



**National
Institute of
Construction
Skills**

STUDENT HANDBOOK

General



**NATIONALLY RECOGNISED
TRAINING**

**National Institute of Construction Skills (NICS)
RTO Number: 30048**



**National
Institute of
Construction
Skills**

WELCOME TO NATIONAL INSTITUTE OF CONSTRUCTION SKILLS

The Master Painters, Decorators & Signwriters Association of Queensland Union of Employers is now trading as **National Institute of Construction Skills (NICS)**.

The team is proud to welcome you on board. We trust that you will find the time we share challenging, rewarding and fun.

Our aim is to equip you with the knowledge, skills, and confidence to carry out your duties and responsibilities in the workplace.

During your time with us, you will be exposed to a variety of experiences and challenges. Our courses provide a mix of theory and practical skill training.

We will also offer you an opportunity to build your confidence and motivation with a view to prepare you for a competitive market.

Upon enrolling, you have rights and responsibilities, most of which are outlined in this handbook. You are welcome to ask us for further information if you have questions, which are not covered in this handbook.

As a registered training organisation, National Institute of Construction Skills is responsible for compliance with the Standards for RTOs 2015 which is regulated by the Australian Skills Quality Authority (ASQA). Therefore, we provide the highest quality training to ensure that you are fully equipped with exceptional knowledge and skills to be an ambassador for the painting industry.

The quality of your experience at National Institute of Construction Skills depends largely on your motivation and commitment. We feel that we have in place an ideal learning environment.

Meet the challenge and we will do our very best to ensure that the benefit to you exceed your expectations.

Regards,

**Chris Munday
President**

Contents

Contents	3
Code of practice	4
Training and assessment	6
Enrolment and participation in training	11
Privacy policy	12
Fees and charges information	14
Cancellation	15
Completion	15
Access to your records	15
Change of personal details	16
Complaints and appeals	16
Rights and responsibilities	20
Students' responsibilities	20
Student support	21
Changes to agreed services of nics	21
Other applicable nics policies	21

Code of Practice

As a Registered Training Organisation, NICS has agreed to operate in accordance with the VET Quality Framework including the Standards for RTOs 2015. This includes a commitment to recognizing qualifications and Statements of Attainment issued by all other Registered Training Organisations. NICS will ensure the quality and compliance of its training and assessment in accordance with these Standards.

Access and Equity

All students will be recruited in an ethical & responsible manner, consistent with the requirements of the curriculum or National Training Package. Our Access & Equity Policy ensures that trainee selection decisions comply with equal opportunity legislation. Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards & outcomes of the course, based on their qualifications & experience.

Quality Management Focus

NICS has a commitment to providing a quality service & a focus on continuous improvement. We value feedback from students, staff & employers for incorporation into future programs.

Client Service

We have sound management practices to ensure effective client service. In particular we have client service standards to ensure timely issue of assessment results & qualifications. These will be issued in accordance with national guidelines.

We will take every opportunity to ensure that information on our products and services is disseminated and understood by personnel & clients. Our client service standards ensure that our students are provided with adequate information on which to base their decision to undertake training with NICS.

Legislative Requirements

NICS will meet all legislative requirements of State & Federal Government, including:

Work Health & Safety Act 2011

The Work Health & Safety Act sets out the laws about health and safety requirements affecting most workplaces, work activities and specified high risk plant in Queensland. It seeks to protect your health and safety and the health and safety of everyone at a workplace, while undertaking work activities or using specified high-risk plant.

Copyright Act 1968

The Copyright Act protects an author of a document, essay, text, manuscript, or file from having their work, plagiarised, copied or disseminated without authorisation from the author. It is important that all students provide original work to ensure this act is not breached.

Racial Discrimination Act 1975

Racial discrimination happens when someone is treated less fairly because of their race, colour, descent, national origin, or ethnic origin than someone of a different 'race' would be treated in a similar situation.

Sex Discrimination Act 1984

Sex discrimination occurs when a person is treated less fairly than another person because of their sex or marital status or because they are pregnant. This is direct discrimination. Indirect discrimination can also occur when a requirement that is the same for everyone has an unfair effect on some people.

Disability Discrimination Act 1992

Direct disability discrimination happens when a person with a disability is treated less favourably than a person without the disability would be treated in the same or similar circumstances. Discrimination also happens when there is a requirement or condition or practice that is the same for everyone but has an unfair effect on a particular group of people.

Further Education and Training Act 2014

This Act relates to the regulation of Vocational Education and Training for both employers and employees. It is in place to assist in the continuing improvement of training and education services and outcomes for all communities.

Workers' Compensation and Rehabilitation Act 2003

The Workers' Compensation and Rehabilitation Act 2003 prescribes employer and employee obligations in relation to worker's compensation and rehabilitation. Advisory Standards also regulate health and safety issues in the workplace including workplace harassment and bullying.

WorkCover Queensland Act 1996

WorkCover Queensland provides assistance to any worker who has sustained an 'injury' and whose employment was a 'significant contributing factor' can apply for workers' compensation.

Privacy Act 1988

The Privacy Act 1988 (Privacy Act) was introduced to promote and protect the privacy of individuals and to regulate how Australian Government agencies and organisations handle personal information.

The Privacy Act includes 13 Australian Privacy Principles (APPs), which apply to some private sector organisations, as well as most Australian Government agencies. The Privacy Act also regulates the privacy component of the consumer credit reporting system, tax file numbers, and health and medical research.

