



**Provider No: 31416**



**STUDENT HANDBOOK**

# 1. AN INTRODUCTION

This handbook provides students with important information about the Vocational Education and Training (VET) program at Pacific Lutheran College. The two vocational subjects (Furnishing and Hospitality) are different from the subjects taught in this school and very specific rules apply regarding teaching and assessment.

This handbook outlines:

- your rights and responsibilities as a VET student,
- the qualifications offered through different courses,
- aspects of competency-based training and assessment,
- specific procedures such as the complaints and appeals process and recognition of prior learning (RPL) arrangements.

Ian Learoyd

Head of Department – Vocational Education

## 1.1 What is Vocational Education and Training (VET)?

Vocational Education and Training (VET) courses develop knowledge and skills for specific workplaces. VET courses can lead to qualifications that are recognised throughout Australia by:

- employers,
- and TAFE colleges or other private trainers.

The table below shows all of the qualifications issued in Australia:

*Australian Qualifications Framework (AQF)*

<i>School Sector</i>	<i>Vocational Education and Training Sector</i>	<i>Higher Education Sector</i>
Queensland Certificate of Education (QCE)	Vocational Graduate Diploma Vocational Graduate Certificate  Advanced Diploma  Diploma Certificate IV Certificate III Certificate II * Certificate I *	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree, Advanced Diploma Diploma

\* Pacific Lutheran College offers courses where Certificates I and II can be obtained.

As a VET student you need to:

- understand the qualification (certificate) available at the conclusion of your VET course,
- be familiar with the units of competency in your VET course,
- aim for completion of your VET course by the end of Year 12, and
- undertake structured workplace learning or work placement at least once during your course, as this will develop your skills and opportunities for employment.
- Obtain a USI (Unique Student Identifier)

## 1.2. What are the VET Courses at Pacific Lutheran College?

The table below lists the current VET courses at our school.

<i>Faculty</i>	<i>Qualification Code</i>	<i>Qualification Name</i>
Hospitality Work placement will be included in this program	<i>SIT20316</i>	<ul style="list-style-type: none"> <li>• Certificate II in Hospitality</li> </ul> <p>There are no formal qualification entry requirements.</p> <p>Entry requirements for this program include the student's agreement and ability to undertake the following:</p> <ul style="list-style-type: none"> <li>• Demonstrate evidence of language, literacy and numeracy skills at the requisite ACSF level.</li> <li>• Attend and participate in scheduled training and assessment.</li> <li>• Participate in workplace tasks to employer expectations.</li> <li>• Be able to work in an industry environment and handle industry standard equipment.</li> <li>• Comply with the RTO code of conduct requirements, directions on work, and health and safety matters.</li> </ul>

You will receive an information sheet from your class teacher at the start of every year. This sheet will outline specific and latest information about each course that includes the units of competency offered, the type of assessment undertaken and requirements for structured workplace learning or work placement.

Enrolment in a certificate course does not guarantee:

- successful completion; or
- completion in a manner that does not meet Clauses 1.1 and 1.2; of the standards
- an employment outcome

### 1.3. What are the benefits of Vocational Education and Training (VET)?

There are many benefits to undertaking a VET course while at school. These benefits include:

- gaining a nationally recognised qualification,
- developing industry relevant knowledge and skills for employment,
- establishing links and contacts with local businesses and employers,
- reducing time needed to complete an apprenticeship or traineeship,
- using skills and knowledge obtained outside of your course for credit towards your qualification and
- attaining credit towards your Queensland Certificate of Education (QCE).

## 2. SCHOOL PROCEDURES/ PRE-ENROLMENT INFORMATION

The procedures outlined below have been developed to ensure the VET courses are organised, taught and assessed consistently.

### 2.1. STUDENT INDUCTION

All students enrolled in VET subjects will be involved in a faculty-specific VET induction.

The faculty-specific VET induction will occur in the first week of the year. The following will be provided:

- A course outline that details units of competency, assessment requirements, materials and equipment needed.
- An overview of recognition of prior learning (RPL) arrangements.
- Details on the complaints and appeals processes.
- Information on requirements for structured workplace learning or work experience.

