



STUDENT INFORMATION FOR U

# THE CENTRE FOR U



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# IMPORTANT DETAILS

Registered Training Organisation (RTO) Details:


## THE CENTRE FOR U

RTO No: 22719

Head Office

200 Arden Street

North Melbourne VIC 3051

 1800 270 875

 [hello@centreforu.com.au](mailto:hello@centreforu.com.au)

 [www.centreforu.com.au](http://www.centreforu.com.au)



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# WELCOME

Congratulations on your choice to undertake training with **The Centre for U**.

**The Centre for U** is a Registered Training Organisation (RTO) offering industry-driven and in-demand training for ETU members and the wider electrical industry.

**The Centre for U** has been established by the **Electrical Trades Union (ETU) - Victorian Branch** to contribute to the development of a skilled and productive electrical workforce in Victoria.

When undertaking training with **The Centre for U**, you will learn or refresh skills and knowledge relevant to industry. Training will be delivered by an educator who has current industry experience. The following student information is provided to answer your questions in relation to enrolment and administration of training and the administration of student records. Should you require further information, please contact our administration team.

The purpose of this student information is to provide students with information in resolving any questions that may arise during your course.

Please refer to this student information to support you in your courses. The information contained is consistent with our approved policies and procedures. If the information contained is not clear or you require further clarification/direction or wish to view our full suite of policies and procedures, please either follow the links provided or contact our administration team.



## **OUR VISION:**

That one day, every electrical worker will be engaged in employment, bettering their lives and society.

## **OUR MISSION:**

We exist to skill and motivate unemployed electrical workers and support sustainable work through our training and awareness programs focused on demands of the electrical industry.

# ABOUT US

200 Arden Street is home to **The Centre for U**, a training facility that has been custom built to deliver quality training to ETU members and the broader electrical industry. On request, **The Centre for U** can provide training in regional Victoria.

The ETU established **The Centre for U** to skill and motivate the electrical industry. It does this by supporting sustainable work through its training and awareness programs focussed on workforce demands of the electrical industry.

## About Vocational Education and Training (VET)

Australia's Vocational Education and Training (VET) system is based on nationally recognised Training Packages that identify specific skills and knowledge applied in the workplace. Students undertaking VET qualifications or statements of attainments (units) of competency must demonstrate the skills and knowledge identified in a training package and be deemed 'competent' in the selected units of competency to be eligible for the award of the qualification. For more information on Australia's VET system, visit [training.gov.au/Home/Tga](http://training.gov.au/Home/Tga)

In Australia, only Registered Training Organisations (RTO)s can issue nationally recognised qualifications, or statements of attainments (units) . Our RTO provider code is RTO 22719.

## VRQA Standards, Governance and Legislative Requirements for RTOs

The VRQA Standards and their elements specify the key requirements to be met by each RTO. The Standards for RTOs 2015 do not specify detailed processes but outline the outcomes to be achieved through the application of each Standard. The Centre for U can show, through systematic approaches to management and continuous improvement, that it is focused on continuously improving its outcomes in relation to each Standard.

In addition to maintaining compliance with VRQA Standards, The Centre for U manages its training courses in accordance with relevant State and Territory legislation and regulations. The Centre for U encourages all participants to be familiar with the relevant legislation, Acts and Regulator requirements and how they impact on their workplace.

# OUR LOCATION

**The Centre for U**

**200 Arden Street  
North Melbourne, Victoria 3051**



# LEGISLATION

As an RTO, **The Centre for U** is required to adhere to legislation designed to uphold the integrity of nationally recognised training. This includes:

- *Education and Training Reform Act 2006*
- *Education and Training Reform Amendment (Skills) Act 2010*

Additionally, **The Centre for U** abides by a range of other legal requirements at a State and Commonwealth level as it affects your participation in education and training. This includes but is not limited to:

- *Anti-discrimination*
- *Copyright*
- *Equal Opportunity*
- *Fair Work (including harassment and bullying)*
- *Privacy and Personal Information Protection*
- *Student Identifiers*
- *Workplace Health and Safety*

**The Centre for U** adhere to relevant legislation to ensure your rights are protected and you experience a safe, fair and equitable service.