Industrial Relations Act 2016

In Queensland the primary legislation that governs the state industrial relations system is the Industrial Relations Act 2016 which defines an industrial instrument as an award, certified agreement, and Queensland workplace agreement.

These cover your rights and obligations regarding:

- rates of pay
- leave entitlements (including public holidays)
- termination and resignation from work
- discrimination
- taxation and superannuation
- employment records

Management and Administration

NICS has policies & management strategies, which ensure sound financial & administrative practices. Management guarantees the organisation's sound financial position & safeguards trainee fees until used for training/assessment. We have a Refund Policy, which is fair & equitable. Student records are managed securely & confidentially & are available for trainee perusal on request.

Marketing and Advertising

We market our vocational education & training products with integrity, accuracy & professionalism, avoiding vague & ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Training and Assessment

Training and Assessment Standards

NICS has trainers and assessors with appropriate qualifications & experience to deliver the training & conduct assessment relevant to the training products offered. Assessment will meet the requirements of the units of competency and be conducted in accordance with the requirements specified in the VET Quality Framework, particularly, the Standards for RTOs 2015. Adequate facilities, equipment & training materials will be utilised to ensure the learning environment is conducive to the success of students.

NICS is committed to providing the best possible learning environment for all staff and students to achieve the outcomes sought by industry. Therefore, our trainers will work with students to ensure that the needs of each individual student are met in accordance with their individual or group learning style.

The way a student learns will depend greatly on his/her ability to be able to interpret and comprehend the information being provided by the trainer and their ability to be able to apply this knowledge and skill in an assessment.

NICS has developed learning and assessment methodologies that can be contextualised/customised to suit learning styles, working environments and the needs of industry and employers.

Learning

All training offered by NICS may use one or more of the following methodologies depending on the qualification or unit of competency being undertaken:

- Online learning
- Face to face learning – traditional or through digital means (Microsoft Teams and Zoom)
- On-site learning under the direct supervision of their qualified employer
- Practical on-site activities under the supervision of a NICS Trainer
- Practical activities at a suitably equipped training centre under the supervision of a NICS Trainer

Resources

Students will be required to provide the following resources:

- Laptop or desktop computer to complete online learning (as applicable to their training program)
- Secure internet connection
- Mobile phone to complete online learning and/or take video/photographic evidence to support the completion of workplace tasks and learning (as applicable to their training program)
- Personal protective equipment for the completion of practical assessments including head protection, hearing protection, foot protection, high vis clothing (where applicable), head protection (where applicable), eye protection (where applicable)

Assessment

NICS uses a range of assessment to support students in demonstrating competency. In most cases, assessment for each unit of competency in a qualification consists of:

- Written or theory test (online);
- Practical observation of tasks/activities being undertaken in a real or simulated workplace

In the case of high-risk work licence assessment, students are required to complete additional assessment to meet the requirements for eligibility to apply for a high risk work licence including:

- Knowledge assessment
- Calculations assessment
- Performance assessment

Where a student fails to achieve the required standard when undertaking the mandatory assessment for a high risk work licence, they must not repeat the assessment for at least 24 hours and only after NICS has advised Worksafe Queensland. Where a student achieves the required standard, they must apply for their licence within 90 days of receiving the result. For more information, go to www.worksafe.qld.gov.au.

All students are provided with information on the assessment process through MPA Online or via direct communications from the trainer or administration including:

- Where and when the assessment is to be conducted
- How the assessment is to be conducted
- The tasks to be completed
- The evidence to be collected
- The NICS Appeals Policy
- Re-assessment

Assessment tasks are deemed either satisfactory or not satisfactory, while units of competency are deemed competent or not yet competent. In order to be deemed competent for a unit of competency, a student must successfully complete all assessment tasks for that unit of competency, to a satisfactory level and to the standard that would normally be expected in the workplace.

Where an assessment has been deemed not satisfactory, feedback on the areas in need of improvement will be provided and the student invited to be re-assessed at a later date. Students will be provided with one additional opportunity to be reassessed at no cost within 60 days of the original assessment result. Once the 60 days has elapsed, students will be required to re-enrol and complete full training and assessment again at their cost (arrangement for apprentices differ – please refer to the Student Handbook - Apprentices).

Adjusting learning assessment

Where, during the enrolment process, it is identified that a student has learning difficulties, learning needs or a particular disability, learning and assessment can be adjusted to suit their needs (providing reasonable adjustment does not alter the integrity of the unit of competency or render the assessment unsafe or in breach of legislation, regulation, or other law). Reasonable adjustment will be applied by trainers and assessors on a case-by-case basis. Students should speak to their trainer/assessor directly if they have any concerns in relation to an assessment method or task.

Assessment results

Students can continually access their assessment results by accessing their account in MPA Online. Trainer marked assessments will be available to the student once the trainer has completed the marking process.

Assessment results will not be given to anybody other than the student, the trainer and or NICS General Manager.

No assessment results are issued or discussed over the telephone.

Training products offered

NICS offers a range of training including short course programs and full qualifications.

NICS holds contracts with the Department of Employment, Small Business and Training and Construction Skills Queensland to deliver a range of funded training programs. This means that, subject to eligibility, the cost of the student's training may be subsidised by the Queensland Government or Construction Skills Queensland (refer to the Student Handbook Apprentices or Student Handbook CSQ for information on subsidies and requirements for payment of contribution fees).

