

Certificate IV in Justice Studies  
External Student Handbook  
Vocational Education and Training



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#### Cover images

Left hand photo by Salman Hossain Saif on Unsplash

Judgement scale and gavel photo by Sora Shimazaki: <https://www.pexels.com/photo/judgement-scale-and-gavel-in-judge-office-5669602/>

# Welcome to the Certificate IV in Justice Studies External Student Handbook

This handbook is an important reference for external students undertaking the Certificate IV in Justice Studies.

Read this handbook thoroughly and contact your trainer/assessor, course coordinator or Unity College should you have any questions.

## Course contact details

RTO Name	Unity College
Address	47 Lomond Crescent, Caloundra West, Q, 4551
Phone	(07) 5490 5777
Email	unityvet@bne.catholic.edu.au
Website	www.uc.qld.edu.au
Office Hours	8.00am – 4.00pm school days
RTO #	32123
RTO Manager	Gillian Meyers

## DISCLAIMER STATEMENT

While all care has been taken in preparing this publication, Unity College does not warrant that the content is complete, accurate or current. Unity College expressly disclaims any liability for any damage resulting from the use of the material contained in this publication and will not be responsible for any loss, howsoever arising, from use of, or reliance on this material. If you rely on the information in this publication, you are responsible for ensuring by independent verification its completeness, accuracy, and currency. This handbook has been prepared as a resource to assist students to understand their obligations and also, the obligations of Unity College as a Registered Training Organisation. Unity College reserves the right to vary and update information without notice. The information in this publication is correct at time of publishing and is subject to change without notice. Any updates to the information in this publication will be available on the Unity College website. All students need to read, understand, be familiar with, and follow the policies and procedures outlined.

# 1. Introduction

Welcome to students undertaking the Certificate IV in Justice Studies through Unity College. This handbook outlines details of this vocational education and training (VET) course as well as your rights and responsibilities as a VET student studying through Unity College.

Your VET trainer/assessor will also provide you with information about the VET qualification, including an overview of the specific units of competency, as well as assessment requirements.

Due to RTO registration through QCAA, you must be enrolled in a Queensland registered school to enrol into this qualification. You must also maintain your Queensland school enrolment to continue studying the Certificate IV in Justice Studies at Unity College. If you leave school permanently before completion of your Certificate IV, you will be issued a Statement of Attainment for the competencies you have completed. (Refer Section 9 - Certification)

If there is anything that you do not understand in this handbook, please ask your teacher/trainer about it. You may need to refer to this handbook throughout your period of enrolment in your Certificate course. 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 the RTO Manager.

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](http://www.training.gov.au)

Please refer to Appendix 1 should you require assistance with the definition of terms used in this document.

## Legislative requirements

As an RTO, Unity College, will observe all Australian, state and territory laws governing vocational education and training and meet all legislative requirements of the Acts outlined in Appendix 2, as they relate to your course.

## 2. Qualifications

### 2.1 The Australian Qualifications Framework (AQF)

All VET courses offered by Unity College lead to a nationally recognised qualification under the Australian Qualifications Framework.

There are 10 different levels of qualifications that can be obtained. These are shown in the diagram below.

The Certificate IV in Justice Studies qualification is recognised in all states and territories in Australia.



Source: Australian Qualifications Framework Second Edition January 2013 Department of Education and Training

### 2.2 Your Qualification

The Certificate IV in Justice Studies qualification is an excellent opportunity to take the first step towards a successful career in the justice industry. You will obtain a head start in the local job market in roles such as Court personnel, Paralegal/Legal Administrator, Police Officer, Youth justice roles, and can use the qualification as a step towards further education.

The course can help prepare you for the Bachelor of Criminology and Justice at the University of the Sunshine Coast or a Bachelor of Justice at other universities. The course also has close links with the Diploma of Justice Studies at TAFE QLD, with Queensland Courts and with the Queensland Police. The course is developed alongside industry personnel. Additionally, successful completion of the Certificate gains you 8 QCE points and will contribute towards your ATAR.

## 3. Enrolment and induction

Congratulations on your enrolment in the Certificate IV in Justice Studies. The Course will assist you to build practical and professional skills to help you achieve your potential and progress in the Justice Studies field.