The school is committed to completing the outlined training and assessment once you have started study in a chosen qualification or course and have met your student responsibilities. Students who enrol in VET after the start date may have a negotiated package of units leading to a Statement of Attainment.

### 2.2. COMPETENCY-BASED TRAINING AND ASSESSMENT

#### Training

Each course has units of competency that describe the knowledge and skills required. These have been set out by industry through training packages or accredited courses. Your training will develop a range of employability skills that will be essential in the workforce.

Each course will provide a variety of learning activities that reflect the standards and nature of the workplace. There will be an emphasis on knowledge and skills that reflect the requirements of the particular industry.

Students will be advised as soon as possible if there are any changes to agreed services, i.e.:

- any new third party arrangements
- changes to existing third party arrangements
- change in ownership

### Early termination of program

In the event that the RTO loses suitably qualified trainers and assessors and is unable to deliver this program:

- students will be issued with a statement of attainment for any successfully completed units of competency
- any fees paid toward the program will be refunded on a pro rata basis.

### Assessment

Assessment for VET courses is competency-based. Students are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments. These need to be performed at the standard expected in the workplace. There are several parts to this:

- undertaking specific workplace tasks,
- responding to problems or irregularities when undertaking a work activity. For example: breakdowns, changes in routine, difficult or dissatisfied clients,
- dealing with the responsibilities and expectations of the work environment. For example: working with others, interacting with clients and suppliers, complying with standard operations procedures, observing enterprise policy and procedures.

This means that you need to demonstrate that you can do a task in a range of different circumstances and under different conditions.

For each unit of competency, you will receive a mark of:

- C - Competent
- RPL – Recognition of Prior Learning
- CT – Credit Transfer
- W – Withdrawn
- NYC – Not Yet Competent

Specific details about these are outlined in the appendix.

There is no grading of assessment from A – E. The focus is on whether you can demonstrate the knowledge and skills.

If you do not achieve C (Competence) you are encouraged to repeat, resit or revisit the unit of competency (or specific elements) in order to achieve competency. Your teacher will assist you with this.

## 2.3. ASSESSMENT PROCEDURES

The school's assessment policy is to be followed by students enrolled in VET courses.

Please note the following assessment procedures:

- a. Extensions may be applied for using the process outlined in the assessment policy.
- b. Information related to assessment types and due dates will be outlined by class teachers and will be available by accessing the assessment calendar.

- c. Task sheets outlining the task/work requirements, unit of competency and elements and performance criteria under assessment will be distributed.
- d. Teacher feedback (written and verbal) will be provided.
- e. Each student will have a student folio, which will contain profile sheets. Copies of assessment tasks are filed in the student folio.
- f. Students should check their progress towards a qualification using the information on the profile sheets. The student folio will be distributed at least once per term for this purpose.
- g. Results from your VET course will be periodically updated via the school's data collection procedures. Students should check VET progress via their learning account through the QCAA website. The location is the Student Connect page at <https://studentconnect.qcaa.qld.edu.au/learning.html>
- h. During Years 11 and 12 SDCS Student Assessment Records and Provisional Statements are also distributed to students. These should be checked thoroughly to ensure results are recorded and demographic (name/address) details are accurate.
- i. Students who are dissatisfied with a decision on assessment, have access to an appeals process. Refer to Appendix Two.

## 2.4 RECOGNITION OF PRIOR LEARNING (RPL)

RPL is used when you believe there are some units of competency that you can already do and are competent in.

Students may request recognition of prior learning (RPL) assessment. Students are advised of the opportunity to apply for RPL and, if requested, will be provided with an RPL document allowing them to provide verifiable details of prior learning. The evidence will be assessed for currency and against the requirements of the units of competency, and an amended program strategy will be prepared, taking into account the student's prior learning.

RPL recognises your current knowledge and skills obtained through:

- other subjects,
- previous training,
- things you have learnt outside school (for example sporting or community involvement),
- work experience or industry placement,
- your part-time job,

and measures them against specific units of competency.

If what you have learned at work or elsewhere is relevant to the knowledge and skills required in your VET course, you may receive recognition and therefore do not have to complete particular competencies.

RPL is a supportive process. Your teacher and the faculty HOD will guide you through the requirements. The basic steps for RPL are outlined below.