Completion of various training programs offered by NICS may entitle the graduate to apply for a licence with the Queensland Building and Construction Commission or a high-risk work licence with Work Safe Queensland. For more information refer to <http://www.qbcc.qld.gov.au/> or www.worksafe.qld.gov.au.

Issuance of certification

NICS will ensure that all certification is issued within 30 days of successful completion of your training program.

Should a student cancel or withdraw at any point throughout the duration of the qualification, they will be awarded a Statement of Attainment for all units of competency successfully achieved.

Please refer to the Student Handbook Apprentices and Student Handbook CSQ for further information on fees in relation to the issuance of qualifications or Statements of Attainment.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process that confirms a student's pre-existing skills and knowledge as a result of formal training, work experience and/or life experience.

Achieving RPL requires the submission of an application and submission of a range of evidence in support of any existing knowledge and skills. In addition, students may be required to participate in a formal interview and undertake challenge tests to examine the depth and complexity of the existing knowledge and skills to support the awarding of RPL.

If a student believes they may be eligible for RPL, they must contact our administration team who will make the necessary arrangements. It is advantageous that applications for RPL are submitted as soon as practicable after enrolment to ensure that any units of competency are not completed unnecessarily.

Recognition of qualifications and Statements of Attainment issued by other RTOs

NICS will recognise the qualifications and Statements of Attainment issued by any other RTO. This means that, where a student has already completed a unit of competency in their chosen qualification, NICS will award credit and the student will not have to repeat the unit of competency. It should be noted that credit cannot be awarded without substantiation. Therefore, to apply for credit for completed study, the student must supply a copy of the qualification and associated record of results and/or a Statement of Attainment. It does not matter where the training was completed.

All students and employers should be aware that NICS is obligated to verify the authenticity of the documents provided and will contact the issuing RTO to determine its authenticity or, upon receiving approval from the student, access the student's USI record to confirm issuance.

All qualifications and Statements of Attainment must be verified before any credit can be awarded.

Credit transfer and direct credit

To apply more definition around these terms:

- NICS will award **direct credit** where a student supplies evidence to support the fact that they already hold a unit of competency. This will be awarded where the code and title of the unit of competency are identical. For example; a student holds a Statement of Attainment for CPCCCM1012 Work effectively and sustainably in the construction industry. This unit of competency is a core unit of competency from their qualification and credit will be awarded upon substantiation.
- NICS will award **credit transfer** where a student supplies evidence to support the fact that they already hold a similar unit of competency. For example; CPCCCM2001A Read and interpret plans and specifications is a core unit of competency and has the same content of RIICCM203D Read and interpret plans and specifications. NICS will conduct a detailed mapping exercise to determine the extent to which the units of competency are the same. Should all aspects of the destination unit be covered by the origin unit, credit transfer will be awarded.

In order to award credit transfer, NICS must have a copy of the Statement of Attainment or qualification and Statement of Results from the issuing RTO, to be verified with the issuing RTO, before credit can be awarded. Where you have completed any training with a registered training organisation that is no longer operating, and you cannot locate your certification, you can contact the Australian Skills Quality Authority (ASQA) directly to source a copy of your records. Go to www.asqa.gov.au to find out more. Alternately, your USI transcript may be adequate to support the awarding of credit.

Assessment records

Assessment records are a permanent account of achievement of performance & all records relating to courses/programs conducted by NICS are maintained in accordance with the requirements of the Standards for RTOs 2015. All enrolment, learning and assessment records are maintained on MPA online student management system, MPA Online. Employers, students, and their trainer have continual access to the information contained in MPA Online pertaining directly to their enrolment and participation in training.

Feedback and continuous improvement

NICS is proud to quality assure the delivery of its vocational education and training products and services. At the conclusion of your training, you will be provided with a questionnaire to provide us with feedback on the service provided and the quality of our training. Whilst this questionnaire is not mandatory, we would appreciate your valuable feedback and, you can remain anonymous.

The results of all surveys conducted by NICS will remain confidential and securely stored. The information you provide will not be shared with anyone unless required by law and regulations.

NICS will use the information from these surveys to improve the quality of its products and services.

Transition from superseded training products

Qualifications and units of competency are regularly updated to ensure that the training offered by NICS is in accordance with current accepted industry practice.

Where a qualification or unit of competency is superseded, all students will be advised as soon as is practicable of any changes to be made to their enrolment. Generally, if a qualification is superseded, NICS will transition all students within 12 months. In most cases, this will not impact on any training already completed. In some circumstances, where a student is almost complete, they will be offered the opportunity to complete the existing qualification providing it is completed by the specified deadline.

Where a qualification or unit of competency is deleted and no longer available, Where a qualification or unit of competency is superseded, all students will be advised as soon as is practicable of any changes to be made to their enrolment. Where a qualification or unit of competency is

deleted, all students will be required to transition within 12 months. This means that all training and assessment must be completed within specified deadlines. NICS will work with all students to ensure that qualifications are completed within 18 months (for qualifications) and 12 months (for units of competency) of deletion.

For information specific to apprentices and trainees, refer to the Apprentice Student Handbook.

Enrolment and participation in training

COURSE ENROLMENT

Depending on the course the student is enrolling in, they may enrol directly online or, if the student is an apprentice, they will be enrolled during their induction at one of our campuses at Salisbury or Caboolture, or, on site by negotiation with their employer.