# OUR POLICIES AND PROCEDURES

The following Policies and Procedures underpin **The Centre for U**'s operations. You can access the following policies and procedures **here**. Please contact administration should you require more information:

- **Enrolment**
- **Attendance and Absenteeism**
- **Assessment Appeals**
- **Access and Equity**
- **Student Complaints and Appeals**
- **Marketing and Advertising**
- **Code of Conduct - Students**
- **Fees, Charges, Cancellations and Refunds**
- **Privacy**
- **Health and Safety**
- **Certification**
- **Student Support**
- **Recognition of Prior Learning and Credit Transfer**
- **Unique Student Identifier**

# PRIVACY

**The Centre for U** supports the privacy and confidentiality of its students. Information is collected and stored in accordance with the *Privacy Act 1988*. Certain general, non-specific information such as location, sex, age and results may be passed on to agencies to inform future funding arrangements and/or statistical data gathering requirements.

We will not give out your information to any person or agency without your permission unless we are required to do so by law.

**The Centre for U** complies with the Australian Privacy Principles which are outlined in Schedule 1 of the *Privacy Act 1988*.

## Access to Your Records

If you wish to access your student information file, this can be done via the **Student Portal**. You will be given access to the Student Portal when your enrolment is confirmed. Alternatively, you can direct requests to access your records to our administrations team at [hello@centreforu.com.au](mailto:hello@centreforu.com.au)





# ENROLMENT

Students are required to enrol in courses online at **The Centre for U** website.

As part of the enrolment process, you are required to read and confirm that you have read and agreed to the terms in this Student Information for U page.

There are several mandatory questions that you are required to answer to progress with the enrolment process, these form part of our government and regulatory reporting requirements, and are essential for you being enrolled and certified upon successful completion of courses.

Once your enrolment has been accepted by **The Centre for U**, you will receive an enrolment confirmation email. Please check your email spam folder if you have not received within days of enrolling.

## Enrolment Dates

**The Centre for U** publishes an up-to-date training calendar on the website, please check each course webpage for the delivery schedule.

## Courses

As an RTO, we deliver the following nationally recognised accredited training courses:

- **HLTAID009 Provide Cardiopulmonary Resuscitation**
- **HLTAID011 Provide First Aid**
- **UETDRRF004 Perform Rescue from a live LV Panel**
- **TLIF0020 Safely Access the Rail Corridor**
- **CPCWHS1001 Prepare to work safely in construction industry**

We also deliver non-accredited training courses, such as:

- **Electricians Continuous Professional Development (CPD)**
- **Construction Wiring (Initial and Refresher)**
- **Registered Electrical Contracting (REC) Course**
- **HSR Initial (and Refresher) OHS Training Course**
- **Mandatory Testing**

Our courses are delivered by appropriately qualified and experienced educators, using a variety of delivery methods. We continue to review and assess our training and assessment delivery to ensure that it meets the needs of our students and the industry.

## Prerequisites

You must be deemed competent or meet any pre-requisite training, entry or pathway requirements for a training course. These are outlined on the relevant course information webpages or flyers.

For example, students enrolled in UETDRRF06 Perform Rescue from a Live LV Panel course must complete HLTAID009 Provide Cardiopulmonary Resuscitation prior to undertaking.



# Language Literacy and Numeracy (LLN)

To ensure successful completion, you are required to demonstrate the required levels of LLN to undertake the course you are enrolled in. Therefore, we require of you to undertake a Pre-Training LLN Review prior to commencing accredited courses. Should we identify any areas that we may need to provide additional support, we will make contact to discuss further.

If you do not meet the LLN requirement, the Educator will advise you that you have not yet at the required level to successfully complete the requirements of the course you are enrolling in and therefore either offer additional support, reasonable adjustment or suggest that you not yet undertake the training. The Educator will consult with you and may provide an appropriate referral to an external service.

## Pre-Reading

In some instances, pre-reading may be required for a course, the steps are:

- You register and are sent a Pre-Training LLN review to complete and submit by a due date
- We confirm you have achieved the level of LLN required for the course, accept your enrolment, and email your pre-reading. If you do not meet the LLN requirement, our Educator will call you to discuss your deficiencies and may provide a referral to an external support service.
- You undertake the pre-reading remotely and submit any required course work, or task on the first day of training.

# Unique Student Identifier (USI)

A USI is required by all Australians undertaking nationally recognised training. It allows students to link to a secure online record of all qualifications, or statements of attainments obtained across all registered training providers. This system was implemented by the Australian Government in 2015, it will outline student achievements from 1 January 2015 onwards.

As an RTO, **The Centre for U** cannot issue Qualifications or Statements of Attainment without your USI. Therefore, it is mandatory that you supply your USI upon enrolment.

If you do not have a USI, please visit [www.usi.gov.au/students/create-your-usi](http://www.usi.gov.au/students/create-your-usi) for more information, and instructions on how to apply for one.

