



Education
& Careers

national electrical and communications association

SECONDARY WINDINGS / EACH COIL 24V/160 VA

1

3 PH. SECONDARY WINDINGS (EACH COIL 24V/160 VA)

2

NOTE: COILS (WINDINGS) ARE ARRANGED IN RANDOM ORDER


Electricity is isolate!
What's smart, Test it

Policy Guide

What you need to know



necaeducation.com.au



This booklet gives you important information about the things that affect your enrolment and training time with us, like what clothing/uniform you need to wear, our annual fees and charges, our refund policy, and lots more.

There's a lot to take in, so please take a moment to have a quick read through and keep this booklet with your gear so you can refer to it as needed.

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Pre-Training Review process

The purpose of this process is to ascertain the most suitable qualification for students to enrol in (as defined in the AQTF Standards and Skills First Quality Charter), based on the individual's existing educational attainment, capabilities, aspirations and interests. To also assess the individual's support needs including current Language, Literacy & Numeracy (LLN) skills.

Definitions

Pre-Training Review – is the process undertaken by the RTO to understand a prospective student's needs, determine the most suitable and appropriate training for the individual, and determine whether the individual is eligible for funded training that may be available.

Credit Transfer (CT) – assesses the initial course or subject that a student is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the student's initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

Recognition of Prior Learning (RPL) – An assessment process that assesses an individual's non-formal and informal learning to determine the extent

to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Australian Core Skills Framework (ACSF) – a tool which assists practitioners in English language, literacy and numeracy, to describe an individual's performance based on the five core skills of learning, reading, writing, oral communication and numeracy.

Framework

The policy operates with the following principles;

Pre-Training Review Assessment

- A Pre-Training Review of the current competencies including literacy and numeracy skills prior to the commencement of training in accordance with the current Standard VET Funding Contract
- Any competencies (CT) and skills (RPL) previously acquired to be identified and the most appropriate qualification for that student to enrol in is ascertained
- Students to be encouraged to declare any learning disabilities and/or language requirements as a part of the Pre-Training Review process.

Language, Literacy & Numeracy (LLN) & other support

- NECA Education & Careers designs and develops its own LLN assessment tools in accordance with the entry level ACSF requirements for different AQF qualifications as specified in the training packages
- All students seeking to enrol are required to complete a Pre-Training Review and LLN test prior to enrolment
- Where it is determined that a candidate may require LLN or other support to complete their training, the Learning Support Teacher will work with the individual to plan and co-ordinate strategies to assist them during their studies
- NECA Education & Careers training staff will utilise appropriate strategies to assist students requiring support whilst maintaining fairness, confidentiality and equality
- NECA Education & Careers to ensure that the staff members implement appropriate strategies to assist the students who need LLN assistance with their learning and maintain fairness, confidentiality, and equality in dealing with them.

After the assessment

- Where the RTO identifies the course chosen by the candidate is inappropriate for them, the RTO will suggest the individual seeks other training that may be relevant and appropriate for their personal/professional needs
- The RTO may, in these circumstances, provide the candidate with contact details of other training providers that may offer alternative training courses that would be more suitable for that individual
- Where any learning disabilities or support requirements are identified, the Learning Support Teacher will liaise with relevant training staff to alert them of the student's requirements and provide guidance on strategies to assist the student.

Enrolment policy

The purpose of this policy is to ensure consistency and compliance with NECA Education & Careers' contractual obligations for pre-training and enrolment and provide structure around enrolment requirements for all students of the RTO. This policy also guarantees all students are provided with all required information to be able to make an informed decision in regards to their studies.

Definitions

Commence – Begin structured training.

Commencement Date – Date of first scheduled training for the first unit of competency towards the completion of the qualification in which the student has enrolled.

Credit Transfer (CT) – Credit transfer assesses the initial course or subject that an students is using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which the students' initial course or subject is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

Enrolment – The completion of the application paperwork is in accordance with the AQTF Standards, VRQA Guidelines for VET Providers March 2019, AVETMISS 8.0

Standards and requirements as detailed in Schedule 1 of the current Victorian VET Student Statistical Collection Guidelines.

Evidence of Concession/Waiver/Exemption – Evidence of an eligible student's entitlement to concession tuition fees, or to a waiver of or exemption from tuition fees for government subsidised training, in accordance with the related guidelines about fees.

Group Schedule – The schedule developed per intake group for the entire training program to show the days of attendance.

Pre-Training Review (PTR) – is the process undertaken by the RTO to understand a prospective student's needs, determine the most suitable and appropriate training for the individual, and determine whether the individual is eligible for funded training that may be available.

Recognition of Prior Learning (RPL) – An assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification.

Training and Assessment Strategy

(TAS) – The Training and Assessment Strategy is the document or documents created by the RTO which detail the RTO's plan to deliver training and assessment of a particular course.

Training Plan – is the document specifically created by the RTO for each individual that communicates the individual's enrolment in a qualification, the planned delivery and assessment arrangements, expected hours of engagement, and all other requirements detailed in Schedule 1 of the currently held Skills First Standard VET Funding Contract.

Unique Student Identifier (USI) – From 01/01/2015, all students doing nationally recognised training need to have a Unique Student Identifier (USI). This includes students doing Vocational Education Training (VET) when they are still at school (VET for secondary students). The USI is created by an individual, or training provider on behalf of an individual, by accessing www.usi.gov.au and following the instructions.

Victorian Student Number (VSN) –

A student identification number that has been assigned by the Vic. Dept. of Education and Training (DET) to all students in government and non-government

schools, and to students below the age of 25 undertaking Vocational Education and Training with a TAFE, Registered Training Organisation or Adult and Community Education (ACE) provider (referred to collectively as VET Providers).

Framework

The policy operates with the following principles;

Pre-Training (Qualification Based Only)

- For each individual enrolling in an accredited qualification, the RTO must conduct a Pre-Training Review, also ensuring it meets any additional guidelines set in accordance with the currently held Skills First Standard VET Funding Contract.
- For each new student undertaking accredited training, the RTO must conduct a review of the individual's needs including an assessment of language, literacy and numeracy skills prior to enrolment.
- The RTO must provide advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

- Students who have previously completed accredited training with NECA Education & Careers may be excused from participating in further pre-training reviews or LLN assessments in subsequent enrolments where the needs of the individual are already understood.
- Students participating in short-course accredited training may opt not to complete an LLN Assessment if they believe they have adequate skills to complete the training into which they are enrolling.

