VET Student Handbook 2021

VET Quality Framework
VET Coordinator: Gillian Meyers

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Unity College – Registered Training Organisation 32123

Introduction

Welcome to students undertaking a vocational education and training (VET) course with Unity College. The purpose of this handbook is to provide all VET students with information about the VET programs offered. It also outlines your rights and responsibilities as a VET student studying at this College. Take the time to read everything in this handbook as you will be required to sign that you understand its contents. If there is anything that you do not understand, please ask your teacher/trainer about it. You may need to refer to this handbook throughout your period of enrolment in your VET course/s. Please note that the policies and procedures covered in this handbook are summarised to provide you with the key concepts. You can access the full copies of all the policies and procedures at any time by making a request to your VET Coordinator.

Unity College (32123) is a Registered Training Organisation (RTO) and as such, is able to deliver and assess Nationally Recognised Qualifications under the Australian Qualification Framework (AQF). Information about the College as an RTO can be accessed at: www.training.gov.au

Alternatively, you can directly

contact:

Name: Gillian Meyers

Position: RTO Manager

Email: gmeyers@bne.catholic.edu.au

Phone: 07 5490 5777

Postal: 47 Lomond Crescent, Caloundra West, Q, 4551

Qualification

Students who meet the training and assessment requirements of the training package or VET accredited course, will be awarded a Nationally Recognised Qualification under the Australian Qualification Framework. This will be issued to the student within 30 calendar days and providing all agreed fees the student owes to the College RTO have been paid.

Unique Student Identifier (USI)

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

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

The USI is available online and at no cost. This USI will stay with you for life and be recorded with any nationally recognised VET course that is completed from 1st January 2015.

Under legislation, training organisations are not permitted to issue a statement of attainment or a qualification unless the student has provided a USI Student Identifiers Act 2014.

Further information on the USI can be obtained at: www.usi.gov.au and in Appendix 5.

USI Provision Process for Unity College Students

All senior students are required to supply a USI number prior to being enrolled into a VET course. To create a USI follow the steps in Appendix 5. Once you have completed the process, your USI will appear on screen and you will receive an email confirming your USI. Please add your USI number to the course training agreement form - See Appendix 3 for an example.

You must also complete the Unique Student Identifier collection, verification & privacy form - See Appendix 4. This must be signed by yourself and your parent/carer and returned to the VET/ Pathways Officer at Unity College or emailed to schristie@bne.catholic.edu.au.

The USI number will then be stored on the BCE student data base and may only be disclosed to other relevant bodies as per permissions granted, refer to Appendix 4.

USI Provision Process for External students

Students enrolling into Certificate IV Crime and Justice need to provide their USI as part of the online enrolment process. Please ensure you have your LUI and USI numbers ready before enrolling – these are mandatory requirements.
1. LUI number (Learner Unique Identifier) – issued by your school
2. USI number (Unique Student Identifier) – create via www.usi.gov.au
3. Students must use **full legal names as per Birth Certificate** to create USI
4. You must also complete the Unique Student Identifier collection, verification & privacy form - See Appendix 4. This must be signed by yourself and your parent/carer and returned to the VET/ Pathways Officer at Unity College or emailed to cecox@bne.catholic.edu.au .

The USI number will then be stored on the aXcelerate student data base and may only be disclosed to other relevant bodies as per permissions granted, refer to Appendix 4.

Enrolment and Induction Procedures for Unity College students

You will receive information about VET courses available in the College in Term 3 through the Subject Selection Handbooks.

Should any VET Course be over-subscribed, auditions according to set criteria, where applicable, will be used to make selections. When auditions are not possible, students will be selected, in consultation with staff members, based on the students' demonstrated interests and aptitudes.

At the beginning of the year, all VET students will receive an induction in the form of direct instruction and a copy of this handbook. VET teachers will also ensure that you are informed about assessment and the specific competencies covered. During this induction, you will be reminded about College Work Health and Safety procedures.

Fees and Refund Policy for Unity College Students

The College Fees policy can be found on the Unity College website www.uc.qld.edu.au . go to the Enrolments tab and access the Finance, Fees & Payments tab.

