



Student Handbook

The Centre for U

Registered Training Organisation (RTO) 22719





Welcome

Welcome to The Centre for U, and congratulations on taking the next step in your career.

The Centre was established by the Electrical Trades Union (Victorian Branch) for one reason: to back electrical workers. We are here to help you build your skills, stay safe on the job and open up the next opportunity, whether that is your first ticket, a refresher, or a return to work after time away.

Our educators come from the industry and still work in it, so what you learn here is what the job actually asks of you. You will also find more than training at the Centre. We offer a wide range of health, wellbeing and support services for you and your family.

Please make the most of it. Ask questions, tell us if you need a hand, and let us know if something is not right so we can fix it. This handbook covers the practical things: enrolling, fees, assessment and the support available to you. If anything is unclear, call our team on 1800 270 875.

We look forward to seeing you in your training.

Wes Hayes

Chief Executive Officer

Our Vision and Mission

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 training and awareness programs focused on the demands of the electrical industry.

About Us

The Centre for U provides training and support services for Electrical Trades Union (ETU) members, their families, the broader union movement with our doors always open to the community and wider electrical industry. The ETU commenced this initiative predominately to support its 18,000 members in times of need. It is a philanthropic venture, providing high value in the form of training, health and wellbeing services, and workplace and personal support.

The ETU has embarked on the establishment of The Centre for U to skill and motivate the electrical industry by supporting sustainable work through its training and awareness programs focused on demands of the electrical industry.

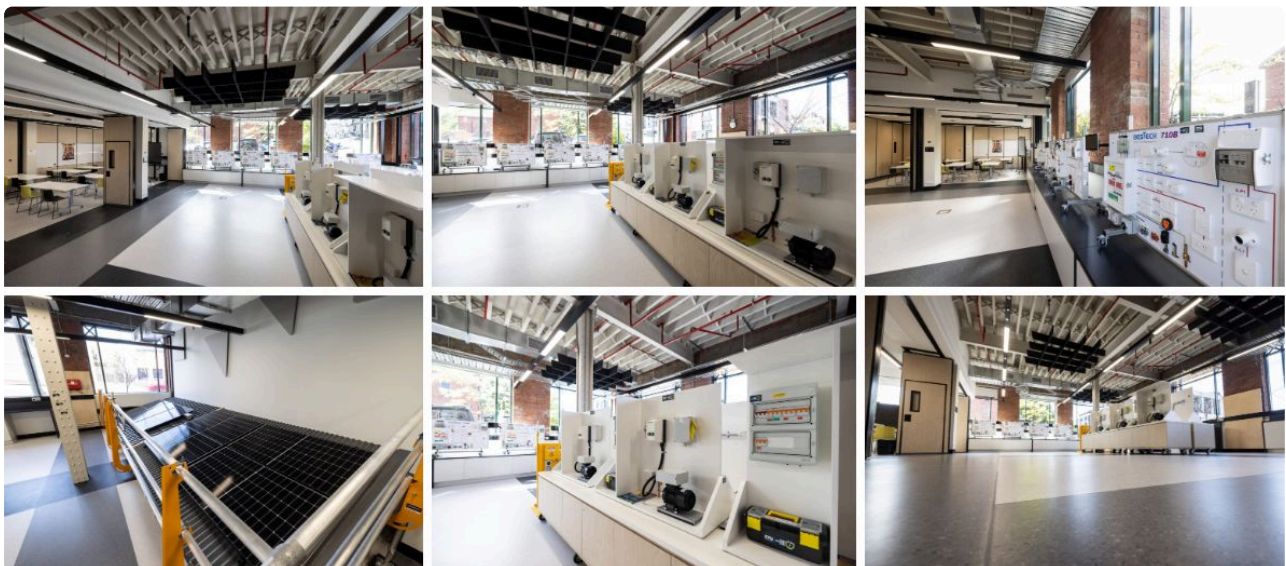
The Centre also provides dozens of support services to sustain health, wellbeing, confidence and connectedness. These services include counselling and mental health services, skin and health check-ups, substance abuse support, and much more.

The Centre is a beacon within the electrical industry for ETU members to gain the much-needed support, both practically and emotionally, in the way of skills and training. We will leave a legacy of contributing to the reduction of unemployed ETU members.