When enrolling in the Course you are required to enter your LUI (Learner Unique Identifier) and USI (Unique Student Identifier) numbers in the aXcelerate Learner Portal. When enrolment is finalised, you will be guided through the Course induction process.

*Please note, it is the responsibility of every VET student to keep your personal details updated in the aXcelerate Learner Portal (including your personal and school email addresses) for ongoing communications and the issuing of your qualifications.*

### 3.1 LUI

Your LUI number is required for the recording of completed certificate units of study in the QCAA (Queensland Curriculum and Assessment Authority) student portal.

Every senior student is issued a LUI number by their school. Your LUI number allows you access to your senior education learning account on the QCAA student portal. This is the place where your senior secondary enrolments and results are recorded, as well as when and where you studied. If you study a VET course or QCE-recognised course of study, you will see the QCE credits from that course in your account, including your Certificate IV in Justice Studies.

### 3.2 USI

A USI is your individual education number for life. It also creates an authenticated online record of all your Australian VET training achievements and ensures your records will not be lost. Your completed certificate units of study and qualification are recorded in your USI account. Training organisations are not permitted to issue a statement of attainment or a qualification to a student without a verified USI.

A USI is created online at [www.usi.gov.au](http://www.usi.gov.au) at no cost. Refer to Appendix 3 for more USI information.

### 3.3 Course Induction

Upon enrolment into the course, your trainer/assessor will conduct orientation/induction sessions with you. These sessions may take place face to face or online. Upon completion of your orientation and induction sessions, your training will commence.

## 4. Flexible learning and course delivery

### 4.1 Flexible learning

The mode of delivery of the Course will be via a combination of the following:

- Face to face
- Online
- Compulsory workshops

Students' individual situations will be considered, and delivery methods adjusted when required.

### 4.2 Course delivery

Unity College has 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 educational requirements.

## 5. Support and guidance

### 5.1 General support and guidance

Should you require support or guidance whilst completing your certificate, speak with your trainer/assessor and school VET coordinator. They will work with you to address any individual requirements. Examples may include:

- 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 resources
- flexible scheduling and delivery of training and assessment
- learning materials in alternative formats, for example, in large print

## 5.2 Language, Literacy and Numeracy support

To enrol in the Certificate you are required to have a pass in Year 10 English.

All VET subjects are made up of units of competency from a national training package and as such 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.

If additional language, literacy and numeracy support is required, your trainer/assessor will work with your school to implement individualised learning strategies.

## 6. Prior learning and credit transfers

### 6.1 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.

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

1. Discuss the recognition process with your trainer.
2. Obtain a copy of the Recognition of Prior Learning Policy from the RTO Manager.
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 coordinator. If there are full units of competency for which you and your coordinator 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.

You will know the outcome of your application within 15 days of application.

Should you wish to appeal the decision, complete the Complaints and Appeals Form which can be provided by your RTO Manager.

## 6.2 Credit transfers

If you have a Statement of Attainment from another Registered Training Organisation for any units of competency which are the same as those in the Certificate IV in Justice Studies, you will be awarded automatic credit and it will not be necessary for you to apply for RPL. You must make your trainer and RTO Manager aware and provide a copy of your certification.

# 7. Course attendance and workshops

The course will be delivered at your school however attendance at compulsory workshops hosted at alternative school locations is also required (subject to COVID restrictions).

Regular attendance and active engagement during lessons, including verbal and non-verbal communication with the trainer/assessor and fellow students, is a requirement in VET subjects. As VET qualifications are designed to prepare you for working in various industry areas and equip you with the Core Skills for Work, students will be required to actively demonstrate the development of their understanding, skill and competency during their lessons.

## 7.1 Compulsory workshops

Students are required to attend compulsory workshops whilst completing the course (subject to Covid restrictions). These workshops may be hosted at other school locations. You will be provided with details of the workshops by your trainer and assessor.