The College's policy on refunds for Vocational Education course costs can be found in the Senior Subject Selection Handbook – Vocational Education and Training (VET) section.

Unity College Refund Policy Refund Policy for course delivered where Unity College is the Registered Training Organisation

> *Refund for students exiting a certificate course is on a pro rata basis related to the costs incurred of the unit/s of competency covered (less a $50.00 administration fee). Students must have evidence of the reason/s why exit from the course is being sought (e.g. a medical certificate or showing extreme personal hardship). Applications for refund are made to the College Principal in writing and are at the discretion of the Principal.*

Refund Policy for course delivered where the provider is an external Registered Training Organisation (RTO)

> *Once Unity College has been invoiced for the student enrolment in the course, any refund for withdrawal from the course must be sought directly with the provider. Students and parents should carefully read their refund policy as outlined by these providers. Please note: Some course costs are based on minimum numbers of students enrolling and withdrawals that put class size below the minimum will not be able to be refunded.*

Refund Policy for External Students

Refund for students exiting a certificate course is on a pro rata basis related to the costs incurred of the units of competency covered (less a $50.00 administration fee). Students must have evidence of the reason why exit from the course is being sought (e.g. a medical certificate or showing extreme personal hardship). Applications for refund are made to the College Principal in writing/email and are at the discretion of the Principal.

The College must have specifically trained teachers and equipment to run VET courses. If the College loses access to these resources, the College will provide students with alternative opportunities to complete the course and the related qualification. The College retains the right to cancel the course if it is unable to meet requirements.

Reissue of Certificates

Transcripts of your VET results can be obtained via your USI account at www.usi.gov.au. However, these may not be available until several months after your results are awarded.

Original certificates are either awarded in person or sent to the student address provided to the College. It is the responsibility of every student undertaking VET training to ensure that the College has your current address details. External students can update address and contact details at any time by emailing Mrs Kerri Baxter at kbaxter@bne.catholic.edu.au.

The College can provide replacement copies of certificates and results it holds. To protect privacy, copies can only be provided to the person named on the certificate. If you require replacement certificates, please contact the Unity College, RTO Manager.

Reissuance of a certificate will incur the following fee: -

$30 to reissue a certificate to cover administration/stationery/photocopying costs plus

$7 express postage.

Student Support and Guidance

The College will provide any educational or support services, as required. These may include things like:

- study support and study skills programs
- language, literacy, and numeracy (LLN) programs or referrals to these programs
- equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- learning resource centres
- mediation services or referrals to these services
- flexible scheduling and delivery of training and assessment
- counselling services or referrals to these services
- information and communications technology (ICT) support
- learning materials in alternative formats, for example, in large print

or any other services that the RTO considers necessary to support learners to achieve competency.

Within the College there are many people on staff who will be able to assist you. People involved in support and guidance services at this College include:

Vince Webb – Assistant to the Principal Senior Years
Bianca Beard & Amanda Paton – Pathways Leaders
Gillian Meyers – RTO Manager
Lena Redman, Anthony Ross & Carly Roberts – College Guidance Counsellors
Susan Bates – Learning Support Teacher
Sherry Christie – Vocational Education, Pathways and Transitions Officer
Kerri Baxter - Student Wellbeing/VET Officer

Language, Literacy and Numeracy Support

All VET subjects have embedded units of competency from a Training Package and as such you will find that basic literacy/numeracy elements have been incorporated. This should help you learn these basic literacy/numeracy components more readily, as they are being delivered and assessed in the context of the VET area of your choice.

In addition to the above you will receive further support in English or Essential English, and Essential Mathematics or General/Specialist Mathematics/Mathematical Methods, depending on which subjects you have chosen to do.

Behaviour Management Policy and Attendance

Every family in the College has access to the Behaviour Management Policy. Please make sure that you read it as its application is also relevant to all College VET programs. Attendance in VET classes/ activities complies with the College's Attendance policy.