For students completing a course funded by Construction Skills Queensland (CSQ), enrolment will be conducted at one of our campuses or on site by negotiation. Where necessary, enrolment can be completed through digital means (Microsoft Teams/Zoom)

For more information on apprentice enrolments, refer to the Apprentice Student Handbook and for more information on enrolments into CSQ funded courses, please refer to the CSQ Funded Courses Handbook including documents to confirm evidence of identity and to confirm eligibility.

Enrolment in your chosen course will include:

- Completing an enrolment form (online)
- Participating in a brief and non-invasive literacy and numeracy assessment (online)
- Taking copies of evidence to meet any specific entry and eligibility requirements
- Participating in an induction

Where the chosen course has entry requirements, students must present evidence to confirm that they meet the specified entry requirement. Information on entry requirements is maintained on our website on the applicable course page.

Where the student's enrolment includes the completion of a high-risk unit of competency leading to a high risk work licence, at the time of enrolment, a student must produce, and an assessor must sight, three matching, original, evidence of identity (EOI) documents before undertaking an assessment or reassessment.

The EOI documents must comprise either:

- One (1) Category A document and two (2) Category B documents, or
- Two (2) Category A documents and one (1) Category B document.

At least one Category A document must be photographic and show a student's full name. At least one Category A or B document must show the candidate's signature and date of birth. The student's details on the CAS and those entered in the Assessor Portal must match the details on the EOI documents.

Category A documents	Status
<ul style="list-style-type: none">• Australian Birth Certificate or Bicentennial Birth Certificate (born in 1988) - full (not an Extract or a Commemorative Certificate)• Australian Citizenship Certificate/Naturalisation Certificate• Department of Immigration and Border Protection (DIBP)<ul style="list-style-type: none">○ Certificate of Evidence of Residential status○ Visa Evidence Card (with PLO56 Visa)• Queensland or Federal police officer photo identity card	Current

<ul style="list-style-type: none"> • Australian passport • Australian Certificate of Identity, Document of Identity, Titre de Voyage, Document de Voyage • Foreign passport • Australian photo driver licence • Queensland Government issued photographic high risk work licence • Australian Accreditation /Authorisation: driver/rider trainer, pilot/escort vehicle driver; dangerous goods driver, tow truck driver/assistant, traffic controller, passenger transport driver (bus, taxi, limousine) 	Current or expired less than two years
<ul style="list-style-type: none"> • Queensland 18+ Card (laminated) 	Issue after 1/1/1992
<ul style="list-style-type: none"> • DIBP - ImmiCard; Temporary or Resident Visa; Document for travel to Australia. Note: Electronic Travel Authority (ETA) is not accepted 	Valid up to five years after issue
Category B documents	Status
<ul style="list-style-type: none"> • Australian Defence Force photo identify card (excluding civilians) • Australian Firearm Licence (with photo) • Australian Security Guard/Crowd Controller Licence (with photo) • Department of Veteran's Affairs/Centrelink Pensioner Concession Card (including Healthcare card) • Education institute student identity documents (must include photo and/or signature) • Financial institution debit/credit card (must include signature and embossed/printed name) • Medicare card; Department of Human Services Basics Card • Interstate government-issued or government-approved photo identity card 	Current

Privacy Policy

National Institute of Construction Skills Queensland takes the privacy of students very seriously and complies with all legislative requirements including the Privacy Act 1988 and Australian Privacy Principles.

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

Certain information must be collected to enable us to finalise your enrolment and progress your training including the following information:

- Full name
- Your date of birth
- Residential address
- Contact details (phone/email)
- Any educational qualifications
- Highest level of education achieved including if you are still attending school
- Concession status

Where the information is not provided to NICS, your enrolment will not proceed, and you will not be able to participate in your chosen training program.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

Students have the right to access information that National Institute of Construction Skills is retaining that relates to them. Further instructions are provided on how to access records within the section titled “Access to records”.

How we protect your personal information

Personal information collected via our enrolment forms and through the completion of other administration processes is securely retained in locked hard copy filing systems and security protected computer systems.

No information is passed on to any third-party individual or organisation without the express written permission of the student unless otherwise granted by law including for the purposes of investigations by law enforcement authorities or as specified in this Policy.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing, and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use, and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

The Queensland Department of Education, Small Business and Training collects information on all individuals completing publicly funded training. The information is collected in the course of the conduct of audits of registered training organisation to confirm their compliance with the Skills Assured Supplier Agreement signed between the Department and the registered training organisation (RTO). The

Queensland Department of Education, Small Business and Training is bound by the Privacy Principles set out in the Privacy Act and will not disclose this information to third parties unless authorised to do so.

Contact information

At any time, you may contact NICS to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

For more information on this Policy and how we use your information, contact:

Todd Aitken
General Manager
National Institute of Construction Skills
(07) 3277 8646

UNIQUE STUDENT IDENTIFIER

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

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

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

The USI initiative will:

- Seamlessly link information about a student's VET achievements, regardless of where they studied
- Enable students to easily access secure digital transcripts of their achievements
- Give students access to, and more control over, their educational information

If you have not created a USI in the past, you can create an account yourself at <https://www.usi.gov.au/>. You must advise NICS of your USI at the time of enrolment or as soon as possible after. If you do not provide your USI, NICS cannot issue your qualification upon completion, or a Statement of Attainment should you withdraw or cancel your training for any reason.

If you have a current USI, you must ensure to activate NICS as a nominated organization within your account. This will allow NICS to upload all training completed with them into your account.

Change of details

You must advise NICS if your address or contact details change after you have enrolled.