## 7.2 Workshop venues

When attending other school sites, usual school rules apply. These include:

- Signing in at location
- Adherence to Workplace Health and Safety guidelines. Refer Appendix 4 for further information.
- Following presenter/school representative instructions
- Be respectful of the rules at the workshop location
- Other normal school behavioural expectations apply

## 8. Assessment

### 8.1 Competency based assessment

The College will comply with the assessment guidelines from the relevant Training Package or accredited course. Assessment will be competency-based.

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.

### 8.2 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.

This means that:

1. 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.
2. Sufficient evidence will be gathered to enable a fair and accurate judgment of your competence.
3. The assessment approach chosen will cater for your language, literacy, and numeracy needs.
4. 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.
5. Opportunities for feedback and review via surveys of all aspects of assessment will be provided.
6. Clearly documented mechanisms for appeal against assessment processes and decisions will be available.
7. All students have access to reassessment on (informal) appeal.

### 8.3 Flexible assessment provisions

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 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.

## 9. Certification

*Please note, it is the responsibility of every VET student to keep your personal details updated in the aXcelerate Learner Portal (including your personal and school email addresses) for ongoing communications and the issuing of your certification and qualifications.*

### 9.1 On completion of Course

Upon full completion of the Course, a qualification certificate will be awarded and emailed to you within 30 calendar days providing a verified USI and all agreed fees owed to the College RTO have been paid.

*It is important that you download and save your certificate for future use.*

Upon completion, transcripts of your VET results can also be obtained via your USI account at [www.usi.gov.au](http://www.usi.gov.au).

### 9.2 Statement of Attainment

A statement of attainment is issued when a student has satisfied the requirements of a specified unit or units of competency but not the full number of units in the qualification. A statement of attainment is only issued upon a student's exit from the course and will not be issued as an interim progress statement for a continuing student. The statement of attainment will be emailed within 30 calendar days of course exit, providing a verified USI and all agreed fees the student owes to the College RTO have been paid.

### 9.3 Academic Transcript

Students requiring a statement of results during the course for educational or employment purposes can access their Academic Transcript via the aXcelerate Learner Portal through their Profile setting.

### 9.4 Reissue of certification

You can access a copy of your certification any time via the following means:

- Finding the email sent to you after course completion. A PDF of your certificate is attached.
- Logging into your aXcelerate learner portal and downloading your certificate there.

If you are unable to find your course completion email or recall your aXcelerate login, please email a certificate reissue request to [unityvet@bne.catholic.edu.au](mailto:unityvet@bne.catholic.edu.au).

## 10. Accessing records and results

You can access your Course records and results any time by logging on to the aXcelerate Learner Portal. Results will also be uploaded to the QCAA student portal where completed units of study attract QCE credits.

*Please note, it is your responsibility to ensure all personal details including email addresses, are kept up to date in the aXcelerate Learner Portal.*

## 11. Fees, charges, cancelations, refunds

### 11.1 Fees and charges

The cost of undertaking the Certificate IV in Justice studies is \$750 when enrolling as at 1 October 2022. This is an upfront payment upon enrolment via the link on the Unity College website.

### 11.2 Course Cancelation

If you no longer wish to continue your certificate course, please provide written notification to [unityvet@bne.catholic.edu.au](mailto:unityvet@bne.catholic.edu.au).

### 11.3 Refunds

Refunds 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 to [unityvet@bne.catholic.edu.au](mailto:unityvet@bne.catholic.edu.au) and are at the discretion of the Unity College Principal.

## 12. Privacy and confidentiality

Unity College as an RTO uses the aXcelerate Student Management System (<https://www.axcelerate.com.au/information-security>), to gather AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard) compliant information. We collect your personal information so we can process and manage your enrolment in VET courses with us. Unity College will share this information with QCAA, QTAC (Queensland Tertiary Admissions Centre) and ASQA (Australian Skills Quality Authority) to ensure results are uploaded to students LUI and USI accounts.

Additional Privacy Notice information provided at enrolment can be viewed in Appendix 5.

## 13. Complaints and appeals

If you are dissatisfied with any aspect of your Certificate IV in Justice Studies course that requires action to be taken to resolve the matter, you may lodge a Complaints and Appeals Form with Unity College. This includes:

- an administrative matter such as, for example, the non-issue of qualifications/ statements within the prescribed timeline
- a complaint about another person in the course (student or trainer)
- a complaint about any aspect of the course or its delivery from Unity College or a Third-Party deliverer
- a complaint or appeal about the results of an assessment or about the way the assessment was undertaken.