The Centre for U is situated at the ETU North Melbourne site on the newly renovated Ground Floor of 200 Arden Street. It provides fit-for-purpose training facilities in our state-of-the-art centre.

As well as delivering training at our North Melbourne facility, we also deliver training regularly in Geelong, Morwell and Cranbourne. On request, The Centre for U can provide training in regional Victoria.



Our Details

Trading Name

The Centre for U

Legal Entity

Electrical and Electronic Industry Training Limited

RTO code (TOID)

22719

ABN

34 075 868 665

RTO / VET Regulator

Victorian Registration and Qualifications Authority (VRQA)

Head Office

Ground Floor, 200 Arden Street, North Melbourne VIC 3051

Phone

1800 270 875

Email

hello@centreforu.com.au

Website

www.centreforu.com.au

Training Locations

- North Melbourne - 200 Arden Street
- Geelong - 67 Gheringhap Street
- Morwell - 42 Buckley Street
- Cranbourne - Casey Comets Football Club, 27 O'Tooles Road

The locations for each course are shown on the course webpage.

Office Hours

Monday to Friday, 7am to 4pm. Some courses run outside these hours, including weekends and evenings. Most one-day courses start at 7.30am.

Version Control

Version	Date	Approved by	Next review
9.12	August 2026	Wes Hayes, CEO	August 2027

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Our Programs at a Glance

The Centre for U offers three types of programs. It is important to understand the difference, because it determines the certification you receive.

1

Nationally Recognised Training (Accredited)

Delivered by The Centre for U under our Registered Training Organisation (RTO 22719). Students who complete one of our nationally recognised training programs receive a Statement of Attainment for nationally recognised units of competency.

2

Industry and Professional Development Courses (Non-Accredited)

A range of industry recognised and professional development programs are on offer by The Centre for U. This includes our Continuing Professional Development (CPD) program for licensed electricians under Energy Safe Victoria (ESV) requirements. These courses do not lead to a nationally recognised qualification or statement of attainment; however a certificate of completion may be issued.

3

Accredited Training Arranged Through Network of External RTOs

For some courses we will refer you to another RTO to deliver nationally recognised training programs. Your enrolment is with the external RTO and your certification is issued under their RTO registration. This is a referral service only.

1. Nationally Recognised Training

Delivered by The Centre for U (RTO 22719)

The Centre for U is a Registered Training Organisation (RTO) regulated by the Victorian Registration and Qualifications Authority (VRQA) allowing us to issue nationally recognised units of competency for some of our programs. In order to maintain our status as an RTO, The Centre for U is required to maintain a high quality standard of training, assessment, support, reporting systems and processes in order to maintain and uphold the quality of the Australian Vocational Education and Training (VET) system.

About Vocational Education and Training (VET)

Australia's VET system is based on nationally recognised training packages that identify the specific skills and knowledge required in industry. To be awarded a qualification or statement of attainment, students must be assessed as 'Competent' in the relevant units of competency. Only Registered Training Organisations can issue nationally recognised qualifications and statements of attainment.



The following courses are delivered through our RTO and students who complete these programs will receive nationally recognised statements of attainment for the listed units of competency.

Program	Units of competency	Duration	Program Type
CPR & Low Voltage Rescue	HLTAID009 Provide cardiopulmonary resuscitation UETDRMP018 Perform rescue from a live low voltage panel	1 day	Nationally recognised
Provide First Aid, CPR & Low Voltage Rescue	HLTAID011 Provide First Aid HLTAID009 Provide cardiopulmonary resuscitation UETDRMP018 Perform rescue from a live low voltage panel	2 days	Nationally recognised

National Register

All unit codes and titles are as published on the National Register at training.gov.au. To view our full Scope of Registration for our RTO, please visit

<https://training.gov.au/organisation/details/22719/units>

Our complete scope of registration is also published on our website.

2. Industry and Professional Development Courses (Non-accredited)

The following courses are not nationally recognised training and do not lead to a qualification or statement of attainment.