Fees and charges information

FEES AND OTHER CHARGES

Information on fees and charges is detailed in the NICS CSQ Funded Courses Student Handbook and Apprentice Student Handbook. In the case of contribution fees information for apprentices, this information is also provided during enrolment and is continually available through MPA Online.

Paying fees

Where a student is unable to pay their course fees, NICS may enter into a payment arrangement with the student. Payment arrangements will be negotiated and agreed on a case by case basis and recorded in the student's enrolment record.

NICS does not offer its apprenticeship qualifications to student's ineligible for funding under the User Choice Program.

Refunds

Information on refunds is detailed in the CSQ Funded Courses Student Handbook and Apprentice Student Handbook.

Cancellation

CANCELLATION

Should the student wish to cancel their enrolment with NICS, they must contact us to obtain a cancellation form. The form must be completed and submitted to our administration team (or via email at admin@nics.org.au).

Once the cancellation has been processed, the student will be provided with formal written advice and a Statement of Attainment issued for any units of competency successfully achieved during enrolment.

Refunds following cancellation will be made according to the refund information detailed in the CSQ Funded Courses Student Handbook and Apprentice Student Handbook.

Completion

Once a student has completed all of the requirements of their training program, NICS will issue the appropriate certification.

In the case of a qualification, students will be issued with a qualification and Record of Results. The qualification confirms the completion of the training program and the Record of Results lists the units of competency completed, the result for each and the year or semester the units were completed.

In the case of a short course, students will receive a Statement of Attainment. The Statement of Attainment details one or more units of competency completed as a short course program or part of a qualification.

In all cases, qualifications and Statements of Attainment will be issued within 30 days of successful completion.

Where a training program attracts fees to be paid by the students, qualifications and Statements of Attainment will be withheld where any fees remain outstanding. Once all fees have been paid, qualifications and Statements of Attainment will be issued within seven (7) days of all fees being paid.

Please refer to the Apprentice Student Handbook for information on unpaid contribution fees.

Access to your records

All students will have permanent access to their records through MPA Online.

Change of personal details

It is important that students advise us whenever they change their personal details including:

- Name
- Address
- Email
- Phone number

If any of the above changes occur, the student must notify NICS with the relevant information by completing the form at the rear of this handbook and sending by email to admin@nics.org.au (or handing to their trainer) as soon as the details have changed. It is important all students update us on any change of details to enable us to keep in touch with them, ensure that they receive all applicable correspondence throughout their enrolment and issue certification to the correct address upon completion or in the event of a cancellation.

NOTE: No responsibility will be accepted by NICS for failure on the student's part to advise of any change of details.

Complaints and Appeals

COMPLAINTS AND APPEALS POLICY

NICS welcomes constructive feedback including in the form of a complaint or appeal against a decision made by NICS.

NICS accepts all complaints about:

- The products services provided
- Services provided by third parties where a third party provides services on our behalf
- Trainers and assessors
- Administration staff
- Other students and staff

NICS accepts appeals against decisions relating to assessment or any other decisions made by NICS.

Complaints will be accepted from:

- Students
- Employers
- Parents of students
- Other stakeholders

The complaints and appeals processes recognise the need for:

- An informal approach to the person with whom the participant has the complaint.
- An opportunity for the complainant and other party to formally present their case.
- Independent review by an external consultant or appropriate body.

Complaints will be investigated by the administration and management of NICS with evidence and outcomes recorded in the applicable student file and complaints and appeals register.

The NICS complaints and appeals processes ensure:

- The need to respond to all complaint or appeal and that no complaint or appeal will go unanswered or ignored
- That all complaints and appeals are valid
- All complainants expect that all complaints and appeals will be investigated
- Complainants and other parties, including appellants, need to be formally advised of the outcomes of investigations in writing
- Fairness and equity in dealing with all complaints and appeals
- The decision of NICS will be final and complainants and appellants advised of other channels to have their complaint heard where they are dissatisfied with the outcome

COMPLAINT PROCESS

Complainants should attempt to resolve the issue in the first instance. If unable to reach a mutual decision, all complaints must be submitted in writing using the Complaint Form and sent via email directly to admin@nics.org.au. The complaint must include the following information:

- Full name of the complainant
- Contact details including a mobile number and email address to enable contact to be made
- Details of the complaint including other parties involved
- Date the issue first arose
- Outcomes of any actions already taken by the complainant

All complaints must be submitted as soon as is practicable after the event.

Upon receipt of a complaint, an email acknowledgement of receipt will be sent to the complainant within 48 hours.

If the complainant is not comfortable submitting the complaint in writing, they must make an appointment with the General Manager to address their concerns. This meeting will be conducted in private, recorded, and retained for investigation purposes.

The General Manager and Administration team will undertake investigations into the complaint taking into consideration all available evidence. The investigation may involve:

- Collection of relevant documentation
- Interviews with the complainant and other parties to the complaint

Interviews conducted will not be recorded electronically but will be clearly documented by a third party who will remain impartial to the entire process.

Once the investigation is complete, the complainant and other parties will be advised of the decision of the General Manager. The decision, depending on the severity of the findings may result in:

Complaint about another student:

- Suspension from class including letter written to their employer
- Expulsion including letter written to their employer
- Movement to another group
- Referral to the Police or other bodies

Complaint about a trainer:

- Suspension/stand down from training and/or assessment including on site and campus based
- Termination of employment
- Referral to the Police or other bodies

All students under the age of 18 will be invited to include their parent/guardian or their employer in the complaint process if required.

