
- **RIIMPO318F** Conduct civil construction skid steer loader operations
- **RIIMPO319E** Conduct backhoe/loader operations
- **RIIMPO320F** Conduct civil construction excavator operations
- **RIIMPO321F** Conduct civil construction wheeled front end loader operations
- **RIIMPO323E** Conduct civil construction dozer operations
- **RIIMPO324F** Conduct civil construction grader operations
- **RIIMPO325E** Conduct civil construction scraper operations
- **RIIMPO326E** Conduct water vehicle operations
- **RIIMPO337E** Conduct articulated haul truck operations
- **RIIMPO338E** Conduct rigid haul truck operations
- **RIIRIS301E** Apply risk management processes
- **RIIWHS202E** Enter and work in confined spaces
- **RIIWHS204E** Work safely at heights

Take the next step and enrol in an Orbus³ course today. Gain industry-recognised qualifications and unlock a world of exciting career opportunities. Contact us to discuss enrolling enquiry@orbus3.com.au or phone (07) 5499 3359

APPENDIX: GLOSSARY

A

AQF	Australian Qualification Framework
AQTF	The Australian Quality Training Framework
ASQA	ASQA stands for the Australian Skills Quality Authority. It is the national regulatory body for the vocational education and training (VET) sector in Australia. ASQA's main role is to ensure that vocational education and training providers meet the required standards of quality and compliance. They regulate and monitor registered training organizations (RTOs) to ensure they deliver high-quality training and assessment services. ASQA is responsible for registering and accrediting training providers, auditing their operations, and granting qualifications and certifications. They also investigate complaints and concerns raised against RTOs and take necessary enforcement actions if any breaches or non-compliance are identified. The primary aim of ASQA is to maintain the integrity and quality of the VET sector and protect the interests of students and employers.
ATO	Australian Taxation Office
AVETMISS	Australian Vocational Education and Training Management Information Statistical Standard
AASN	AASN stands for Australian Apprenticeship Support Network. It is a program in Australia that provides support and assistance to employers, apprentices, and trainees participating in the Australian apprenticeship system. AASN providers are organizations contracted

by the Australian Government to deliver services such as advice, administration, and support throughout the apprenticeship journey. They help with tasks such as registering apprenticeships, managing paperwork, facilitating training contracts, and providing guidance on funding and incentives available to employers and apprentices. The goal of the AASN program is to ensure the smooth and successful completion of apprenticeships and traineeships in Australia.

**Academic
Complaint**

An academic complaint refers to a formal complaint or objection made by a student regarding an academic matter within an educational institution. It typically involves a dispute or dissatisfaction related to academic policies, procedures, grading, assessment, curriculum, or other academic aspects that directly affect the student's learning experience.

B

BAS

Business Activity Statement

C

CAL

The Copyright Agency Ltd

CEO

Chief Executive Officer

COAG

Council of Australian Governments

CPA

Certified Practicing Account

CQI

Continuous Quality Improvement

CV Curriculum Vitae

D

DYJESBT DYJESBT stands for the Department of Youth Justice, Employment, Small Business and Training. It is a government department responsible for various aspects related to employment, small business development, and training initiatives in the state of Qld.

E

EFTPOS Electronic Funds Transfer Point of Sale

G

GST Goods and Services Tax

I

ISC Industry Skills Council

J

JP Justice of the Peace

L

LUI Learner Unique ID

M

MS Access Microsoft Access

MS Excel Microsoft Excel

N

NCVER National Centre for Vocational Education Research

NQC National Quality Council

NRT "Nationally Recognised Training" refers to vocational education and training programs that are recognized and accredited across Australia. It is a system that ensures consistency and quality in vocational education and training across different states and territories in Australia. Training courses and qualifications that are nationally recognized are identified by a unique code and title, and they are transferable across different states and territories.

NVR National Vet Regulator

NGO Non-Government Organisation

Non-Academic Complaint A non-academic complaint refers to a formal complaint or objection made by a student regarding a non-academic matter within an educational institution. Unlike an academic complaint, which focuses on

academic issues, a non-academic complaint pertains to concerns or disputes related to non-academic areas such as administrative processes, student services, facilities, campus safety, student conduct, or other non-academic aspects of the student experience.

O

OH&S Occupational Health and Safety

P

PDF Portable Document Format

PPE Personal Protective Equipment

Q

QI Quality Indicators

QCAA QCAA stands for the Queensland Curriculum and Assessment Authority. It is an independent statutory body in Queensland, Australia, responsible for developing and implementing the curriculum, assessment, and certification for students in Queensland schools. The QCAA works closely with schools, teachers, and educational stakeholders to ensure high-quality education standards and support student learning and achievement.

R

RTO Registered Training Organisation

S

SNR Standards for Initial Registration

T

TAE Training and Education

TESTAMUR Certificate of Merit or Proficiency

U

USI Unique Student Identifier

User Choice "User Choice" refers to a policy framework implemented in Australia that allows eligible apprentices and trainees to choose their preferred registered training organization (RTO) to undertake their vocational education and training (VET). Under the User Choice program, apprentices and trainees have the flexibility to select an RTO that best meets their needs and offers the qualifications and training programs relevant to their chosen industry or occupation.

The User Choice policy provides funding to support the cost of training for apprentices and trainees. It aims to promote competition among RTOs, ensuring they deliver high-quality training programs that align with

industry standards and meet the needs of apprentices, trainees, and employers. The program also encourages RTOs to offer flexible training options, such as on-the-job training, off-site training, or a combination of both, to cater to individual learning preferences and workplace requirements.

V

VET Vocational Education and Training

W

WH&S Work Health and Safety

USEFUL LINKS

[Australian Apprenticeship Support Network](#)

[Queensland Curriculum and Assessment Authority](#)

[Unique Student Identifier](#)

[Anti-Discrimination – Australian Human Rights Commission](#)

[Safe Work Australia](#)

[Free Apprenticeships for Under 25s.](#)

[NCVER Privacy Policy here](#)