Enrolment

- Each student undertaking accredited training must complete the required application paperwork.
- Each student is required to supply their USI. If they do not have one, they may create one during the PTR process, or authorise NECA E&C to create one on their behalf by signing authority and supplying appropriate identification.
- The application paperwork is to be stored in accordance with the Record Control Policy.
- The Skills First Program Evidence of Eligibility and Student Declaration is to be completed for all eligible students.
- The Skills First Program Evidence of Eligibility and Student Declaration is to be signed off by the authorised delegate assessing and confirming eligibility.
- Where applicable, students wanting to claim a concessional fee must supply evidence of concession within 10 business days from the commencement of training.
- Concession must be current at the course commencement date.
- Evidence of concession/waiver/exemption is to be sighted, copied and noted by the authorised delegate assessing and confirming eligibility, and the copy stored in the student file.
- The Skills First Program Evidence of Eligibility and Student Declaration must be completed and stored along with other paperwork.
- Evidence of eligibility is to be sighted, copied and noted by the authorised delegate assessing and confirming eligibility, and the copy stored in the student file.

Concession

Evidence of concession must be provided within 10 business days of course commencement. Start date must be on/or prior to course commencement.

Scheduling

- Students are to be scheduled into their classes/units of competency prior to the commencement of their training
- Scheduling is to take place in accordance with the training and assessment strategy.

Statement of Fees (Qualification Based Training Only)

- The Statement of Fees must be issued prior to the enrolment into a training program
- NECA Education & Careers approved templates are to be used for the Statement of Fees
- A copy of the Statement of Fees must be stored in line with the record control policy.

Training Plan (Qualification Based Training Only)

- Every eligible individual enrolled in a qualification must receive a documented Training Plan detailing

the arrangements of the training and assessment to be delivered, the duration of training, and should be in accordance with the requirements of the currently held VET Funding Contract under which the student is being enrolled.

- For apprentices, the information on the training plan must be agreed and endorsed by the RTO, the apprentice and employer via a signature or an electronic action equivalent to a signature.
- Training plans must be provided to generally funded eligible individuals or groups of individuals, either before commencement of training but no later than four (4) weeks after training commencement.
- For Apprentices the Training Plan must be signed by the employer within three (3) months of the date of commencement of the Apprentice/ Trainee's Training Contract on Delta/ Epsilon (or within two months for school –based arrangements in accordance with the approved training Scheme)
- The RTO must update the Training Plan according to any changes mutually agreed throughout the qualification.

The RTO must monitor each Eligible Individual's progress in satisfying the requirements of the qualification, in accordance with the Training Plan.


- The RTO must ensure that each Eligible Individual's Training Plan aligns with and is delivered in accordance with the relevant TAS
- The Training Plan must be vocationally relevant and reflect industry requirements and the workplace setting
- The Training plan is to be stored in accordance with the Record Control Policy.

Standard Operating Procedure (SOP) Sign Off (Qualification Based Training Only)

- Delivery of Standard Operating Procedures training and completion of the assessment must be completed prior to commencement of training
- SOP training is to be delivered and assessed by a qualified trainer/assessor
- SOP assessments are to be stored in accordance with the Record Control Policy

Credit Transfer and Recognition of Prior Learning (RPL)

- Credit Transfer and RPL must be discussed with all prospective students
- Where a student applies for RPL, only NECA Education & Careers approved RPL documentation is to be used
- Where Credit Transfer is sought for training undertaken elsewhere, and granted by NECA Education & Careers, NECA Education & Careers must retain a sighted and dated copy on file for that student.

A person wearing a dark hoodie, shorts, a baseball cap, and safety glasses is using a power drill to work on a metal frame. The background shows a workshop environment with various tools and equipment. The image is split diagonally, with the top-left portion being blue-tinted and the bottom-right portion being orange-tinted.

Group Schedule (Qualification Based Training Only)

- The training schedule shall not permit a student to attend scheduled classes for more than 8 hours per day
- Scheduled classes are to take place between NECA Education & Careers business hours (7:30am and 4:00pm)
- Training schedule will be provided to students prior to their commencement date
- Training schedule to be developed in accordance with appropriate Training and Assessment Strategy
- All students must commence training within 3 months of their training contract creation date.

Unique Student Identifier (USI) policy

If you are studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI).

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide you with easy access to your training records and results (transcript) throughout your life. You can access your USI account online from your computer, tablet or smart phone anytime.

How to get a USI

Create your USI by going to www.usi.gov.au/your-usi/create-usi, it will only take a few minutes. We can create an USI for you during the enrolment process, if time permits.

Notify NECA Education & Careers of your USI

You will need to provide your USI to NECA Education & Careers. This will normally happen at enrolment.

NECA Education & Careers will then check that your USI is correct by using your:

- First name
- Last name
- Date of birth

This process is called 'verifying a USI'. Only then will NECA Education & Careers be able to use the USI to store your records and results (transcript).

NECA Education & Careers will be using the USI Registry System just like you. But where you have USI accounts for receiving your records and results, NECA Education & Careers has access to the USI Registry System for sending in your records and results (transcript).

Create a copy of your records and results (transcript)

You can create a copy of your records and results (transcript) or just a part copy of your records and results, called an extract, from your USI account. To do this you will simply choose the parts of your training you want to include in your part record and then create a file. This will be useful when you want to show an employer the relevant parts of your study when you apply for a new job.

When you create a full transcript or an extract of your records and results you will then be able to email or print them as you

need. Only training completed after 2015 will appear in the records held by the USI Registry.

Who has my USI?

There are laws that protect your USI and they ensure your USI is not collected, used or disclosed by anyone except as allowed by the legislation. Anyone that has a record of your USI is to protect that record from misuse or unauthorised access.