Access to Records

You can have access to your own personal assessment records at any time, by approaching the VET Teacher/Trainer concerned. If the matter is not related to any one specific subject, you should approach the Teaching and Learning Leader or VET Learning Leader.

Flexible Learning and Assessment Procedures

All VET students will be fully informed of the VET assessment process and requirements and will have the right to appeal.

The mode of delivery will be specific to each course area. A combination of the following will occur:

Face-to-face
Online delivery and / assessment
Blended delivery
Private study
Tutorials if required

The following information represents some general information about the VET assessment process.

Competency-based Assessment

The College will comply with the assessment guidelines from the relevant Training Package or accredited course. Assessment will be competency-based (See Appendix 1: Definitions)

Essentially, students are considered to be competent when they are able to apply their knowledge and skills to successfully complete activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace, as specified in the training package or VET accredited course.

Principles of Assessment

The College's delivery and assessment of VET courses is designed to promote valid, reliable, flexible and fair assessment that is also informative in its context and purpose. These principles comply with the College's Assessment Policy in the College Diary and on the College website www.uc.qld.edu.au.

This means that:

a) You will be given clear and timely information on assessment, including:

- advice about the assessment methods
- assessment procedures
- the performance criteria against which you will be assessed
- when and how you will receive appropriate feedback
- the mechanism for appeal.

b) Sufficient evidence will be gathered to enable a fair and accurate judgment of your competence.

c) The assessment approach chosen will cater for your language, literacy, and numeracy needs.

d) Reasonable adjustments will be made to the assessment strategy to ensure equity for all students, while maintaining the integrity of the assessment outcomes as stated in the Training Package.

e) Opportunities for feedback and review via surveys of all aspects of assessment will be provided.

f) Clearly documented mechanisms for appeal against assessment processes and decisions will be available.

g) All students have access to reassessment on (informal) appeal.

Flexibility

All VET courses are flexible, and they are designed to give every student an opportunity to demonstrate competence. This means that if you have an identified need, the conditions of the assessment task that you do may be changed. For example, a learning support aide may read the tasks to you or they may act as a scribe. These conditions for assessment must still comply with training package requirements. Your trainer/teacher, together with the Learning Support staff, will decide what adjustment needs to be made. In making an adjustment, the rigor or difficulty level of the task will not change as you will still need to be judged 'competent' in order to gain the qualification. The fact that the conditions, under which the task was performed has changed, will be noted on your assessment task sheet.

Recognition of Prior Learning (RPL)

When you commence a VET program, you may think there are some units of competency you can already do. Your current knowledge and abilities may make you competent in these units without having to do the assessment. You can apply for 'recognition' for those specific units of competency. If you do, you will need to provide evidence that you can in fact already do these particular tasks. You may need to perform a 'skills test' to support your claim.

RPL Process

If you believe that you have sound reasons to apply for recognition, ask your teacher to guide you through the process listed below.

1. Discuss the recognition process with your teacher.
2. Obtain a copy of the Recognition of Prior Learning Policy from the VET Coordinator
3. Ensure that you understand the full recognition application process, including the Appeals process.
4. Collect evidence of your prior learning from a variety of sources. Evidence can take many forms, and will usually include such things as:
    *   letters or testimonials from employers
    *   photographs, videos, reports
    *   awards, certificates and qualifications
5. Discuss your self-assessment with your teacher. If there are full units of competency for which you and your teacher feel recognition may be given, you will be encouraged to complete a *Recognition of Prior Learning Application Form*. These can be obtained by contacting the RTO Manager or your trainer who will assist you with this.
6. Complete and submit the *Recognition of Prior Learning Application Form*.
7. You will know the outcome of your application within 15 days of application.
8. Should you wish to appeal the decision, complete the Complaints and Appeals Form which you can get from the VET Coordinator.

Credit Transfer

Note: If you have a Statement of Attainment from another Registered Training Organisation for any units of competency which are the same as those in any College VET program, you will be awarded automatic credit and it will not be necessary for you to apply for RPL. You must make the VET teacher and Coordinator aware and provide a copy of your certification.