## Image Release Consent

On enrolment you may choose to agree to our Image Release Consent. Where consent is given, **The Centre for U** may use images for news or promotion of **The Centre for U** training services on webpages, social media, TV, radio, trade and other journals or magazines. **The Centre for U** accepts no responsibility or liability for where the image may end up once released or published.

# Support Services

**The Centre for U** may provide access to support services for students, including:

Learning Support Services:

- One on one support
- Reasonable adjustment
- Hearing loop system fitted to each classroom
- One-on-one support includes student's ability to discuss their needs with the Educator after class and access to message Educators using the student portal for assistance/guidance
- Counselling and Financial Counselling
- Drug and alcohol awareness sessions
- Legal advice consultations
- Workcover or personal injury claim advice
- U-Turn Educational Program
- Hearing health checks

A full list of support services can be found on our website.

**The Centre for U** may refer students to external services where it does not have the expertise, including:

- Reading and writing hotline: **1300 6 55506** or **[www.readingwritinghotline.edu.au](http://www.readingwritinghotline.edu.au)**
- Translators/Interpreters – including access to a dictionary or interpreting device
- Language, Literacy and Numeracy Programs at a TAFE (Futuretech) or similar
- Foundation skills course at a TAFE (Futuretech) or similar

## Other Support Services

**Lifeline:** **13 11 14** or **[www.lifeline.org.au](http://www.lifeline.org.au)**

**Beyond Blue:** **1300 22 4636** or **[www.beyondblue.org.au](http://www.beyondblue.org.au)**

**Salvation Army:** **13 SALVOS (13 72 58)** or **[www.salvos.org.au](http://www.salvos.org.au)**

**Domestic and family violence:** **1800 RESPECT** or **[www.1800respect.org.au/](http://www.1800respect.org.au/)**

# FEES

Information about fees and charges is documented on our website [www.centreforu.com.au](http://www.centreforu.com.au)

Several factors will determine how much your course will cost. This includes things like:

- Which course you seek to study
- Course duration
- Study load and mode
- All fees are subject to change. Please contact **The Centre for U** if you have any questions related to course fees.

## Course Fees – ETU Members

- Unemployed ETU Members are eligible to access free upskilling training (Evidence required. See the eligibility section of our website for details)
- In some instances, employed members can also access free training for more information visit: [centreforu.com.au/about-us-2/policies/](http://centreforu.com.au/about-us-2/policies/)

## Fee Protection

**The Centre for U** will not accept payment of more than \$1000 from each individual student prior to the commencement of the course.

Following course commencement, **The Centre for U** will not require a student to pay more than \$1000 in advance for services not yet provided, either prior to course commencement or at any stage during their course.

## Payment Terms

Where course fees are \$1,000 or less, **The Centre for U** will collect the full amount on enrolment.

Where course fees exceed \$1,000, **The Centre for U** will establish a payment plan for the student ensuring that at any given time, the total amount required to be paid will not exceed \$1000 for training services yet to be delivered.

## Cancellations and Refunds

If a student withdraws from a course after

commencement of the course, all tuition fees are non-refundable or transferrable.

If a student withdraws from a course 5 business days or more prior to the commencement of the course, a full refund is available.

If a student withdraws from a course less than 5 business days from the commencement date, a \$70 cancellation fee will be applied to the refund.

Exemptions to the refunds policy may be applied for medical reasons or personal circumstances. Students will be required to apply in writing to the Chief Executive Officer and will be advised within 14 business days.

If **The Centre for U** is unable to deliver the course in full, the applicant will be offered a full refund or the opportunity to transfer to a new course if one is scheduled.

## Other Fees

### Recognition of Prior Learning (RPL)

**The Centre for U** offers RPL service for the accredited courses it currently delivers. These require a mix of portfolio submission and assessment. The fixed fee for RPL is on each course webpage.

## Payment Options

Payment of course fees can be made to **The Centre for U** via:

- Credit card
- Debit card

If you are experiencing financial difficulty, please contact **The Centre for U** as early as possible to discuss your options. We will work with you to ensure an achievable outcome is reached that least compromises you need to be trained.

# COURSE INFORMATION

When **The Centre for U** has confirmed your enrolment, you will be sent a welcome email that includes:

- Details of your scheduled course
- Venue details and course times
- Pre-requisite requirements (if relevant)
- Pre training LLN requirements
- Access to any pre-reading that you may need to complete before attending

## Duration of Training

How long your course will take depends on several factors. Included are your own efforts and commitment to submitting assessments, your study load and how many units (if any) are eligible for credit transfer. Further, the level of the qualification/unit being undertaken will impact on course duration.