Your privacy is further protected by laws requiring that any personal information collected by NECA Education & Careers solely for the purpose of creating a USI on your behalf is to be destroyed after the USI is created. For example, if you gave them a copy your driver's licence or Medicare card as proof of ID for creating a USI, that copy must be destroyed unless it is collected for another purpose.

The personal details of individuals held by the Student Identifiers Registrar will be protected by the Privacy Act 1988 (Cth). In addition, the Student Identifiers Act 2014 establishes a confidentiality scheme for the USI.

Protection of student privacy

Your USI account contains personal information, contact details and access to your training records and results

(transcript). The USI Registry System has been designed to keep this information safe and secure and is only accessed by those organisations listed in the terms and conditions.

The USI Registry System also allows you to choose which training organisations can see this information and when.

Your privacy

The following is provided to you on behalf of the Student Identifiers Registrar.

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

- Is collected by the Registrar as authorised by the Student Identifiers Act 2014
- Is collected by the Registrar for the purposes of:
 - Applying for, verifying and giving a USI;
 - Resolving problems with a USI; and
 - Creating authenticated Vocational Education and Training (VET) transcripts;
- May be disclosed to Commonwealth

and State/Territory Government departments and agencies and statutory bodies performing functions relating to VET for:

- The purposes of administering and auditing VET, VET providers and VET programs;
- Education related policy and research purposes; and
- To assist in determining eligibility for training subsidies;
- VET Regulators to enable them to perform their VET regulatory functions;
- VET Admission Bodies for the purposes of administering VET and VET programs;
- Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- Researchers for education and training related research purposes;
- Any other person or agency that may be authorised or required by law to access the information;
- Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

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

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the

Registrar's Privacy Policy or by contacting the Registrar via email at usi@education.gov.au or telephone the Skilling Australia Information line on 13 38 73, and +61 3 5454 5280 for international enquiries. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

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

Your privacy is also protected under NECA Education & Careers Privacy Policy. NECA Education & Careers is committed to the security of your personal information.

NECA Education & Careers maintains all personal information in accordance with the 13 Australian Privacy Principles in the Privacy Act 1988, which regulates how NECA Education & Careers collects, uses and keeps secure your personal information.

Personal information is any information that identifies you or by which your identity can be reasonably determined. We will always be honest and transparent about how we use your personal information. All information collected by NECA Education & Careers is in accordance with the Australian Privacy Principles (APPs) and will only be disclosed in accordance with these principles.



Privacy policy

Collection of personal information

In the course of our function and activities as a Group Training Organisation (GTO) and Registered Training Organisation (RTO), NECA Education & Careers collects personal information from apprentices, trainees, host employers, students, employers, job seekers, customers and staff to provide you with the best possible service.

Personal information that we may collect and hold about you includes:

- Your name, mailing and/or street address, phone numbers, fax numbers, email addresses;
- Information pertaining to employment (including date of birth, employment status, qualifications, employment/work history, emergency contact details, Tax File Number, bank account, superannuation, proof of residency, sensitive information like relevant medical information and other information reasonably necessary to conduct our services);
- Information pertaining to enrolment (including date of birth, Victorian Student Number, qualifications, employment status, emergency contact details, proof of residency,

fee concession entitlement, sensitive information like relevant medical information and other information reasonably necessary to conduct our service).

We may also require parental/guardian (name/contact) information for those under 18 years of age.

We collect additional types of personal information to assess the credit risk when registering a host employer. For those details refer to the 'Credit related information' on Page 16.

Wherever possible, we will collect personal information directly from you, except where you have consented to us collecting the personal information from a third party or the law permits us to do so or it is unreasonable or impractical to do so.

You may decide to provide your personal information to NECA Education & Careers for a range of different reasons and in a range of means including:

1. When you complete an enrolment form online or in-person
2. When you complete an employment contract
3. When you apply for a position online or in-person

4. When you complete market research
5. When you email NECA Education & Careers or contact NECA Education & Careers by telephone or mail
6. When you engage in NECA Education & Careers social media activities
7. When you send us documents containing your personal information
8. When you enter a competition or promotion being conducted by NECA Education & Careers
9. When you register to attend events held by NECA Education & Careers
10. When you access and use our website.

We may also collect information from other sources such as written material sent to us, and publicly available sources such as newspapers, social media, directories and public registers.

Use of personal information

NECA Education & Careers will only use information that we hold about you for the primary purposes of delivering services as a GTO and RTO. Including but not limited to:

- Employing apprentices/trainees
- Hosting apprentices/trainees to host employers

- Enrolment and delivery of training courses

We may also use your personal information to provide you with information about NECA Education & Careers products, services, events and industry updates which we consider may be of interest to you.

What happens if I don't provide the information requested?

If you choose not to provide the personal information that we ask for, or the information that you provide us is incomplete or inaccurate, it may mean that NECA Education & Careers may be unable to process your enrolment or employment.

Direct marketing

We will consider that you consent to direct marketing, unless you opt out. You may opt out at any time if you no longer wish to receive marketing information or do not wish to receive marketing information through a particular channel, like email. You can make this request by referring to the contact details on the back of this guide.

The personal information that NECA Education & Careers collects from or about you may also be used for secondary purposes such as updating you on industry requirements and developing products and services that may be available through the GTO and RTO.

Online advertising

NECA Education & Careers use Google Ads remarketing to advertise NECA Education & Careers across the Google ad network to web users. Google Ads will display relevant advertisements tailored to you based on your browsing activity across our website by using cookies on your internet browser. Cookies do not in anyway identify you or give access to your web-enabled device. As always we respect your privacy and are not collecting any identifiable information through the use of Google Ads. If you wish to opt-out of Google's use of cookies, simply by updating your ad settings via www.google.com/settings/u/0/ads/authenticated

Disclosure of personal information

In order to provide you with our service, we may disclose some of your personal information to a number of organisations including but not limited to:

1. Organisations engaged by, in partnership with or other service providers of NECA Education & Careers for the purpose of establishing or administering services and promotions (direct marketing) such as the National Electrical and Communication Association (NECA)
2. Information and communication technology providers

3. Employer/Host employer
4. Profiling/eProfiling
5. As authorised by or under an Australian law or court/tribunal order
6. Relevant government departments in relation to apprenticeships and traineeships.
7. Where personal information is disclosed NECA Education & Careers will take all reasonable steps to ensure third parties use this information in accordance with the Australian Privacy Principles.
8. We do not disclose your personal information overseas.