- a. Discuss the RPL process with your teacher if you believe you are already competent in some parts or all of the VET course you are enrolled in. Ensure that you understand the full RPL application process, including the appeals process.
- b. Undertake a self-assessment. This will help you to consider your knowledge and skills and identify those units of competency for which you might seek recognition as well as the evidence you might present. A self-assessment form has been developed to support you. Refer to Appendix One. A copy of this is available from your teacher.

- c. Complete and submit the student application form, attaching evidence such as work samples and supervisor reports. Refer to Appendix One.
- d. Your teacher and faculty HOD will examine the evidence provided and make a judgement about whether competence has been achieved.
- e. Your teacher will inform you of the result of your RPL application.
- f. The outcome may be appealed using the appeals process.

See your teacher for more details and copies of the self-assessment and application forms.

## 2.5. CREDIT TRANSFER

Credit transfer is training credit for a unit of competency previously completed by a student and includes recognition granted for AQF qualifications and statements of attainment issued by another RTO.

If you have successfully completed units of competency and/or qualifications at Pacific Lutheran College or another RTO and enrol in qualifications with those units of competency you will have credit transfer applied.

Some examples of how this might occur:

Example One:

- A student successfully completes the Certificate I in Community Recreation and enrolls in the Certificate II in Community Recreation.
- Because some of the successfully completed units on the Certificate I are also required units for the Certificate II course, credit transfer (CT) will be applied.
- CT will be used as the outcome on the units in the Certificate II that the student has successfully completed in the Certificate I.
- The student will be exempted from the need to enrol in and/or complete further training and/or assessment in these units.

Example Two:

- A student enrolls at Pacific Lutheran College part way through Year 11.
- At their previous school, the student has successfully completed three units from the Certificate II in Business.
- The student also enrolls in the Certificate II in Business at Pacific Lutheran College as it offers the same certificate.
- The student can obtain a credit transfer for the three completed units.
- This information is usually transferred between schools. However, students should inform their class teacher and faculty HOD/HOSES to ensure that this information is obtained from previous schools' RTOs.
- See 2.7 below for further information on this process.

## 2.6 RECOGNITION OF AQF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

Pacific Lutheran College recognises all qualifications and statements of attainment issued by another institution.

Originals of the qualification and/or statement of attainment should be provided to the faculty HOD/HOSES who will arrange for verification by a justice of the peace (JP) or commissioner for declarations. This will be copied and the original returned. The verified original will be sighted by Head of Senior School and filed in the student folio.

Students are advised that the school RTO will provide credit for units of competency with evidence of AQF certification issued by any other RTO.

## 2.7 PRINTING CERTIFICATES AND/OR STATEMENTS OF ATTAINMENT

Pacific Lutheran College will print out the certificates within 30 days of the successful completion of the course and will meet the requirements of the AQF for issuing AQF qualifications and statements of attainment as per schedule 5.

The RTO maintains an auditable-quality register of all AQF qualifications (including statements of attainment) issued. The register contains sufficient information to identify correctly the holder of the qualification, the AQF qualification by its full title, and date of issue/award/conferral. Any RPL or credit transfer result will be recorded on the 'Record of Results' and will be stored securely for 30 years.

The RTO has a policy that permits the replacement of certification documentation, and maintains responsibility for authentication and verification of any replacement certification documentation.

The school RTO will not issue an AQF certificate, record of results or statement of attainment to a student without having a verified USI for that individual. A student may access their training records and results (transcript) by accessing their USI account online from a computer, tablet or smart phone.

Proof of identity and a USI will be required for requests to issue a reprint of a certificate or statement of attainment. A fee will be applied for this service.

For more information, see: <http://usi.gov.au/Students/pages/default.aspx>



## 2.8 WORKPLACE HEALTH AND SAFETY

The safety and well-being of staff and students of the school are very important.

All in the school environment have responsibility to:

- use and take reasonable care of any protective equipment that is provided,
- follow teacher instructions in relation to workplace health and safety,
- report unsafe acts to your teacher,
- report all injuries or near-misses to your teacher,
- ensure your conduct does not interfere with:
  - school property,
  - student safety or welfare or their ability to participate in their course.

Safety breaches will be dealt with using the college's behaviour management process. Serious breaches will be referred to the appropriate member of administration.