Complaints and Appeals

You may approach the College if you are dissatisfied with any aspect of your VET program. This includes:
*   an administrative matter such as, for example, the non-issue of qualifications/ statements within the prescribed timeline
*   another person in the college (student or teacher)
*   a complaint about any aspect of the course or its delivery
*   a complaint about the results of an assessment or about the way the assessment was undertaken.

See Appendix 6 for a Complaints and Appeals form.

The full Policy can be accessed via the Senior Subject Selection Handbook on the Unity College website www.uc.qld.edu.au . Go to the Teaching and Learning tab and access the Vocational Education and Training tab.

Unity College has a complaints and appeals policy specific to the RTO operations. A complaint can be made to the college Registered Training Organisation (RTO) regarding the conduct of:

*   *Unity College, its trainers, assessors, or other school RTO staff*
*   *students of Unity College*
*   *any third parties providing services on behalf of Unity College (if relevant).*

An appeal can be made to Unity College to request a review of a decision, including assessment decisions. Unity College will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaints and appeals process.

All formal complaints and appeals will be heard and decided on within 60 calendar days of receiving the written complaint or appeal. If Unity College considers more than 60 calendar days are required to process and finalise the complaint or appeal, the complainant or appellant will be informed of the reasons in writing and will be regularly updated on the progress of the matter. If the processes fail to resolve the complaint or appeal, a review by an independent party will be provided if requested.

Complaints or appeals should be directed to the Principal as CEO of Unity College via pscaloundra@bne.catholic.edu.au.

Complaints and Appeals Process

This is the process to follow:

a) You should discuss the matter with a teacher or person in authority with whom you feel comfortable.

b) If this person does not consider the matter to be particularly serious, or where your complaint does not relate to allegations of unlawful behaviour (e.g. assault, illegal discrimination or harassment, etc.) and you feel comfortable to do so, you will be encouraged to raise your complaint directly with the person concerned. You can ask for another teacher, of your choice, to be present when you do this.

c) Where you do not feel comfortable about doing this, or where the matter is of a more serious nature, you will be asked to put the complaint in writing on a Complaints and Appeals Form. A copy of this can be located in Appendix 6 of this Handbook.

d) If the complaint is about another student, the matter will then be handled by the VET Coordinator or Guidance Officer. If the complaint is about a member of staff, it will be handled by the Principal.

e) If the complaint cannot be resolved by the above procedure, then an independent party will be retained to review the complaint.

f) If the complaint will take longer than 60 calendar days to process and resolve, then you will be advised in writing of this and regular updates will be given on the progress of your complaint.

f) The person handling your complaint will:
- advise the person concerned, about the complaint. They will be given the opportunity to present their understanding of the matter
- ensure that only those people who need to know about the complaint are involved/informed
- give you written advice about the outcome and the reasons for it.

Work Health and Safety

The safety and wellbeing of the staff and students of this College is one of our greatest responsibilities. All of us, including you, have responsibilities to ensure a safe environment.

You are required to:

- Use and take reasonable care of any equipment that is provided
- Obey any reasonable instructions in relation to health and safety
- Not interfere with or remove any safety devices from machinery
- Report unsafe acts or equipment to a teacher and observe good "housekeeping" practices
- Report all injuries or "near misses" to a teacher
- Ensure that your conduct does not interfere with:
  - College property
  - College staff safety or welfare, or with their ability to perform their duties; or
  - College student safety or welfare, or their ability to benefit from instruction.

First Aid is available at the Administration Office. Students or staff should not handle injuries which involve spilled blood without wearing gloves. All blood spills must be cleaned appropriately by trained College personnel.

An ambulance will be called in case of an emergency.

Appendix 1: Definitions

Assessment means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

RTO means a Registered Training Organisation.

Statement of Attainment means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

Training Package means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non- endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.

Unit of competency means the specification of the standards of performance required in the workplace as defined in a training package.

VET means vocational education and training.

Appendix 2: Legislation

Health and Safety at Work

Work Health and Safety Act 2011

The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Queensland workplaces. The objective of the Act is to prevent fatalities, injuries and illnesses caused by a workplace, by workplace activities or by a specified high risk plant.