Unsubscribing from NECA Education & Careers communications

If you don't wish to receive marketing material from NECA Education & Careers, you can unsubscribe by contacting the Marketing & Communications Lead or use the unsubscribe function on electronic communications.

Credit card security

NECA Education & Careers collects information to facilitate financial purchase transactions. We share this information with credit card processing organisations as necessary to complete the transaction, but no credit card information is shared with any other third parties or stored permanently on our web server.

Credit related information

NECA Education & Careers uses your information to assess your credit risk when you apply for some services. For example we conduct a credit assessment before you hire an apprentice or trainee.

Anonymity and pseudonymity

In accordance with the Australian Privacy Principles, a customer may where practicable deal with NECA Education & Careers anonymously or by using a pseudonym. Customers dealing with NECA Education & Careers anonymously or by pseudonym must accept that NECA Education & Careers can take no responsibility for providing further information or services related to any transaction or communication.

Storage and security of personal information

NECA Education & Careers will take reasonable steps to ensure all personal information held by the organisation is kept secure, both in a physical and electronic form, and will protect from misuse, loss and unauthorised access, modification or disclosure. When the information is no longer needed for any purpose for which the information may be used or disclosed, it will be destroyed or permanently de-identified unless it is required by law.

Links on our website

Our website contain links to other sites. The terms of this Privacy Policy does not apply to external websites NECA Education & Careers is not responsible for the privacy practices or the content of such websites.

Access to and updating your personal information

We take reasonable steps to ensure that all your personal information that we collect, use or disclose is accurate and up-to-date.

If you believe your personal information holds errors or information is missing please notify NECA Education & Careers and we will endeavour to correct or add the information as soon as possible.

You may request access to your personal information or school participation and progress records held by us (subject to some exceptions allowed by law) by submitting a written request in person to Student Services with proof of ID as a student of NECA Education & Careers, or via email to studentservices@necaeducation.com.au.

Upon verification of your ID, we undertake to provide you access to your records within 7 business days.

A fee of \$76 applies for the administration of information provision. For example, if your record has been archived and we need to retrieve it from storage you will be charged however if it is on campus you will not.

Concerns and complaints

If you have any questions, concerns or complaints about this Privacy Policy, or our handling of your personal information, please contact us as per below. Once a complaint has been lodged, we will respond to you as soon as possible. If you are not satisfied with our response, you are entitled to lodge a complaint with the Federal Privacy Commissioner on 1300 363 992 or www.privacy.gov.au.

Contacting us

If you have any questions, concerns or complaints about this Privacy Policy, or our handling of your personal information, please lodge your enquiry through info@necaeducation.com.au

If we receive a privacy complaint it will be treated seriously and dealt with promptly, in a confidential manner, and in accordance with NECA Education & Careers internal complaints handling procedures.

In the event that your complaint is not resolved to your satisfaction, you may refer your complaint to the Office of the Australia Information Commissioner (OAIC) using the online Privacy Complaint Form, which can be accessed via the OAIC's website at www.oaic.gov.au/individuals/how-do-i-make-a-privacy-complaint. The OAIC can also receive complaints via mail, fax or email using the details provided on the next page. If you need help lodging a complaint, you can call the OAIC enquiries line on 1300 363 992.

GPO Box 5218
Sydney NSW 2001

Ph: 1300 363 992

Fax: 02 9284 9666

Email: enquiries@oaic.gov.au

Need more information?

If you would like more information about privacy and the Privacy Act (including the Australian Privacy Principles), you can access the Privacy Commissioner's website on www.privacy.gov.au.

Management reserves the right to update the NECA Education & Careers' Privacy Policy in line with technological advancements or as required by law.



RTO Fee policy

The purpose of this policy is to ensure consistency and compliance with NECA Education & Careers' contractual obligations for the issuance and management of student tuition fees. The Fee Policy provides clarity around the invoicing, refunds and operational expectations for fee issuance and management.

Definitions

Payment Plan – Agreed payment structure between the student and NECA Education & Careers

Refunds – A repayment of a sum of money to the payee

Statement of Fees – a detailed quote for each eligible individual, which sets out information required in the National RTO Standards and includes the approximate value of the contribution from government towards the qualification(s) in which the Eligible Individual is considering enrolment

Framework

The policy operates with the following principles;

- Fees are charged in accordance with the Fees and Charges Guide of each training course.
- A clear Statement of Fees will be

available to students prior to their enrolment into an accredited training program.

- Upon enrolment, an invoice will be issued prior to the commencement of any accredited training.
- Invoicing for qualification-based training will be raised per calendar year at the point of processing an enrolment, then at the commencement of each following calendar year for the duration of the training.
- All invoicing will be completed using NECA Education & Careers approved templates.
- Student instalment payments against an invoice are not to be more than \$1500.
- Payment is due 14 days from the date of invoice for qualification-based training, and at the point of enrolment for short courses.
- Payment plans must be agreed and signed off by student services and/or the CFO.
- Payment plans must be arranged and agreed to prior to the due date of an invoice.
- Payment plans will have a maximum duration in accordance with the

payment plan terms.

- Payment plans are not available for short course enrolments.
- Where payment is not received by the due date, a \$100 overdue fee will be invoiced to the student the day after the invoice due date.
- A Certificate or Statement of Attainment cannot be issued where there are fees outstanding.
- Refunds will be issued in accordance with the refund terms.
- Applications for refunds must be made in writing and submitted to Student Services either in person or by email to studentservices@necaeducation.com.au.
- Applications for refunds will be reviewed by the Chief Financial Officer, and applicants notified within 10 business days of the decision made in respect to their request.