## 2.9 VET COURSE FEES AND REFUND POLICIES

Fees for VET courses are included in the college fee structure. The school does not charge for consumables. Additional costs such as excursions are negotiated by the class teacher.

## 2.10 LANGUAGE, LITERACY AND NUMERACY ASSISTANCE

Students enrolled in VET courses will develop literacy and numeracy skills in the context of the industry area.

Assistance with literacy and numeracy is available from your teacher and the Learning Support staff.

Support is also available for students with English as a second language, via consultation with the VET HOD.

## 2.11 DISCIPLINARY PROCEDURES

Pacific Lutheran College's Code of Conduct as recorded in your college diary outlines the school's expectations regarding behaviour.

There is a strict code of conduct that covers expectations of students on structured workplace learning and work placement. This information is outlined once a placement is confirmed.

# 3. STRUCTURED WORKPLACE LEARNING

Students enrolled in VET courses are provided with an opportunity to undertake structured workplace learning or work placement.

VET students will be notified before commencement of the course and in the student induction session if work placement is required for the successful completion of the certificate course. Your teacher or VET HOD will explain about the procedures for this.

## 4. COMPLAINTS AND APPEALS

If you are not happy with an aspect of your VET course, you are able to use the complaints and appeals procedure.

**Complaints:** Complaints arise when a client is dissatisfied with an aspect of the RTO's services and requires action to assist resolution.

**Appeals:** Appeals arise when a client is not satisfied with a decision that an RTO has made. Appeals can relate to assessment decisions but can refer to all aspects of an RTO's services.

### Complaints

- a) Complaints need to be raised directly with the person involved to start with.
- b) If you are not happy with the outcome, you may raise your concern with the Deputy Principal (Senior Schooling) or HOD Senior Schooling. The complaint will be investigated by gathering information from all parties.
- c) The outcome will be communicated to all involved.

You may use the complaint paperwork to formalise the issue. Refer to Appendix Two. This form is available on the school network.

### Appeals

If you disagree with an assessment decision you may lodge an appeal with the faculty HOD.

They will investigate the issue and inform you of the outcome.

You have two weeks (from the date that you receive a result) to lodge an appeal against an assessment decision.

The appeal request will be actioned and finalised within 30 working days.

### Complaints /Appeals

It is a requirement that complaint and appeal requests are finalised as soon as possible. If more than 60 days are required to finalise the complaint or appeal, then:

- a) the complainant/appellant is notified in writing, including reasons why more than 60 calendar days are required
- b) the complainant/appellant is regularly updated in writing on the progress of the complaint/appeal.

If processes fail to resolve the complaint/appeal students can request for review by a party independent of the RTO.

Procedures like the complaints and/or appeals register are maintained and stored securely by the VET HOD in order to:

- a) identify potential causes of complaints and appeals
- b) allow appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.



## APPENDIX ONE

### PACIFIC LUTHERAN COLLEGE (PROVIDER NUMBER - 31416)

#### *Recognition of Prior Learning (RPL)* STUDENT APPLICATION

##### SECTION ONE: BACKGROUND

Recognition of prior learning (RPL) recognises your current skills and knowledge obtained through:

- other subjects,
- previous training,
- things you have learned outside school (for example community or sporting involvement),
- work experiences or industry placement,
- your part-time job.

and measures them against the vocational parts of the subject you are doing or want to do.

If what you have learned at work or elsewhere is relevant to the knowledge and skills required in the course, you may receive recognition and therefore not have to complete those competencies.

##### SECTION TWO: SELF ASSESSMENT

Prior to applying for recognition of prior learning (RPL), you will need to complete a self-assessment. This activity will assist you to consider your skills and knowledge as they relate to the various units of competency in the qualification being undertaken. The self-assessment will help you to identify those units of competency for which you might seek recognition and also the evidence you might present.

##### SECTION THREE: APPLICATION FOR RPL

Complete the information below to identify the qualification and units of competency for which you are seeking recognition.