Complaints and appeals are managed by Unity College in a fair, efficient and effective manner. This process will be followed by all trainers and assessors and RTO staff at Unity College. Should you wish to lodge a complaint or appeal, please refer to the process below:

**Step 1.** You should discuss the matter with a trainer/teacher or person (at your school) in authority with whom you feel comfortable. They will help guide you through this process. You might prefer to raise your concern/complaint with the trainer or student concerned to resolve the issue first. If you are not successful finding a resolution in this manner proceed to Step 2.

**Step 2.** Fill in the details of your complaint/appeal on The Complaints and Appeals Form located in Appendix 6 and on the Unity College website. This must be submitted via email to [unityvet@bne.catholic.edu.au](mailto:unityvet@bne.catholic.edu.au). The Unity College RTO Manager will acknowledge receipt of the complaint or appeal within 5 working days and record in the Complaints and Appeals Register. This register is also designed to provide invaluable data about aspects of our RTO's operations that could be improved. The following will then occur:

- A) If the complaint is about another student (also undertaking the Certificate IV in Justice Studies), the matter will then be handled by the RTO Manager and Trainer.
- B) If the complaint is about the Trainer, the matter will be handled by The RTO Manager and Unity College Principal
- C) If the complaint is about the RTO Manager, the matter will be handled by the principal.

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.

You will be advised of the outcome of the complaint or appeal within 15 working days of the request and a record of the outcome will be recorded in the Complaints and Appeals Register.

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

**Step 3.** If the complaint cannot be resolved by the above procedure, then an independent party (organised by the principal) will be retained to review the complaint or appeal and they will communicate the decision to all parties in writing within 10 working days of the complaint. The Complaints and Appeals Register will then be updated.

**Step 4.** If a student is still not satisfied, in case of a VET-related complaint or appeal, the Principal as CEO will refer to the QCAA complaint process, which can be found at [www.qcaa.qld.edu.au](http://www.qcaa.qld.edu.au).

A Complaints and Appeals form can be found in Appendix 6. You can also obtain a copy by contacting your VET coordinator, trainer and assessor or email [unityvet@bne.catholic.edu.au](mailto:unityvet@bne.catholic.edu.au)

## Appendix 1: Definitions

<b>Assessment</b>	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.
<b>Competency</b>	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.
<b>External student</b>	A student who is not enrolled at Unity College via the traditional enrolment process but has enrolled in the Certificate IV Justice Studies as part of their Senior Education Plan. This student must enrol in this course via the online process on the Unity College website.
<b>RTO</b>	Registered Training Organisation
<b>Statement of Attainment</b>	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.
<b>Training Package</b>	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.
<b>The Certificate</b>	The Certificate IV in Justice Studies
<b>The College</b>	Unity College
<b>The Course</b>	The Certificate IV in Justice Studies
<b>Unit of competency</b>	Specification of the standards of performance required in the workplace as defined in a training package.
<b>VET</b>	Vocational education and training

## Appendix 2: Legislative requirements

As a Registered Training Organisation, Unity College, will observe all Australian, state and territory laws governing vocational education and training and meet all legislative requirements of the following Acts, as they relate to your course:

- Standards for Registered Training Organisations (RTOs) 2015
- VET Quality Framework
- National Vocational Education and Training Regulator Act 2011
- Education (General Provisions) Act 2006
- Education (General Provision) Regulation 2017
- Vocational Education, Training and Employment Act 2000
- Student Identifiers Act 2014
- Education (Work Experience) Act 1996
- Education (Queensland Curriculum and Assessment Authority) Regulation 2014 (Qld)
- Child Protection Act 1999
- Commission for Children and Young People Act 2012
- Work Health and Safety Act 2011
- Anti-Discrimination Act 1991
- Disability Services Act 2006
- Freedom of Information Act 1982
- Privacy Amendment (Enhancing Privacy Protection) Act 2012