Payment Plan Terms

| Qualification Level | Duration (maximum) of Payment Plan |
|---------------------|------------------------------------|
| Certificate II | 2 months |
| Certificate III | 6 months |
| Certificate IV | 6 months |
| Diploma | 6 months |
| Short Course | No Payment Plans available |

Refund Terms

| Course Duration | Cancelled by | Refund Terms |
|------------------|--------------------------|---|
| Less than 5 days | Student | Fourteen (14) days prior to commencement of the course a full refund of fees, less a \$50 administration fee, will be refunded to the student |
| | | Less than fourteen days (14) and greater than seven (7) days a refund will be issued via a credit note, less a \$100 administration fee, will be refunded to the student |
| | | Less than seven (7) days before the course commencement, no refund will be paid to the student |
| | NECA Education & Careers | Prior to commencement of the course, a full refund of all fees will be refunded to the student |
| | | After the commencement, a refund will be paid for those units/days which have not yet commenced to the student |
| 5 days or more | Student | Fourteen (14) days prior to course commencement, a full refund of fees, less a \$50 administration fee, will be paid. |
| | | Less than fourteen days (14) prior to commencement a full refund of fees, less a \$100 administration fee, will be paid. |
| | | After course commencement and no later than four (4) weeks after the date of the students last attendance. A refund will be payable for those units which the students has not yet commenced, less a \$100 administration fee which will be deducted from the refund calculated |
| | NECA Education & Careers | Prior to commencement, a full refund of all fees will be paid. |
| | | After the commencement, a refund be paid for those units/ days which have not yet commenced. |
| | | After the commencement, no refund will be paid for any resources or amenities fees. |



Refund policy

Qualifications

Tuition fees

When cancelled by student

- Fourteen (14) days prior to course commencement, a full refund of fees, less a \$50 administration fee, will be paid
- Less than fourteen days (14) prior to commencement a full refund of fees, less a \$100 administration fee, will be paid
- After course commencement and no later than four (4) weeks after the date of the students last attendance. A refund will be payable for those units which the students has not yet commenced, less a \$100 administration fee.

When cancelled by NECA Education & Careers

- Prior to commencement of the course, a full refund of all fees will be refunded to the student
- After the commencement of the course, a refund will be paid for those units/ days which have not yet commenced.

Resource & amenities fees

When cancelled by student

- Fourteen (14) days prior to course commencement, a full refund of fees, less a \$50 administration fee, will be paid
- Less than fourteen (14) days prior to commencement, a full refund of fees, less a \$100 administration fee, will be paid
- After the commencement of training, no refund will be paid for any resources and amenities fees.

Miscellaneous fees

Strictly no refunds.

Short Courses

Tuition fees

When cancelled by student

- Fourteen (14) days prior to course commencement, a full refund of fees, less a \$50 administration fee, will be paid
- Less than fourteen days (14) prior to commencement a full refund of fees, less a \$100 administration fee, will be paid

- After course commencement and no later than four (4) weeks after the date of the students last attendance. A refund will be payable for those units which the students has not yet commenced, less a \$100 administration fee.

When cancelled by NECA Education & Careers

If cancelled, a full refund of all fees will be paid.

Miscellaneous fees

Strictly no refunds.

How to apply for a refund

To request a refund please call Student Services on (03) 9381 1922 or via email at: studentservices@necaeducation.com.au

Student Code of Conduct & Corrective Behaviour policy

The purpose of this policy is to set clear expectations of desired conduct and behaviour that contributes to a safe and inclusive learning environment for all students, supporting an atmosphere that provides a positive learning experience where each individual feels respected and valued during their time on campus, and each individual understands consequences for breaches of expected conduct. Breaches of the Code of Conduct will result in Corrective Action and/or Disciplinary Action.

The following is an extract and we invite you to review the full policy document issued to you separately - a copy is available on request if you lose yours.

| Student Code of Behaviour And Personal Conduct | |
|--|--|
| You are responsible for your learning | Be mindful of others |
| Abide by the Student Code of Learning | Acknowledge diversity by being considerate and respectful to other students, staff and visitors to campus. |
| Attend your scheduled classes, workshops and activities or you'll start falling behind. | Use appropriate language when communicating with other students, staff or visitors. |
| Arrive on time at the start of class and after breaks, and don't leave early. | Express your point of view in a way that respects the opinions and values of others. |
| Ring or email Student Services if you are going to be late or absent from a class or resit and let them know why. | Don't engage in any behaviour that might be seen as harassment, discrimination, bullying, physically or verbally violent, or intimidating. |
| Engage in the classroom and practical activities which help support your learning. | Don't engage in disruptive behaviours during class. |
| Be honest with yourself and us and let us know if you need extra help with learning or other things affecting your learning. | If you experience or witness any instances of harassment or bullying, let one of your teachers know. |

| | |
|---|---|
| Remember, you need to book resits and reschedules asap - there's limited time for you to do catch-ups. Just book it! | Don't film or photograph other students or staff without their permission. |
| If you fall too far behind because you failed to act, we might not be able to continue your training. | Don't access social media or distribute any inappropriate or offensive materials during school hours. |
| Phones in class are only allowed with permission of the class teacher for defined purposes. | We are part of a local community, so respect our neighbours as you come and go to school. |
| Safety First - in everything | Facilities and equipment |
| Keep it safe, follow your teacher's instructions and don't engage in risky behaviours while on school premises. | Use the equipment and facilities we provide for your learning in a responsible, safe and respectful manner. |
| Follow all OHS course requirements, always wear your required PPE and let us know if you spot any risks or hazards. | Access the computer network and equipment for learning purposes only and don't share any passwords provided to you. |
| Advise of any OHS concerns relating to you or another person's ability to safely participate in class. | Accidents happen, but we won't tolerate wilful damage of our any of our equipment or facilities. |
| You cannot attend school under the influence of alcohol, drugs and other substances that may impair your co-ordination, response rate or judgement. | Do not smoke outside the designated area. |