Student Name: \_\_\_\_\_ School: \_\_\_\_\_

Qualification (Code and Name): \_\_\_\_\_

Unit/s of Competency for which Recognition is sought:

<i>Code</i>	<i>Unit Descriptor</i>

## SECTION FOUR: PROCESS AND PROCEDURES FOR RPL

Once you have identified the units of competency for which you are seeking recognition, you need to gather and submit evidence. The types of evidence that may be collected include:

- Work samples,
- Supervisor/Colleague reports,
- Course notes (activities, simulations),
- Questioning,
- Observation of work tasks,
- Interview,
- Electronic documents.

Your teacher will examine the evidence provided and make a judgement whether competence has been achieved. In making this judgement, your teacher will need to ensure that the evidence provided is:

- Valid
- Current
- Sufficient
- Authentic

In situations where competence is not yet achieved in a particular area, advice and feedback will be provided.

Students who are deemed Not Yet Competent may appeal the decision. This form is available from your teacher.



**PACIFIC LUTHERAN COLLEGE**  
(PROVIDER NUMBER - 31416)

*RECOGNITION OF PRIOR LEARNING (RPL)*

## EXAMPLE SELF-ASSESSMENT

### BSB20107: Certificate II in Business

Student Name: \_\_\_\_\_

**SECTION ONE:** Please identify your level of experience in each competency for which recognition is sought.

Unit Code	Unit Title	I have performed these tasks		
		Frequently	Sometimes	Never
<b>For Example:</b> <b>BSBCMM201A</b>	<b>Communicate in the Workplace</b> <ul style="list-style-type: none"> <li>Gather, convey and receive information and ideas</li> <li>Complete workplace documentation and correspondence</li> <li>Communicate in a way that responds positively to individual differences.</li> </ul>			

Unit Code	Unit Title	I have performed these tasks		
		Frequently	Sometimes	Never

## SECTION TWO

Reflect on the results above and respond to the following questions.

1. Are you able to do all of the work and activities that are covered in the units of competency?

Response:

2. If not, what parts will you have difficulty with and therefore require further training?

Response:

3. Do you know and understand all of the things needed to carry out workplace activities?

Response:

4. Do you have gaps in your knowledge where you would benefit from further training?

Response:

5. What evidence do you have to support an application for recognition of prior learning?

Response:



## APPENDIX TWO

PACIFIC LUTHERAN COLLEGE

Provider No: 31416

REFERENCE NUMBER \_\_\_\_\_

# COMPLAINT / APPEAL FORM

### SECTION 1: YOUR DETAILS

DATE \_\_\_\_\_

<b>Title:</b>	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Other (specify) _____		
<b>Family Name:</b>			
<b>Given Names:</b>			
<b>Postal Address:</b>			
	Postcode:		
<b>Phone:</b>	(w):	(h):	Email:
<b>Provide details of your relationship to the RTO:</b> (e.g. student, parent, industry, employer, etc)			

### SECTION 2: COMPLAINT DETAILS

#### 2.1 Name of the course this complaint / appeal is against:

*(If no name is provided, the complaint process cannot proceed.)*

#### 2.2 Details of your VET complaint / appeal against the course:

*(Please attach further information and/or documentation as necessary)*



**2.3 What outcome and feedback do you seek?**

--

**2.4 Have you raised this matter formally with the faculty (teacher/HOD)?**

<input type="checkbox"/> <b>Yes</b>	When and with whom?  What was the result?
<input type="checkbox"/> <b>No</b>	Why not?

**2.5 Have you raised this issue previously?**

<input type="checkbox"/> <b>Yes</b>	When and with whom?  What was the result?
<input type="checkbox"/> <b>No</b>	Why not?

**SECTION 3: AUTHORISATION**

I lodge this complaint / appeal in good faith and confirm that all information provided here is true and correct.

<b>Signature</b>		<b>Date</b>	
<b>Name (print)</b>			

Submit this form to faculty HOD & VET HOD. This form will be acknowledged by faculty HOD or VET HOD in writing.

## APPENDIX THREE

### CODE OF PRACTICE

As a registering training organisation (RTO), Pacific Lutheran College has agreed to operate within the principles and standards of the Australian Quality Training Framework (AQTF). This includes a commitment to recognise the training qualifications issued by other registered training organisations. The school is registered to deliver a range of VET programs under the direction of QCAA and DET. The mission of the school as an RTO is to delivery quality training and assessment across a range of selected industry areas in accordance with the National Training Packages. Pacific Lutheran College reserves the right to amend the **code of practice** to suit the needs of training organisations as required. All amendments will be in accordance with legislation governing RTOs.