The Australian Qualifications Framework (AQF) summarises the criteria of different qualification levels and gives an indication of the complexity, depth of achievement, knowledge, skills and levels of autonomy required to achieve a qualification at that level.

## Competency Based Training

The training you will undertake is Competency Based Training (CBT) which is an approach to teaching that focuses on allowing students to demonstrate their ability to perform a task/s. CBT is used to develop skills and is based on standards of performance expected in the typical workplace and industry.

CBT programs deliver qualifications that are made up of Units of Competency. Each unit defines performance criteria, and the required performance and knowledge to competently perform in the workplace. Assessment is based on the performance criteria within each Unit of Competency.

There is no grading or % in a CBT approach, students are either "competent" or "not yet competent". Competency is determined by successful completion of all required assessment tasks.

In relation to **The Centre for U** accredited courses, below is the duration of training and assessment required:

<b>Course</b>	
<b>TLIF0020</b> <b>Safely Access</b> <b>the Rail Corridor</b>	<b>1 Day face-to-face</b>
<b>HLTAID009</b> <b>Provide CPR</b>	<b>1 Day face-to-face</b>
<b>UETDRRF004</b> <b>Perform Rescue</b> <b>from a live LV Panel</b>	
<b>HLTAID011</b> <b>Provide First Aid</b>	<b>2 Days face-to-face</b>
<b>HLTAID009</b> <b>Provide CPR</b>	
<b>UETDRRF004</b> <b>Perform Rescue</b> <b>from a live LV Panel</b>	
<b>CPCWHS1001</b> <b>Prepare to work</b> <b>safely in the</b> <b>construction industry</b>	<b>1 Day face to face</b>

Please visit the **Upskilling** webpages for information on each course and the duration of delivery.

[www.centreforu.com.au/programs/upskilling/](http://www.centreforu.com.au/programs/upskilling/)



# RECOGNITION OF PRIOR LEARNING

The Centre for U offers RPL service for the accredited courses it currently delivers. These require a mix of portfolio submission and assessment.

## Credit Transfer

The Centre for U recognises AQF qualifications and Statements of Attainment that have been issued by other RTOs. Credit transfer may be applied to Units of Competency and related qualifications that have been studied in the past.

To apply for a direct credit transfer you will need to supply a certified copy your documentation (certificates and/or statements). For full details on the requirements for credit transfer applications, please contact the Training Administrator.

# ASSESSMENT INFORMATION

## Submitting Assessments

You are expected to complete all the assessments specified in the unit learning and assessment resources you are enrolled in.

You will need to complete assessments on the day or final day of training.

You will receive full and detailed instructions on the requirements for each assessment, including its context and purpose at the commencement of training.

If you are unsure or unclear about your assessment requirements, please discuss with your Educator, before commencing assessment.

## Assessment Re-sits

If you are deemed 'Not Yet Competent', depending on the units requirements, you may be granted an additional attempt/s of assessment/s on the day of training.

If successive attempts, you are still deemed 'Not Yet Competent' you must re-enrol in the unit and attend training again before being able to re-sit the assessment.

## Assessment Feedback

You will receive feedback regarding the outcome of each assessment item. To be deemed 'Competent' against a nationally accredited unit, you must meet the requirements for all performance criteria that comprise that unit. These requirements are captured within all the assessment tasks for each unit.

## Plagiarism

All work that you submit must be your own.

Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by **The Centre for U.**

## Assessment Appeals

As a student you can lodge an appeal where you disagree with a decision regarding an assessment outcome, however we encourage students to speak with their Educator in the first instance. If you are not satisfied with the outcome of that discussion, you can request a formal review of the assessment decision. In these cases, please follow the Assessment Appeals policy.





# INFORMATION DISCLAIMER

This Student Information for U content is correct at the time of printing. Changes to legislation and/or **The Centre for U** policy may impact on the currency of information included. **The Centre for U** reserves the right to vary and update information without notice. You are advised to seek any changed information and/or updates from your Educator or by contacting **The Centre for U**.


This information page has been prepared as a resource to assist students to understand their obligations and also, those of **The Centre for U**. Please carefully read through the information contained in this guide. All students need to read, understand, be familiar with, and follow the policies and procedures outlined in this information page.

Any queries can be directed to:

## THE CENTRE FOR U

200 Arden Street

North Melbourne VIC 3051

 1800 270 875

 [hello@centreforu.com.au](mailto:hello@centreforu.com.au)



**CENTRE FOR U - HERE FOR U**



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