| Student Code of Learning |
|--|
| To support the learning requirements of their course, we expect our students to attend all scheduled classes. |
| Need to satisfactorily complete their assessments in each unit for course progression. |
| Cheating in any form is not acceptable and students found to have engaged in this behaviour will be subjected to a course of disciplinary action including rescheduling of a unit at the student's own expense, potential suspension or expulsion. |
| No phones allowed in class during Exams, Tests or Resits. Students are required to switch-off and put away their mobile phones at these times |
| Except where there is approved collaboration, students must declare that assessment work they submit is their own, and assessments must not contain any inappropriate drawings or language. |
| Are banned from taking pictures or using any method of copying tests, exams and practical work which may result in subsequent sharing or distribution of this information. |
| Are required to leave their assessment booklets with their teachers at the end of class and are not allowed to take them home or away from the classroom. |
| Students who participate in on-line assessments are not allowed to share any details of passwords or access codes required for assessment with fellow students. |
| Unless given permission by their teacher during class, students engaged in assessment tasks are prohibited from accessing the internet on any device seeking information that would provide answers to assessments. |
| Where conducted on-line, students must only use NECA supplied internet services during Tests or Exams and are banned from using any other method or device during these assessments. |
| Students with a result of Not Yet Competent (NYC) must complete all attempts at reassessment within 90 days or will be asked to reschedule the unit at their own cost. |
| Students with results of NYC in two units are required to engage with the Learning Support Officer to develop an Individual Support Plan to enable completion of the units. |

| |
|--|
| Students who have more than two NYC results may be delayed from progressing to the next unit in their training schedule. |
| Where a student fails to engage in the process of managing their outstanding NYC's, a process of review leading to removal from the training course may occur. |
| Students may appeal an assessment result given using the Complaints and Appeals process. |
| Students may appeal any disciplinary action taken by using the Complaints and Appeals process. |

Recognising that there will be instances where breaches of the Code of Behaviour and Personal Conduct, and/or the Learning Code will occur, a framework has been developed that allows corrective actions that are responsive to the nature and severity of the breach.

See your policy document for full definitions of this section.

| Range of Corrective Actions | |
|------------------------------------|--|
| Accidental or Minor breach | <p>Reminder or informal discussion.</p> <p>Removal of student from class for remainder of session or day.</p> <p>Potential formal discussion & agreed action plan.</p> |
| Deliberate breach | <p>Removal of student from unit of study, to be repeated in full by student at own cost.</p> <p>Formal discussion and agreed action plan.</p> |
| Serious breach | <p>Formal discussion and agreed action plan.</p> <p>Potential period of suspension to be determined by severity of breach.</p> <p>Potential rescheduling of unit/s, at student's own cost.</p> |
| Major breach | <p>Expulsion in time frame and manner appropriate to nature of breach.</p> <p>Formal discussion/notification of decision.</p> |

Corrective Behaviour Measures

- Teachers will undertake informal discussions with students to reinforce the expectations of the Code of Conduct for potential breaches that do not impact the safety or rights of others.
- Teachers may deny a student access to class for the remainder of the day if the student behaviour is in breach of the Code and the individual has been asked to cease their actions. These instances will lead to disciplinary measures, and relevant employers will be advised of these events.
- Corrective behaviour discussions will take place in any instances where there is a deliberate breach of the Code of Conduct.
- An account of the discussions will be recorded on the Corrective Behaviour Form.
- The type and measure of rectification will be at the discretion of the Training Operations Manager, or his appointed delegate.
- Completed Corrective Behaviour Forms will be stored in accordance with the Record Control and Privacy Policies.

Disciplinary Measures

- Serious breaches of the Code of Conduct will result in a formal Disciplinary Review.
- The disciplinary discussions will be scheduled to take place with a senior manager present.
- An account and agreed actions of the discussions will be recorded on the Corrective Behaviour Form.
- The type and measure of rectification will be at the discretion of the Training Operations Manager, or his appointed delegate.
- Employers will be notified that a serious breach of the Code of Conduct has occurred.
- Where imposed, students will be notified in writing of the length and conditions of suspension.
- Where imposed, students will be notified in writing of expulsion.
- Employers will be notified in writing of suspension or expulsion, as applied.
- Student apprentice's AASN will be notified if expulsion is applied.

Ongoing Review

- Where a student continues their study post any Corrective or Disciplinary Measures, their on-going performance will be monitored in stages to ensure they comply with the conditions imposed.
- Should inappropriate behaviours continue, further remedial actions will be applied.
- If the student fails to respond to the remedial actions and there are no measurable improvements, a final decision to remove them from school will be considered.



Resit & Reassessment policy

Definitions

Attempt – When a student completes some or all of an assessment

Did not attend (DNA) – When a student is not in attendance for the scheduled assessment

Not Yet Competent (NYC) – When not all assessment tasks have been completed to the satisfaction of the assessor. This is not a formal outcome so is reported as an Outcome 70 (Continuing - Not Yet Competent) in the student management system as the student is still undertaking the Unit Of Competency

Theory Resit 1 - When a student reattempts an aspect of the assessment for a Unit of Competency, which they have been marked Not Yet Competent for.

Theory Resit 2 - When a student reattempts for the second time an aspect of the assessment for a Unit of Competency, which they have been marked Not Yet Competent for on their first resit. They are charged \$66 this time.

Theory Resit 3 - When a student reattempts for the third time an aspect of the assessment for a Unit of Competency, which they have been marked Not Yet Competent for on their second resit. They are charged \$66 this time.

Practical Resits - Where a student is marked Not Yet Competent for a Practical Assessment, the charge will be according to the Miscellaneous Fees Schedule of time taken to complete.

Reschedule - Where a student has failed to satisfactorily achieve all aspects of assessment or attendance and requires retraining in the unit to allow for a renewed assessment process. This is charged to the student at the current standard fee cost.

Framework

The policy operates with the following principles;

- Students must achieve unit competency within 3 months of receiving an initial notification of Not Yet Competent.
- If marked Resit 1, a student is allowed to resist (reattempt) the assessment task on three (3) occasions within a 3-month window.
- Students are encouraged to attend structured tutoring and revision activities prior to resitting and being reassessed in the Unit of Competency.
- A record of all scheduled and booked Resits is kept on the Resit Spreadsheet
- If a student does not attend their scheduled Resit, they will be marked

‘Did Not Attend’ on the Resit Spreadsheet and forgo an attempt.