#### Legislative Requirements

Pacific Lutheran College will meet all legislative requirements of state and federal government. In particular, workplace health and safety, workplace relations and vocational placement standards will be met at all times. The following legislation can impact upon courses delivered at Pacific Lutheran College and are listed in accordance with the requirements of AQTF:

- Anti-Discrimination Act 1997
- Education and Care Services Act 2013
- Commission For Children And Young People Act 2000
- Commonwealth Powers (Family Law – Children) Act 1990
- Criminal Law (Sexual Offences) Act 1978
- Education (General Provisions) Act 2006
- Education (Queensland Curriculum and Assessment Authority) Act 2014
  - Education (Teacher Registration) Act 2012
  - Education (Work Experience) Act 1996
- Freedom Of Information Act 1992
- Invasion Of Privacy Act 1971
- Training And Employment Act 2000
  - Workplace Health and Safety Act 2011

#### Access and Equity

All students will be informed of the requirements of the curriculum or National Training Packages. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

Appropriately qualified staff will assess the extent to which the student is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

The guidance officer offers support to students in this area.

## Quality Management Focus

Pacific Lutheran College has a commitment to providing a quality service and a focus on continuous improvement. We value feedback from students, staff and industry representatives for incorporation into future programs. At the completion of your course, you will be required to complete a course feedback questionnaire to help improve the quality of the training package.

## Client Service

Pacific Lutheran College has sound management practices to ensure effective service to students. In particular, we have service standards to ensure timely issue of student assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a Recognition of Prior Learning Policy, a fair and equitable Refund Policy, a Complaint and Appeal Policy, an Access and Equity Policy and student welfare and guidance services. Where necessary, arrangements will be made for those students requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood and valued by staff, students and parents. Information relating to all fees and charges, course content, assessment procedures and vocational outcomes will be outlined prior to enrolment.

## Educational and support services

Learners in this cohort are school students.

The RTO will schedule supervised training and assessment sessions based on the timetable. Students may negotiate support in addition to scheduled hours, to develop the required skills and knowledge.

## Internal Review

At Pacific Lutheran College each faculty HOD in partnership with the HOD Senior Schooling undertakes an annual internal review. The internal review meeting will be held with representatives from the relevant industry area, students, staff, parents and administration. An internal review report is documented outlining improvements to the course. The internal review process assists in the development of quality training and assessment.

## External Audit

Pacific Lutheran College has agreed to participate in external monitoring and audit processes required by QCAA. This covers random quality audits, audit following complaint and audit for the purposes of re-registration.

## Management and Administration

Pacific Lutheran College markets vocational education and training products with integrity, accuracy and professionalism, avoiding vague and 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 Standards

Pacific Lutheran College has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the national assessment principles (including recognition of prior learning and credit transfer). Adequate facilities, equipment and training materials will be utilised to ensure the learning environment is conducive to the success of students.

## Sanctions

Pacific Lutheran College will honour all guarantees outlined in this Code of Practice. We understand that if we do not meet the obligations of this code or supporting regulatory requirements, we may have our registration as a registered training organisation withdrawn.

# APPENDIX FOUR

## VET RESULT CODES

Below is a brief explanation of the result codes used in VET.

### 1. C – Competent

This indicates that a student has been assessed and satisfied all the requirements for that unit of competency.

### 2. NC - Not Competent

This indicates that a student has been assessed and **has not** satisfied all the requirements for that unit of competency.

### 3. RPL – Recognition of Prior Learning

This is used when a student has asked for and been given assessment of previous unrecognised skills and knowledge and recognition of that prior learning has been granted.

### 4. CT – Credit Transfer

Credit transfer is training credit for a unit of competency previously completed by a student and includes recognition granted for AQF qualifications and statements of attainment issued by another RTO.

CT exempts a student from the need to enrol in a unit. It is also used to calculate qualification eligibility.

### 5. W – Withdrawn

This code is used when a student enrolls in a unit of competency but withdraws before completing the unit.

### 6. NYC – Not Yet Competent

This is used when a student has been assessed and does not satisfy the requirements for the unit of competency.