If the matter is not resolved to the satisfaction of both parties, a formal request must be made to General Manager, in writing, for an opportunity to formally present the case and for a facilitator who has not been involved to review the complaint and assist in resolving the issue. The facilitator will be agreed by both parties. Any costs associated with the external consultant will be shared equally by the complainant and NICS.

If the complainant is dissatisfied with the final outcome, they will be directed to the National Complaints Hotline or the Training Ombudsman for further assistance.

NICS will ensure that:

- All complaints received are acknowledged within 48 hours
- Investigations commence immediately upon receiving the complaint
- Investigations do not take longer than 10 business days to complete
- Complainants and other parties are advised of the outcome of initial investigations within 5 days of completion of the investigation
- Complainants and other parties are advised of the final outcome within 5 days of completion of the investigation

Where an extended complaint process leads to the taking in excess of 30 days to complete, the General Manager will ensure that all parties are kept up to date on a weekly basis.

APPEAL PROCESS (ACADEMIC)

Appellants should attempt to discuss their dissatisfaction with a decision made by NICS with the responsible party. This includes their assessor, in the case of appealing an assessment decision, to determine if the assessment process was followed correctly or some ambiguity occurred during the process. If unable to reach a mutual decision, an appeal against the assessment results must be submitted in writing using the Appeal Form and sent via email directly to admin@nics.org.au. The appeal must include the following information:

- Full name of the appellant
- The qualification including the code and title in which they are enrolled
- The unit of competency and assessment process that the appeal relates to
- The date of the assessment event
- The date the result was provided to the appellant
- Contact details including a mobile number and email address to enable contact to be made
- Outcomes of any actions already taken by the complainant

All appeals must be made within 5 business days of receiving the assessment result or formal notification of a decision made by NICS. Academic appeals received more than 5 business days after the assessment decision being advised will not be considered.

If the appellant is not comfortable submitting the appeal in writing, they must make an appointment with the General Manager to address their concerns. This meeting will be conducted in privacy, recorded, and retained for investigation purposes.

Following the receipt of an assessment appeal and within 5 business days, a meeting will be held with the applicable assessor to discuss the assessment event and outcome of the assessment. This will include a review of the student's completed assessment. Following this meeting, the student will be invited by the General Manager to attend a meeting to discuss the findings. Should the student feel that they have extra evidence that could be submitted in support of their appeal, they are welcome to bring this to the meeting. In addition, appellants are welcome to have a third-party present for support i.e., parent/guardian or their employer.

Following this meeting the General Manager will again meet with the applicable assessor (usually within 5 business days) to review any additional evidence and agree on a decision. Appellants will be advised of the

decision including full details of the reason for the decision and whether or not the appeal has been upheld or granted. The decision may result in:

- Appeal upheld – the student will be offered the opportunity to resit the assessment
- Appeal upheld – the student will be offered the opportunity to resit the assessment under another assessor
- Appeal granted – the student's original result will be changed

All students under the age of 18 will be invited to include their parent/guardian or their employer in the process if required.

If the appellant is dissatisfied with the final outcome, they will be directed to the National Complaints Hotline or the Training Ombudsman for further assistance.

NICS will ensure that:

- All appeals received are acknowledged within 48 hours
- Inquiries commence immediately upon receiving the complaint
- Inquiries do not take longer than 10 business days to complete
- Appellants are advised of the outcome of investigations within 5 days of completion of the Inquiry
- Appellants are advised of the final outcome within 5 days of completion of the Inquiry

APPEAL PROCESS (AGAINST OTHER DECISIONS)

Appeals against any decisions made by NICS must be addressed in writing within 5 business days of the decision being made. Appeals received more than 5 business days after the decision being advised will not be considered.

Appeals must be submitted in writing and sent via email directly to admin@nics.org.au. The appeal must include the following information:

- Full name of the appellant
- The decision that is being appealed
- The reason for appealing the decision
- The impact the decision has or will have on the appellant
- Contact details including a mobile number and email address to enable contact to be made
- Outcomes of any actions already taken by the complainant

If the appellant is not comfortable submitting the appeal in writing, they must make an appointment with the General Manager to address their concerns. This meeting will be conducted in privacy, recorded, and retained for investigation purposes.

Following the receipt of the appeal and within 5 business days, a meeting will be held with applicable NICS staff or delegates to discuss the appeal and reasons for the original decision. Following this meeting, the appellant will be advised in writing within 5 business days. This advice will include full details of the reason for the decision including whether or not the appeal has been upheld or granted. The decision may result in:

- Appeal upheld – the original decision stands
- Appeal granted – the decision will be reviewed

In the event that an individual remains dissatisfied with a complaint or appeal outcome, they will be directed to the regulator to have their complaint or appeal heard further.

EXTERNAL CONSULTANT APPEALS

Mutual agreement is to be reached between NICS & the appellant regarding the external facilitator to be engaged for use in the external appeal process. Facilitators engaged to conduct the appeal process are to hold recognised qualifications that meet the human resource requirements for the relevant course.

Where participants wish to use an external facilitator who is not approved by NICS they are responsible for the payment of all costs associated with the use of the external consultant in the appeal process.

Rights and responsibilities

The learning environment within NICS encourages and supports the participation of people from diverse backgrounds. Our aim is for each student to have an equal opportunity to learn in a supportive environment. If you have any questions about your rights or responsibilities, please do not hesitate to contact us, or speak with the NICS representative during your enrolment or induction.