- Students that attend but do not complete a Resit will be considered as having used one of their attempts.
- If a student books for Resit 2 or Resit 3 but fails to attend, they will be invoiced the Resit Fee.
- If the student has not obtained competency within the 3 months from the original assessment date, they will be rescheduled for the entire unit at a cost to them (standard fee).

Complaints & Appeals policy

The purpose of the RTO Complaints and Appeals policy & procedure is to ensure the NECA Education & Careers has a formal structure in place to guarantee all concerns, complaints and appeals for the RTO are handled in an effective, efficient, timely, fair and confidential manner.

Definitions

Concern: An issue about a matter, perceived discrimination, a situation, a process, a person or people, a facility or support service provided by NECA Education & Careers, which a student or customer of the RTO brings to the attention of NECA Education & Careers in an informal way.

Complaint: The formal notification of a concern about a matter, perceived discrimination, a situation, a process, a person or people, a facility or support service provided by NECA Education & Careers. Made by a student or customer of the RTO following the complaint process.

Appeal: If a complainant is dissatisfied with a decision made by NECA Education & Careers in regards to a complaint lodge or academic result received, he/she has twenty (20) working days from the date stated in the written notification in which to lodge an appeal and have the case reviewed.

Stages

Stage 1 – Complaint resolution procedure

- 1.1 Complainant wherever possible is to resolve issues directly with the person concerned.
- 1.2 If the complainant has attempted to resolve the issue directly but is not satisfied with the outcome or feels they cannot approach the person(s) concerned directly then he/she may approach the direct manager of the person/s concerned.
- 1.3 The direct manager will consider the issue and may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned.
- 1.4 The direct manager involved will provide a verbal response summarising the actions taken, or that will be taken to resolve the issue.
- 1.5 If the complainant is not satisfied with the outcome, a formal complaint can be lodged under the Complaints and Appeals Policy.

- 1.6 The manager involved will record the issue and response on the NECA Education & Careers Complaints and Appeals Register.

Stage 2 – Lodging a formal complaint procedure

1. To commence the formal process, the complainant must lodge a formal complaint in writing (via email) to feedback@necaeducation.com.au

The following information needs to be provided as part of the complaint:

- A. Details of the complaint.
 - B. Supporting information that the complainant wishes to be considered.
 - C. An explanation of the steps already taken to try to resolve the complaint informally and why the responses received are not considered satisfactory.
 - D. What the complainant thinks needs to be done to address his/her concerns.
2. The complaint will be forwarded to the appropriate member of the management team.
 3. The manager will consider the issue and

may either suggest a course of action to resolve the issue or attempt to mediate between the complainant and the person(s) concerned.

4. The manager involved will provide a written report summarising the actions taken, or that will be taken to resolve the issue. This written report will be provided to the complainant.
5. If the complainant is not satisfied with the outcome, a formal appeal can be lodged under the RTO Complaints and Appeals Policy.
6. The manager involved will record the complaint and response on the NECA Education & Careers Complaints and Appeals Register.

Stage 3 – Lodging a non-academic appeal procedure

1. If the complainant is dissatisfied with a decision made by NECA Education & Careers he/she has 20 working days from the date of response to lodge an appeal to have the case reviewed.
2. The following information needs to be provided as part of the appeal and made via email to feedback@necaeducation.com.au:

- A. An explanation of the steps already taken to try resolve the complaint
 - B. Why the complainant does not agree with the outcome of the complaint
 - C. What the complainant thinks needs to be done to address his/her concerns
3. The appeal will be considered by the CEO (or delegate) who may decide:
 - A. To make a determination based on the information provided
 - B. To establish a review panel
 - C. That there are insufficient grounds to take further action, thus concluding the consideration of the matter under the appeals procedure.
 4. The complainant will be advised of the decision in writing and the reason for it.
 5. The CEO (or delegate) will record the appeal and outcome on the NECA Education & Careers Complaints and Appeals Register.
2. The following information needs to be provided as part of the appeal and made via email to feedback@necaeducation.com.au:
 - A. Full name and contact details
 - B. Unit of competency code for the outcome they are appealing
 - C. Why the complainant does not agree with the outcome
 3. The appeal will be reviewed by the Training Operations Manager who will:
 - A. Review the assessment task/s that have been assessed
 - B. Allocate a secondary teacher to review the assessment task/s and reassess the unit of competency
 - C. Provide the complainant in writing with the revised outcome and feedback provided by the teacher

Stage 4 – Lodging an academic appeal procedure

1. If the complainant is dissatisfied with

a decision made for an assessment outcome by NECA Education & Careers he/she has 20 working days from the date of receiving their outcome to appeal the decision.

2. The following information needs to be provided as part of the appeal and made via email to feedback@necaeducation.com.au:

- A. Full name and contact details
- B. Unit of competency code for the outcome they are appealing
- C. Why the complainant does not agree with the outcome

3. The appeal will be reviewed by the Training Operations Manager who will:

- A. Review the assessment task/s that have been assessed
- B. Allocate a secondary teacher to review the assessment task/s and reassess the unit of competency
- C. Provide the complainant in writing with the revised outcome and feedback provided by the teacher

4. The Training Operations Manager will record the appeal and outcome on the NECA Education & Careers Complaints and Appeals Register.

Stage 5 – Lodging a complaint or appeal with a third party

1. If the complainant is dissatisfied with a decision made by NECA Education & Careers they have the right to escalate the complaint to any of the following parties;
 - A. Victorian Registration & Qualification Authority via the VRQA website:
www.vrqa.vic.gov.au/complaints/Pages/tovrqa.aspx
 - B. The National Training Complaints Hotline on 1800 000 674
 - C. A Mediation Adviser as approved by the Law Institute of Victoria
 - D. The Fair Work Commission (GTO employees only)
 - E. Skills Tasmania via www.skills.tasmania.reception@skills.tas.gov.au (Tasmanian students only)

Response times

| Type | Acknowledgement | Action taken / Response |
|-----------|-----------------|-------------------------|
| Concern | 5 business days | 10 business days |
| Complaint | 5 business days | 15 business days |
| Appeal | 5 business days | 15 business days |

Please contact Student Services should you require more information on this policy or procedure. The purpose of this policy is to ensure compliance with NECA Education & Careers' contractual and regulatory obligations for the cancellation, withdrawal and completion of students.