Workplace Harassment, Victimisation and Bullying

Industrial Relations Act 2016

The principal objective of the Industrial Relations Act 2016 is to provide a framework for industrial relations that supports the delivery of high quality services, economic prosperity, and social justice for Queenslanders.

Anti-Discrimination

Anti-Discrimination Act 1991

The Anti-Discrimination Act 1991 aims to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including education and training. The services developed by RTOs, including their administrative practices and assessment processes, must take into account the principles established by this legislation.

Privacy

Information Privacy Act 2009

The Information Privacy Act 2009 is an Act to provide safeguards for the handling of personal information and to allow access to and amendment of personal information.

VET & Apprenticeships/Traineeships

National VET Regulator Act 2011

An Act to establish the National Vocational Education and Training Regulator, designed to provided national consistency in the regulation of VET using a standards-based quality framework.

Work Experience

Education (Work Experience) Act 1996

An Act regulating work experience provided to students as part of their education.

A work experience arrangement is an arrangement made between a student's educational establishment and a person (the 'work experience provider') under which the person will provide experience ('work experience') to the student as part of the student's education. An educational establishment may make work experience arrangements for its students.

The work experience arrangement must be in writing. A work experience arrangement may be made for a student only with the approval of the principal of the student's educational establishment.

Further information on legislation is available via the State government web site www.legislation.qld.gov.au and the Commonwealth government website www.legislation.gov.au .

Appendix 3: Student Training Agreement Form (sample)

Your Trainer/Teacher will give you a partially filled form for you to complete and return.

Student Details:	
Name:	
LUI Number:	
USI Number	
Registered Training Organisation (RTO) details:	
College RTO Name:	
National Provider No.	
Address	
Contact Name:	

Ask your trainer to help you fill in the following details if needed.

Training Details:			
Qualification Name: Eg: Certificate II			
NTIS Code: Eg: SIT20207			
Commencement Date:		Planned Completion Date:	
Competencies being undertaken:			
Code:	Name:		

College Responsibilities

The College must have certain teachers and equipment to run this course. If the College loses access to these resources, it will provide students with alternative opportunities to complete the course and the related qualification. The College retains the right to cancel the course if it is unable to meet requirements.

If a student enrols late into a Vocational Education and Training course, the student may not complete all competencies to enable them to attain the full Qualification. If this is the case, the student will receive a Statement of Attainment outlining the competencies they have completed.

Student Responsibilities

I acknowledge that I have been provided with a *VET Student Handbook.* I acknowledge that I have read this Handbook and understand that I can access further information on these topics should I wish to do so from my VET Trainer/Teacher or the VET Learning Leader. I also understand that this information is available on the School's Intranet and I can request a copy via my trainer or RTO Manager.

Consent

I_____(Student's Name), a student of Unity College, hereby consent to the College providing relevant information about me to the Queensland Curriculum and Assessment Authority (QCAA), and any other government organisation in order to facilitate the recording of my results and the issuing of relevant certification.

I have read the College refund policy as explained on page 5 of the VET Student Handbook.

I understand that student work is required in order to satisfy the QCAA that all assessment is correct and to industry standard. This acknowledgement form will be valid for the full delivery period of any certificated vocational course spanning Years 10, 11 and/or 12.

Student Signature:			
School Contact:		Contact Signature:	

Appendix 4: USI Letter to Parents

Unique Student Identifier collection, verification and privacy form

Student details										
Student's full legal name										
Date of birth	Choose date.									
Unique Student Identifier										

Note: If you don't have a USI or have forgotten it, you can create or retrieve your USI at www.usi.gov.au/students and complete this form.

Privacy notice: Use of your personal information and USI

You are advised and agree that you understand and consent to the use of the personal information you provide in connection with your application and verification of a Unique Student Identifier (USI).

From 1 January 2015, we *Unity College* can be prevented from issuing you with a nationally recognised VET qualification or Statement of Attainment when you complete your course if you do not have a USI.