## Appendix 3: USI Student Quick Guide



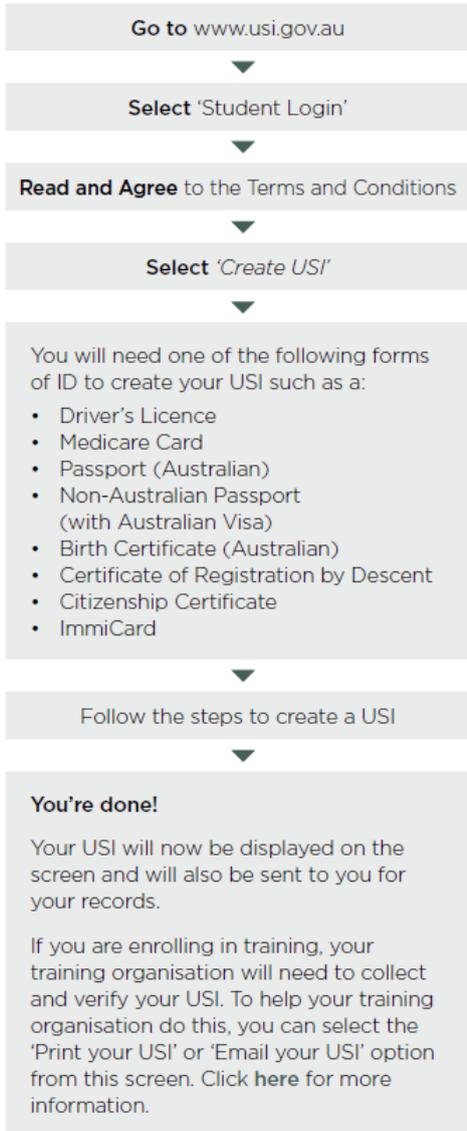
**USI** Unique Student Identifier



# STUDENT QUICK GUIDE

## HOW TO CREATE A USI

*It should only take less than 5 minutes online!*



### 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:

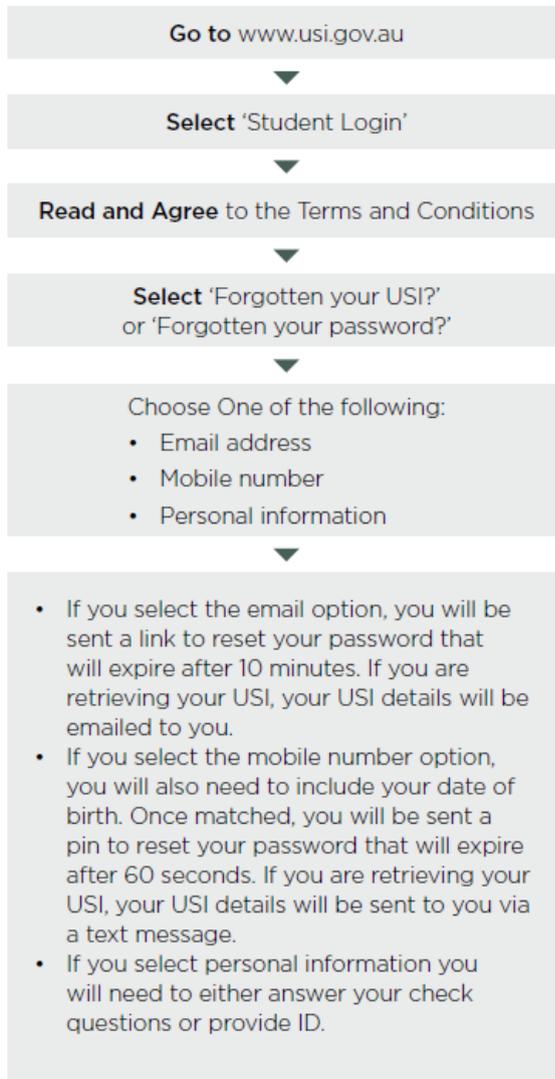
1. Clicking on the link that was sent to either your email address or mobile number.
2. Set up a password and two check questions.
3. You will then be able to login to your USI account.