Definitions

Australian Apprenticeship Support

Network (AASN) – The allocated Apprentice Support Network for Registered Apprentices as per delta registration.

Cancelled – When a students enrolment status has been closed and they have not commenced any units as part of their qualification.

Completion – When a students enrolment status has been closed and they have completed all of the units as part of their qualification.

Withdrawn – When a students enrolment status has been closed and they have commenced one or more units as part of their qualification but not all units.

Framework

The policy operates with the following principles;

Cancellation/withdrawal

- Written notice must be obtained from the student notifying NECA Education & Careers that they are withdrawing from the program
- If four (4) attempts to contact the student in writing have been made over a 6 month period with no successful contact, a final notice can be sent to the student to advise of cancellation due to abandonment of studies
- Apprentices with a Withdrawn/ Cancelled Delta registration can attend scheduled classes for three (3) months

post the nominated completion date of their contract to provide them with the opportunity to find alternative employment.

They then have the opportunity to attend classes for the remainder of the calendar year they have paid tuition fees for

- The AASN must be notified and provided with written confirmation of withdrawal for any apprentice that has an active registration on Delta
- A Statement of Attainment is to be issued in accordance with the Certificate Issuance Policy and the RTO Fees Policy.

Completion

- Where competency based completions is involved the employer must sign off the completion on the training plan
- For apprentices, profiling must be up-to-date
- On-the-job paperwork must be completed
- For apprentices, DELTA must be updated and their apprenticeship contract completed

- The Certificate and Statement of Results are to be issued in accordance with the AQF Certification Issuance Policy and the RTO Fees Policy
- The completion must be processed within 30 days of their final competency and/or competency based sign off whichever is later.



Uniform policy

All apprentices and pre-apprentices

As a student of NECA Education & Careers you will be expected to agree and abide by the following conditions before being able to study.

These conditions have been put in place to ensure that you're learning experience is a safe and rewarding one.

Student acceptable standard of dress:

Theory, practical and workshop classes

- Sturdy work pants/cotton drill work short i.e. employer-provided uniform
- Shirt/t-shirt
- Safety boots or safety shoes.

Workshop classes – sheet metal

It is mandatory while undertaking practical classes where sheet metal is used that the appropriate personal protective equipment is worn.

This consists of:

- Long work pants or jeans
- Long sleeve shirt/t-shirt
- Safety boots or safety shoes
- Clear safety glasses
- Cut resistant gloves.

Note: Dress and casual pants are unacceptable at all times when undertaking practical classes in the workshop. Teacher must also adhere to the workshop requirements.

Short courses

All students attending a short course MUST wear footwear which is fully enclosed, courses involving practical activities and where it has been identified there are potential risks to health and safety, PPE must be worn. Students will be informed in course literature and in course relation personal correspondence of the requirement for PPE.

There is no requirement for work related PPE in business related courses e.g. Estimating, Registered Electrical Contractor (Business) etc.

All courses

Your teacher will advise you of the safety requirements you must observe in the workshop.

If they are not followed, you will be asked to leave the campus until the request has been complied with.

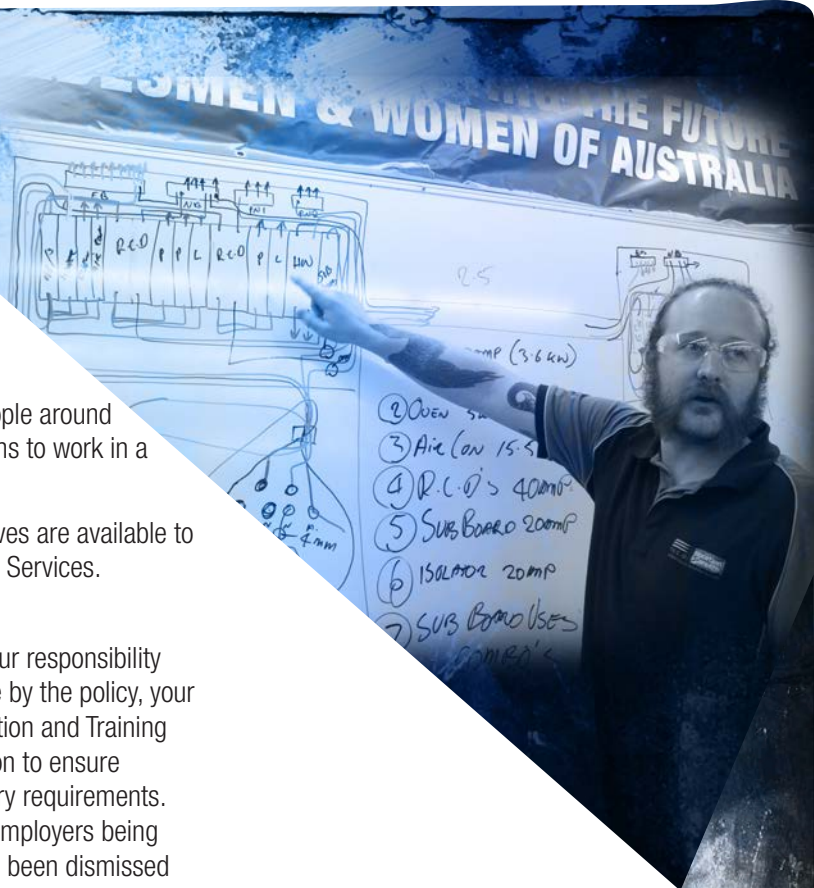
Jewellery can be considered hazardous depending on the environment, in which case you may be asked to remove your jewellery. You must also be aware

of the safety of the people around you and make provisions to work in a safe manner.

Safety glasses and gloves are available to purchase from Student Services.

Breaches

Should you not take your responsibility seriously and not abide by the policy, your teacher and the Education and Training Manager will take action to ensure adherence to mandatory requirements. This may include you employers being informed that you have been dismissed from class until acceptable standards of dress are met.





national electrical and communications association

For more information, contact NECA Education & Careers

1024 Lygon Street, North Carlton VIC 3054

T (03) 9381 1922 **E** info@necaeducation.com.au