## APPENDIX FIVE

# USI (UNIQUE STUDENT IDENTIFIER HELP SHEET)

### Unique Student Identifier (USI)

This handout is designed to assist students to set up their own USI number. Due to personalised email contact and security questions and answers, each person (student) must set up their own USI. If you require additional information you may go to <http://www.usi.gov.au/Pages/default.aspx>

- Step one (obtain one form of identification). The allowable forms are:
  - Driver's Licence
  - Medicare Card
  - Australian Passport
  - Visa (with Non-Australian Passport)
  - Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
  - Certificate Of Registration By Descent
  - Citizenship Certificate
  - ImmiCard

**(I would suggest either a Birth Certificate or Medicare Card)**

**I have attached a copy of each at the back of this help sheet, you need to provide the information in each highlighted box in order to complete the USI application**

- Go to the website <http://www.usi.gov.au/Pages/default.aspx>

Click on Create your USI

- Step three is to get your form of identification ready, click

[Continue](#)

- Tick the bottom box, only tick the top box if someone else is doing the form and press NEXT

**TERMS AND CONDITIONS**

**IT IS IMPORTANT THAT YOU UNDERSTAND AND AGREE TO THE TERMS AND CONDITIONS BEFORE USING THIS WEBSITE.**

The USI website [Terms and Conditions](#) define our shared responsibilities in regards to:

- Your personal information and privacy;
- Information Security;
- Accessibility.

If you are applying for a USI on behalf of another person you **must** have the consent of that individual.

☐ I confirm that I have the consent of that individual.

By agreeing to the terms and conditions I acknowledge that giving of false or misleading information is a serious offence.

☒ I agree to the [Terms and Conditions](#).

More information in regards to the USI website terms and conditions can be found [here](#).

[Next](#)

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File location: G:\S  
Version date: Vers  
Ownership: PLC

## 5. Click on Create USI

USI STUDENT PORTAL

On this page you can:

1. Create a new USI account
2. View your application status
3. Login to your USI account
4. Find your USI
5. Reset your password
6. Activate your USI account.

**CREATE USI**

If you do not have a USI account you can create one now.

You only need to fill in a few details and have one form of ID to verify who you are. Please select **Create USI** to start your application.

If you have requested help and waiting for assistance from the Office of the USI Registrar please view [help request status](#).

If your application is waiting to be processed please [view your application status](#).

**LOGIN**

Please enter your USI and Password, and select **Login** to access your USI account.

USI:

Password:

**Login**

[Forgotten your USI?](#)  
[Forgotten your password?](#)

Need to activate your USI account?

- [Activate your account here.](#)
- [Resend account activation link.](#)

## 6. Complete the personal details page, make sure every red \* is answered and click

Australian Government  
Department of Industry

**Skills**  
Unique Student Identifier Registry

You are here: [Home](#) > [Create USI](#)

1. Personal Details > 2. Confirm Details > 3. Evidence of Identity > 4. Password/Check Questions >

**CREATE USI - PERSONAL DETAILS**

**?** You are now going to create your USI. Before you commence, please ensure you have a form of ID such as a Driver's Licence. Please complete the following details matching your form of ID and select **Next**.

\* Indicates a mandatory field

**PERSONAL DETAILS**

**Name Details**

Do you have a First Name and Family Name e.g. John Smith?

☒ Yes ☐ No, I only have one name

First Name \*

Middle Name

**HELP**

**Personal Details**

Personal Details are your name, gender, date of birth and where you were born. These must match the details on the form of ID.

[More Help...](#)

**Contact Details**

Contact Details include your preferred contact method, eg email address, phone number and address. It is important that these details are up-to-date and correctly entered. The contact details will be used by the USI Registrar to:

- advise you if your USI account details are changed
- reset and advise you of a new password if you requested one