NICS RESPONSIBILITIES

NICS recognises that students have the right to:

- Expect NICS to provide training of a high quality that recognises and appreciates their individual learning styles and needs;
- Have access to all the NICS services regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation;
- Have their prior learning, acquired competencies, and experience appropriately recognised in determining their requirements for training and assessment;
- Be advised of the learning outcomes and prescribed assessment tasks for the training program of their choice prior to its commencement;
- Appeal for a review of the results of an assessment or decisions made by NICS;
- Expect to achieve the published learning outcomes from their training program, if they, in turn, devote the necessary time and diligence to it;
- Learn from fully qualified, competent, and diligent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly;
- Learn in an appropriately appointed, safe and clean learning environment, free of all forms of harassment and discrimination;
- Be treated with dignity and fairness;
- Expect NICS to be ethical and open in their dealings, their communications, and their advertising;
- Expect the NICS to observe their duty of care to them;
- Efficient handling of administrative matters including the processing of fees and refunds;
- Privacy and confidentiality, and secure storage of student records in accordance with NICS policies, to the extent permitted by law.
- If NICS ceases to operate as a registered training organisation, we will ensure that we advise all students in advance and ensure that we provide support and guidance to transition to another registered training organisation. Copies of all student records will be transferred to the regulator in accordance with their instructions to enable students to obtain copies of their results and qualifications or Statements of Attainment.

Students' Responsibilities

Students are responsible for:

- Understanding and accepting the enrolment conditions for the courses they undertake;
- Providing accurate information about themselves at the time of enrolment, and to advise NICS of any personal information changes, including to their address or phone numbers within seven days;
- Payment of all fees and charges associated with their course;
- Signing in and out when attending training;

- Abiding by any dress code stipulated by NICS;
- Not cheating or plagiarising in course work / assessments submitted;
- Recognising the rights of staff and other students to be treated with dignity and fairness, and behaving in an appropriate and acceptable manner towards them;
- Regular and punctual attendance;
- Ensuring they attend classes sober and drug free, and smoke in designated areas;
- The security of their personal possessions while attending a course;
- Promptly reporting all incidents of harassment or injury to NICS;
- Respecting NICS property and observing policy guidelines and instructions for the use of equipment;
- Seeking clarification of their rights and responsibilities when in doubt;
- Asking for assistance and / or support when needed;

Student Support

To maximise opportunity for students to successfully complete their training, NICS will identify each student's learning needs during the enrolment process to enable us to devise strategies to support your learning throughout the course. This may include specialist literacy and numeracy assistance or simply making an adjustment to the way in which the training is delivered or other opportunities to provide support including:

- Assistive Technology
- Additional Tutorials, and / or
- Buddy systems
- One on one coaching and mentoring
- Other mechanisms, such as assistance in using technology for online delivery components.

During the enrolment process, a representative of NICS will conduct an interview, during which the student's pre-existing knowledge and skills will be identified. Following this, the student will undertake a brief and non-invasive literacy and numeracy assessment. Together these documents will assist NICS to determine the amount of training required for each student, any opportunity to seek recognition of prior learning, how students best learn and the type of assistance and support they may require.

Where this support attracts an additional cost to the student, NICS will make this clear in pre-enrolment information. If there are limitations to the support, NICS is able to provide, these limitations need to be made clear in information provided to potential students.

Changes to agreed services of NICS

NICS will endeavour to provide the services outlined in the student's enrolment to the best of our ability always. However, at times, there are situations that are potentially out of our control or that prevent us from offering a training course in accordance with our delivery schedule. Where there are any changes to agreed services, NICS will advise the student and their employer, in writing as soon as practicable.

Should NICS make any changes that may significantly impact on the delivery of the training, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements, we will advise the student and their employer (if applicable) as soon as is practicable and with options open to the student to continue, cancel, or transfer their enrolment.

Other applicable NICS policies

Privacy and Confidentiality

This policy applies to all individuals who provide personal information to NICS for the primary purpose of education delivery and associated government requirements and is interpreted to conform to the requirements of the Privacy Amendments Act 2012 and the Privacy Regulations 2013.

1. Collection and use of information

The information that an individual provides to NICS may be shared with the Commonwealth, State Governments and designated bodies only as required by legislation, including the Data Provision Requirements of the VET Quality Framework.

Some sensitive information (i.e. health, LL&N levels) is required to help our duty of care to students and staff with all information being solicited for the intended purpose. We do not receive unsolicited information. Anonymity of, and use of pseudonymity by, the individual is not permitted as it is impracticable for NICS to deal with individuals who have not identified themselves or who have used a pseudonym.

NICS will not disclose an individual's personal information to an individual or an organisation other than:

- as required by legislation
- where written consent has been provided by the individual to disclose personal information to another person
- NICS believes there are reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual or of another person
- the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty
- for the purpose of the protection of the public revenue.

2. Australian Privacy Principles

NICS adheres to the requirements of the 13 Australian Privacy Principles from Schedule 1 of the Privacy Amendment Act 2012, a copy of this can be downloaded from www.oaic.gov.au being the site of the Office of the Australian Information Commissioner.

All information is held in individual student files as hard copies and electronic files. Staff information is held by the General Manager. All information is disposed of when no longer required – Refer to the Records Management Procedure. P

3. Student access to records

Students are entitled to have access to their records on request and there is no charge for this access. To facilitate this, students who request to access their records are to be provided with this access at the earliest opportunity. Student records may not be removed from GATs premises. Students are entitled to copies of their records at a nominal charge as specified in the Student Information Handbook.