The USI is collected by the student identifiers registrar for the purpose of:

- applying for, verifying and giving a USI prior to issuance of Australian Qualification Framework (AQF) certification documentation
- replacing an authenticated AQF certification document
- recording a student's final outcomes that will be made available on the national USI register.

A student's verified USI and final assessment outcomes may be disclosed to:

- Commonwealth and State or Territory government departments, agencies and statutory bodies performing functions in relation to VET for:
  - the purpose of administering and auditing VET, VET providers and VET programs
  - education-related policy and research purposes
  - assistance with determining eligibility for training subsidies
- VET regulators to enable them to perform their regulatory functions
- VET admission bodies for the purpose of administering VET and VET programs
- current and former registered training organisations (RTOs) to enable them to deliver VET courses to the individual, meeting their reporting obligations under the Standards for RTOs and the national USI scheme
- schools for the purpose of delivering VET courses to the individual and reporting on these courses
- the National Centre for Vocational Education Research (NCVER) for the purpose of creating authenticated VET transcripts, resolving problems with USIs and the collection, preparation and auditing of national VET statistics. You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted
- any other authorised person or entity required by law to access the information to perform functions in the administration of the USI system.

Your verified USI and final assessment outcomes will not otherwise be disclosed without your consent unless authorised or required by or under law.

Student declaration

I hereby give permission for *Unity College* to collect, verify and disclose my personal information (which may include sensitive information), along with my final outcomes in accordance with the privacy notice above.

If you would like Unity College to apply for a USI on your behalf, you must authorise us to do so and declare that you have read the privacy information.

Student name		Parent/carer name	
Student signature		**Parent/carer signature**	
Date	[Date]	**Date**	[Date]

Privacy notice and student declaration

Privacy notice

Under the *Data Provision Requirements 2012*, **Unity College** is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research (NCVER).

Your personal information (including the personal information contained on this form and your training activity data) may be used or disclosed by **Unity College** for statistical, regulatory and research purposes. **Unity College** may disclose your personal information for these purposes to third parties, including:

- school — if you are a secondary school student undertaking VET, including a school-based apprenticeship or traineeship
- employer — if you are enrolled in training paid for by your employer
- Commonwealth and State or Territory government departments and authorised agencies
- NCVER
- organisations conducting student surveys
- researchers.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET statement of attainment or qualification, and populating authenticated VET transcripts
- facilitating statistics and research relating to education, including surveys
- understanding how the VET market operates, for policy, workforce planning and consumer information
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Student declaration and consent

☐   I declare that the information I have provided is true and correct to the best of my knowledge.

☐   I consent to the collection, use and disclosure of my personal information in accordance with the privacy notice above.

Student name		Parent/guardian name*	
Student signature		Parent/guardian signature	
Date	[Date]	Date	[Date]

Parent/guardian consent is required for all students under the age of 18.

Appendix 5: USI Student Quick Guide

USI Unique Student Identifier

Australian Government

STUDENT QUICK GUIDE

HOW TO CREATE A USI
It should only take less than 5 minutes online!

Go to www.usi.gov.au

▼

Select 'Student Login'

▼

Read and Agree to the Terms and Conditions

▼

Select *'Create USI'*

▼

You will need one of the following forms of ID to create your USI such as a:

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

▼

Follow the steps to create a USI

▼

You're done!

Your USI will now be displayed on the screen and will also be sent to you for your records.

If you are enrolling in training, your training organisation will need to collect and verify your USI. To help your training organisation do this, you can select the 'Print your USI' or 'Email your USI' option from this screen. Click **here** for more information.

USI Creation—Handy Tips

Your password must be at least 9 characters long, contain a lowercase letter, an uppercase letter and a number or special character

You will only need one USI and it's yours for life!

Enter all of your name(s) as they appear on the form of ID you are using to create your USI

If you have been unsuccessful in creating your USI, click on the 'Request Help' link to create a help request and write down your HR number. The USI Office can then provide assistance.