## 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?



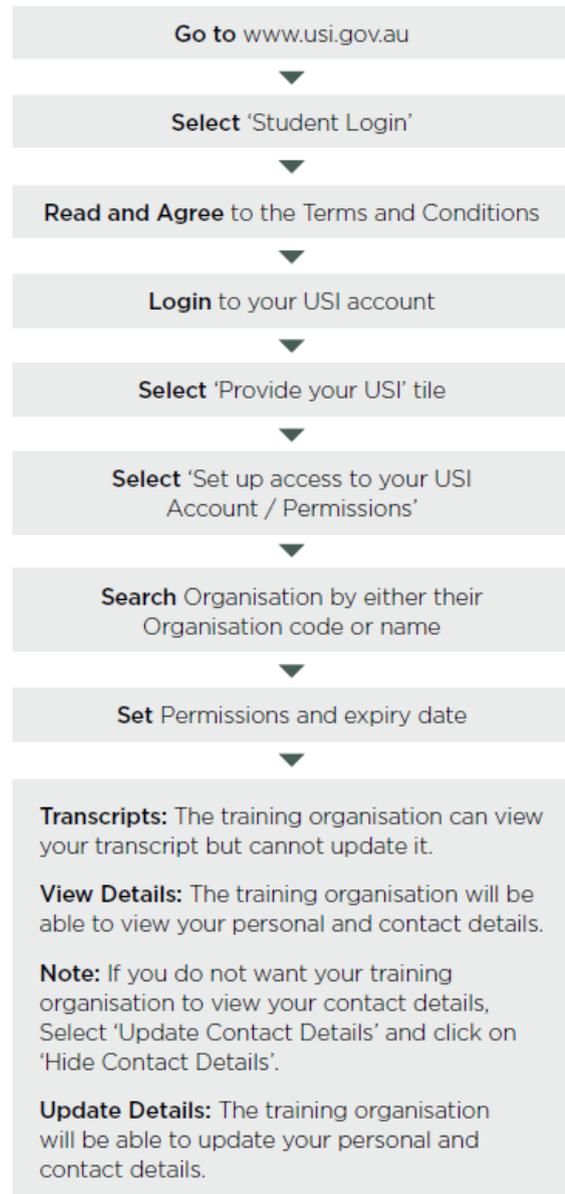
### Handy Tips

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*



## 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

1. Once you have created your USI it will be displayed on the screen and will also be emailed to you for your records.
2. Please ensure you enter your USI correctly when you enrol in the aXcelerate learner portal.
3. 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 4: Work Health and Safety

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

At all school learning locations 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
- 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:
  - school property
  - school staff safety or welfare, or with their ability to perform their duties; or
  - student safety or welfare, or their ability to benefit from instruction.

First Aid is available at the school Administration Offices. Students or staff should not handle injuries which involve spilled blood without wearing gloves. All blood spills must be cleaned appropriately by trained school personnel. An ambulance will be called in case of an emergency.

## Appendix 5: Additional privacy information provided at enrolment

### **Privacy Notice: Use of your personal information and USI**

#### **Why we collect your personal information**

**Unity College** is required to collect personal information about you under the National Vocational Education and Training Regulator Act 2011 (Cth) and disclose that personal information to the National Centre for Vocational Education Research (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

#### **How we disclose your personal information**

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
- Queensland Curriculum and Assessment Authority (QCAA)
- Queensland Tertiary Admissions Centre (QTAC)
- Australian Skills Quality Authority (ASQA)

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
- pre-populating RTO student enrolment forms
- 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 a student survey which may be administered by a government department or NCVER employee, agent, third-party contractor, or other authorised agencies. Please note 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 National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

**The following relates the permission around your Unique Student Identifier (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 Responsibilities**

I acknowledge that I have access to the VET Student Handbook on the Unity College website. I acknowledge that I will have an induction tutorial with my trainer and understand that I can access further information on topics associated with my VET course from my VET Trainer/Teacher or the VET Learning Leader.

**Consent**

I consent to Unity 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 in the Subject Selection material, Unity College Website and the VET Student Handbook which is available on the Unity College website.

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.

I 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.

## 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 processes 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 [unityvet@bne.catholic.edu.au](mailto:unityvet@bne.catholic.edu.au)