**Next**

## 7. Check details and click

**Next**

8. Choose one proof of identification document only and tick, press

**Next**

You are here: [Home](#) > Create USI

1. Personal Details ✓ 2. Confirm Details ✓ 3. Evidence of Identity 4. Password/Check Questions >

### CREATE USI - EVIDENCE OF IDENTITY

**?** We need to confirm your identity. Please select a form of ID and select **Next**.

**DOCUMENT TYPE**

Document Type \*

**CHOOSE ONE ONLY**

- ☐ Driver's Licence
- ☐ Medicare Card
- ☐ Passport (Australian)
- ☐ Visa (with Non-Australian Passport)
- ☐ Birth Certificate (Australian)
- ☐ Certificate of Registration by Descent
- ☐ Citizenship Certificate
- ☐ ImmiCard

[Cancel](#) [Back](#) [Next](#)

**HELP**

**Evidence of Identity**

Evidence of Identity is the form of ID you need to select from the list. The details of the form of ID will be checked electronically through the Document Verification Service which verifies common Australian forms of ID.

The Document Verification Service can immediately verify your form of ID using one of the following:

- [Driver's Licence](#)
- [Medicare Card](#)
- [Passport \(Australian\)](#)
- [Visa \(with Non-Australian Passport\)](#)
- [Birth Certificate \(Australian\)](#)
- [Certificate Of Registration By Descent](#)
- [Citizenship Certificate](#)
- [ImmiCard](#)

9. Complete the next page and press

**Next**

### BIRTH CERTIFICATE DETAILS

First Name [REDACTED]

Family Name [REDACTED]

Date of Birth [REDACTED] / 1997

State \* **QLD**

Date of Registration \* [REDACTED]

Registration Number [REDACTED]

Year of Registration Select [REDACTED]

**Example of a Birth Certificate**

The Registration number is up to 5 digits, a better example of where to look can be found on the last few pages

was registered. When the state or territory is selected, a sample of the birth certificate for that state or territory will appear on the page.

**Registration Number** is a unique number. Its location differs on each state and territory certificate.

**Date of Registration** is the date that the birth was registered.

**Year of Registration** is the year the birth was registered.

**Date Printed** is the date that the Birth Certificate was printed. Not all birth certificates have this information.

**Certificate Number** must be the same as that shown on the Birth Certificate.

**Or**



**USI Student Portal - Create Evidence of Identity**

Please enter the Medicare Card details ensuring that the Name is entered as it appears on the card and select **Next**. See the example below or see [Help](#).

★ Indicates a mandatory field

### MEDICARE CARD DETAILS

**Name Details**

Does your name appear on one line?

☒ Yes ☐ No, the name appears on more than one line

Name ★ [REDACTED]

Medicare Card Number ★ 43 [REDACTED]

Individual Ref Number ★ 1 [v]

Card Colour ★ Green [v]

Expiry Date ★ 05 [v] 20 [v]

**Examples of Medicare Cards**

**Medicare Card**

A Medicare Card must be valid and issued by Medicare Australia.

**Medicare Card Number** appears above the name(s) on the Medicare card.

**Individual Ref Number** is next to an individual's name on the Medicare card.

**Expiry Date** appears at the bottom of the card as "Valid To".

**Card Colour** must be selected from the list.

10. Create your password and set up two security questions. I suggest a capital letter, nine letter word with numbers. Something you can remember like surname and birthdate, add zeros if you need eg - Learoyd1969 or Lea00001969

**USI Student Portal - Create Set Password Secret Questions And Answers**

Your account is protected by a password, and check questions and answers. It is important to choose a password, and check questions and answers that you can remember. Please refer to [Help](#) to create a valid password. Please set your password and check questions/answers, and select **Next**.

★ Indicates a mandatory field

### SET PASSWORD

Password ★ [REDACTED] Medium

Password Confirmation ★ [REDACTED]

### SET QUESTIONS AND ANSWERS

Question 1 ★ What primary school did you attend? [v]

Answer 1 ★ [REDACTED] Primary school

Question 2 ★ What is your oldest sibling's middle name? [v]

Answer 2 ★ Ann

[Cancel](#) [Next](#)

**Password**

A password is needed to log in to your USI account.

When you create your password, make sure that it includes a mix of numbers, letters, or symbols (!, @, #, \$, %, ^, &, \*) at least 9 in total. The stronger it is, the better.

The password you create should be easy for you to remember but hard for someone else to figure out.

**Questions and Answers**

Your check questions will be used to assist in identifying you if you forget your password, USI or when you contact the Office of the USI Registrar.

[More Help...](#)