YOU NEED TO ACTIVATE YOUR USI ACCOUNT

If your training organisation created a USI for you, they cannot activate your USI account. You should go online to activate it as soon as possible, as this will make it easier to find your USI again in future. Activating your USI account will also enable you to view your transcript. You can activate your account by:

1. Clicking on the link that was sent to either your email address or mobile number.
2. Set up a password and two check questions.
3. You will then be able to login to your USI account.

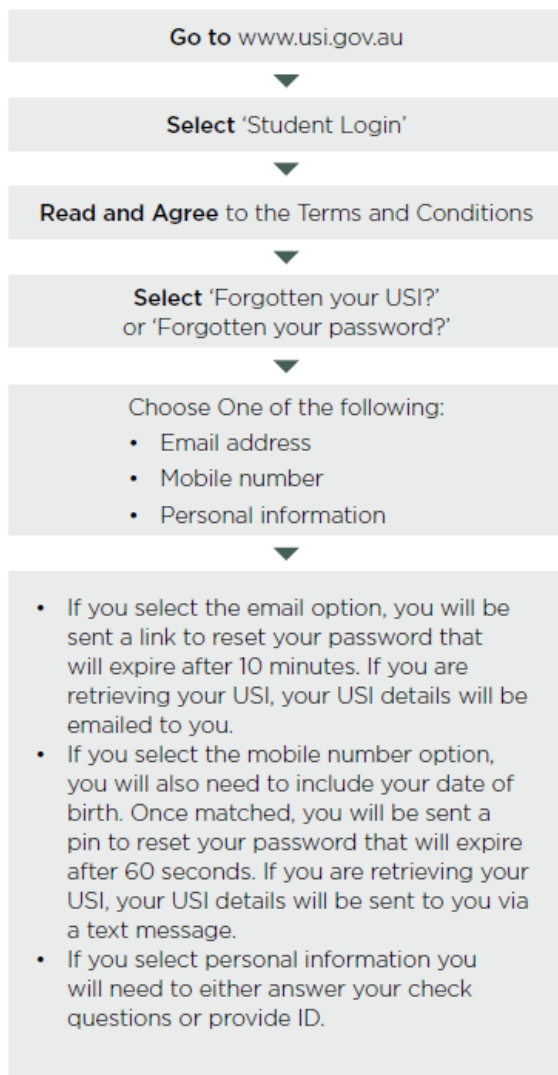## HOW TO UPDATE PERSONAL OR CONTACT DETAILS

You can change your personal and contact details by logging in to your USI account and selecting either 'Update Personal details' or 'Update Contact details'. You will need a current form of ID if you want to change your name(s) or date of birth.

If you have given your training organisation permission to update your details, they can make the changes for you.

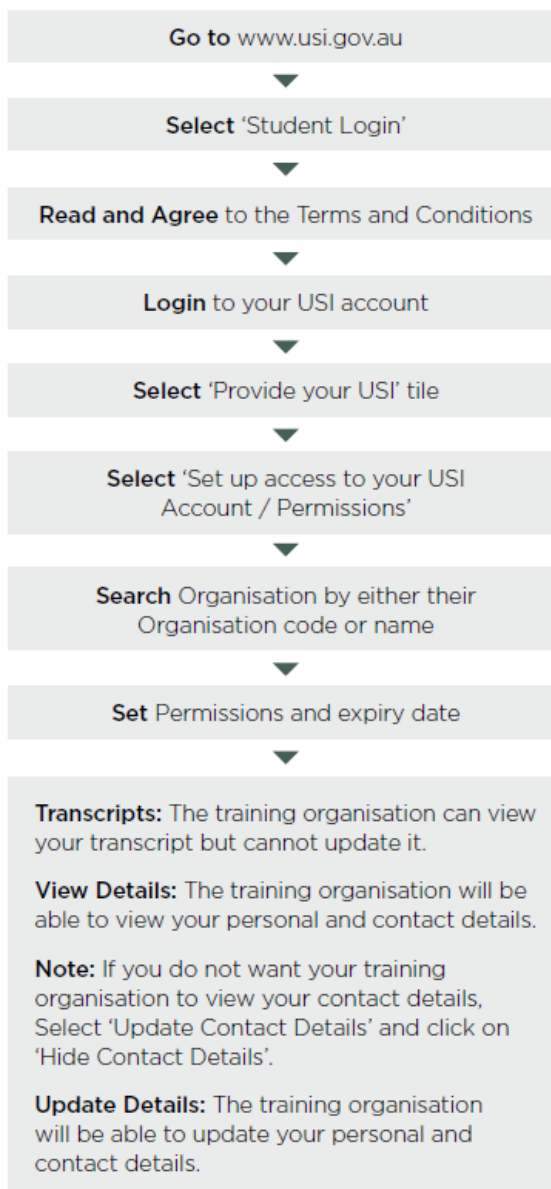## I FORGOT MY USI OR PASSWORD—HOW DO I LOOK IT UP?