4. USI

USI legislation requires that we keep all records concerning a USI protected from misuse, interference and loss, unauthorised access, modification and disclose. It also provides for the Australian Information Commissioner to investigate any breach of the USI confidentially initiate as if it is an interference with the privacy of an individual for the purpose of the Commonwealth Privacy Act.

A USI must not be used for any purpose other than those specifically allowed under the legislation. Refer to the Unique Student Identifier Policy and Procedure for more information.

5. Data provision requirements

We collect information that is needed under the VET Quality Framework. This data includes but is not limited to Total VET activity data (AVETMISS), reported to NCVER and the Quality Indicator data (report to ASQA).

For more information visit the <http://www.oaic.gov.au/>

Academic Misconduct and Plagiarism Policy

Academic misconduct or plagiarism occurs when a student reproduces someone else's words, ideas, or findings and present them as their own without proper acknowledgment. It includes attempts by students to cheat or act dishonestly in an examination, test, assignment, essay, or any other assessment task.

There are many forms of academic misconduct or plagiarism, including the following:

- Direct copying of sentences, paragraphs, or other extracts from someone else's published work (including on the Internet and in software) without acknowledging the source;
- Paraphrasing someone else's words without acknowledging the source;
- Using facts and information derived from a source without acknowledging the source;
- Using ideas directly derived from an identifiable author without acknowledging the source;
- Producing assignments that should be their own independent work in collaboration with and/or using the work of other people (e.g., a student or tutor);
- Using the work of other members of a group project without acknowledging who contributed the work;
- Copying from another student's and / or their work;
- Submitting someone else's work as their own;
- Using a diagram from another text or the Internet as a basis for your diagram without acknowledging the source;
- Taking statistics from another source and using them in a new table or figure without acknowledgement;
- Buying an essay from the Internet or another student and submitting it as their own work;
- Making up fake quotes or sources.

Students who are found cheating or guilty of plagiarism in any form of assessment will be deemed not yet competent for the relevant unit of competency on confirmation of the breach. All confirmed cases of cheating or plagiarism these are recorded on the student's file. Students will be disciplined as per the Students Disciplinary Policy.

Students found cheating will receive a formal written warning from NICS Manager advising that a second breach will result in the student being asked to leave to course with no refund.

Student Disciplinary Policy

The student disciplinary policy exists for the proper management of disciplinary issues.

The policy is designed to ensure fairness and objectivity and its primary function is not intended as a form of punishment but as a means of providing students with the opportunity to correct or modify their behaviour.

NICS seeks to promote an environment in which students develop a positive and responsible attitude towards fellow students, staff, and the general work / learning environment.

When a student's behaviour conflicts with the values of NICS and/or the Workplace Health and Safety Policy, disciplinary action will be taken according to the following process:

1. Initially, the trainer will discuss the behaviour in question with students and add a note to the students file.
2. If the behaviour continues to be unacceptable the trainer arranges a meeting with NICS General Manager, or their delegate to discuss the issue.
 - a. Details of all disciplinary warnings and/or interviews will be recorded using the communication log of the Student Management System.
3. If necessary, an action plan may be implemented for the student to abide by in cases deemed necessary by NICS General Manager, or their delegate.

4. Further disciplinary problems will be addressed by NICS General Manager, or their delegate, in consultation with the trainer.
5. An official warning letter will be issued by NICS Manager, or their delegate.

NICS reserves the right to expel students immediately depending upon the seriousness of the misconduct or in cases where the conduct of a student breaches Work Health and Safety legislation or the student puts at risk the safety or health of themselves, students, or staff of NICS.

Work Health and Safety Policy

The purpose of this policy is to outline the process of assisting all staff and clients to meet and comply with the state Work Health and Safety Act 2011.

Management has overall responsibility to ensure that the processes outlined in this policy are conducted in accordance procedures and relevant legislative provisions. Course trainers and assessors are responsible for ensuring WH&S requirements are met in their own training and work areas.

It is the policy of NICS, that all staff work in areas which are safe and physically suitable through meeting the requirements of the state Work Health & Safety Act. In doing so, students will be given instruction in venues which also meet the requirements of the Act.

Through education, hazards to health and safety for staff and students will be eliminated or, where this is not practicable, will be managed so as to prevent injury, illness, and death.

NICS will provide information and advice to trainers and assessors in all aspects of WH&S as it applies to the industry. All processes are to be conducted in an ethical and responsible manner to ensure that discrimination in any form is avoided.

This policy is an integral part of NICS's commitment to good management practices.

Disability Supplement

Introduction

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question.

If you indicated the presence of a disability, impairment, or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

'11 — Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe, or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

'12 — Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

'13 — Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

'14 — Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

'15 — Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

'16 — Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional, or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases, or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

'17 — Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness, or injury.

'18 — Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma, or diabetes.

‘19 — Other’

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.

Complete this form and submit to NICS administration or your trainer as soon as your details change. This will ensure you receive your certification and any applicable refunds without delay.

STUDENT CHANGE OF DETAILS NOTIFICATION

Surname:

First name:

Date of birth

USI

--	--	--	--	--	--	--	--	--	--	--	--

Program of study

Previous address and contact details

Address:

State

Postcode

Mobile Phone

Home Phone

Work Phone

Email

New address and contact details

Address:

State

Postcode

Mobile Phone

Home Phone

Work Phone

Email

Bank account details (for purposes of refund of CSW fees)

BSB

Bank account

Account number

Name

Signature

Date