Go to www.usi.gov.au

▼

Select 'Student Login'

▼

Read and Agree to the Terms and Conditions

▼

Select 'Forgotten your USI?'
or 'Forgotten your password?'

▼

Choose One of the following:
- Email address
- Mobile number
- Personal information

▼

- If you select the email option, you will be sent a link to reset your password that will expire after 10 minutes. If you are retrieving your USI, your USI details will be emailed to you.
- If you select the mobile number option, you will also need to include your date of birth. Once matched, you will be sent a pin to reset your password that will expire after 60 seconds. If you are retrieving your USI, your USI details will be sent to you via a text message.
- If you select personal information you will need to either answer your check questions or provide ID.

Handy Tips

| When using your e-mail address or mobile phone number it must be the same as the one that is currently in your USI account | Make sure the answers to your check questions are entered exactly as you set them up (e.g. street instead of st) |

HOW TO LET MY TRAINING ORGANISATION VIEW MY TRANSCRIPT OR USI ACCOUNT?

A really useful tool that will save both you and your training organisation time

Go to www.usi.gov.au

▼

Select 'Student Login'

▼

Read and Agree to the Terms and Conditions

▼

Login to your USI account

▼

Select 'Provide your USI' tile

▼

Select 'Set up access to your USI Account / Permissions'

▼

Search Organisation by either their Organisation code or name

▼

Set Permissions and expiry date

▼

Transcripts: The training organisation can view your transcript but cannot update it.

View Details: The training organisation will be able to view your personal and contact details.

Note: If you do not want your training organisation to view your contact details, Select 'Update Contact Details' and click on 'Hide Contact Details'.

Update Details: The training organisation will be able to update your personal and contact details.

TRANSCRIPTS

- Training completed before 1st of January 2015 will not appear in your USI transcript.
- Your transcript will show information from the certificates, diplomas or training records issued by your training organisation.

Your transcript does not replace the training certificates, diplomas or training records issued to you by your training organisation, but will come in handy if you misplace your documentation

ED18-0039

FOR MORE INFORMATION ▶ usi.gov.au ▶ **Email:** usi@education.gov.au

1. Once you have created your USI it will be displayed on the screen and will also be sent to you for your records.
2. Unity College students must complete Appendix 4 and bring in a hard copy to Mrs Christie or email to schristie@bne.catholic.edu.au
3. External Cert IV Crime and Justice students must ensure that this number is correctly recorded on the online enrolment page and the completed Appendix 4 emailed to cecox@bne.catholic.edu.au .
4. A training provider can only view your transcript with your permission. You can set an expiry date for this permission to coincide with your school completion.

Please follow the instructions in the USI Student Quick Guide to give permission for Unity College to view your training records. This can assist you to get recognition for prior learning that you have undertaken. The Unity College training organisation code is **32123.**

Appendix 6: Complaints and Appeals Form

Complaints and Appeals Application Form Unity College RTO 32123			
Surname:		Title:	
First Given Name:			
Course title:			
Trainer / Assessor:			
Date of occurrence:			
Reason for your submission:			
Occurrences leading up to this submission:			
What outcomes are you seeking?			
Can we improve our system to avoid these situations in the future.			

By signing this form, I certify that the information provided is true and correct.

Signed:_____Date:_____/_____/ _____

Upon completion of the form, please email the form to gmeyers@bne.catholic.edu.au