Program	Duration	Course Type
Electrician's CPD (meets ESV requirements)	1 Day	CPD
Construction Wiring — Initial (includes Mandatory Testing)	3 Days	Industry Training
Construction Wiring — Refresher (includes Mandatory Testing)	2 Days	Industry Training
Mandatory Testing	1 Day	Industry Training
Registered Electrical Contractor (REC) Course	6 Days	Industry Training
Safe Working Practice (SWP) Assessment	50 mins	Industry Training
HSR Initial OHS Training Course	5 Days	Industry Training
HSR Refresher OHS Training Course	1 Day	Industry Training
Licensed Electrician Theory (LET) Assessment	2 Hours, 15 mins	Industry Training

3. Accredited Courses Arranged Through Referral to Other RTOs

- Working Safely at Heights
- Train Track Safety Awareness
- Electrical Spotting

For these courses, training and certification are provided by an external RTO that is part of our Referral Network under its own registration. Details are on each course page.

For referral-network-delivered courses, your enrolment, assessment and certification are with the external RTO, and their own policies apply during your training with them. Courses arranged through this process are accessed by members under the Fee-Free Program, meaning if eligible, course fees will be covered by The Centre for U.

We will tell you who the external RTO is before you enrol, and we will help you raise any issues with them if they arise.

Course availability changes from time to time — the course pages on our website are the up-to-date reference for what is on offer, delivery locations and fees.

Key Legislation and Regulatory Frameworks

We adhere to the following legislation, regulations and frameworks to ensure your rights are protected and you experience a safe, fair and equitable service.



Education & Training

- Education and Training Reform Act 2006 (Vic)
- Education and Training Reform Amendment (Skills) Act 2010 (Vic)
- Education and Training Reform Regulations 2017 (Vic)
- Student Identifiers Act 2014 (Cth)



Privacy & Data

- Privacy Act 1988 (Cth)
- The Australian Privacy Principles (Cth)
- Copyright Act 1968 (Cth)
- National VET Data Policy (Cth)



Health & Safety

Occupational Health and Safety Act 2004 (Vic)



Equal Opportunity & Fair Work

- Equal Opportunity Act 2010 (Vic) and
- Age Discrimination Act 2004 (Cth)
- Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975 (Cth)
- Sex Discrimination Act 1984 (Cth)
- Australian Human Rights Commission Act 1986 (Cth)
- Fair Work Act 2009 (Cth)



Quality Standards for RTOs

- Australian Quality Training Framework (AQTF) - Essential Conditions and Standards for Continuing Registration
- VRQA Guidelines for VET Providers

Our Policies and Procedures

As an RTO, we are required to have a set of policies and procedures which we abide by and communicate to our students. This helps us maintain a consistent quality standard. These policies and procedures are available on our website and summarised in this handbook.



Enrolment

Enrolment is completed online through The Centre for U website. As part of enrolling, you must confirm you have read and agreed to the terms in this Student Handbook. Several mandatory questions form part of our government and regulatory reporting requirements and are essential for enrolment and certification.



Submit Your Enrolment

You receive an automatic registration acknowledgement email. This confirms we have your registration — it is not confirmation of your place in the course.



We Review Your Enrolment

Our Training Administrator reviews each enrolment against class numbers, eligibility and suitability. Some courses require a Course Suitability Review before the enrolment is finalised.



Enrolment Confirmed

Where your enrolment is accepted, you will receive a course confirmation email, normally within three (3) business days. Please check your spam folder if it has not arrived. Your place is confirmed only once you receive that email.



Not Accepted?

Where an enrolment cannot be accepted, we will contact you with the reason and refund any payment you have made in full.

Prerequisites

For some courses, you must meet any prerequisite, entry or pathway requirements for your course. These are outlined on the relevant course webpage.

Course Suitability Review

For some courses, we carry out a **Course Suitability Review** before your enrolment is confirmed. This is a short check that the course you have chosen is the right one for you.



Prerequisites

We check that you meet the prerequisites for the course.



Prior Learning

Any previous qualifications or units you hold that could be credited.



LLND Skills

Your language, literacy, numeracy and digital skills and what the course requires.



Support Needs

Any support or reasonable adjustment you may need.

The review draws on the information you give us at enrolment and, where needed, a short conversation with our team. If the course is not suitable we will discuss alternatives with you.

Welcome Email

When your enrolment is confirmed, you will be sent a welcome email including details of your scheduled course, venue and course times. It will also include details of what you need to bring with you on the day of training and provide access to any pre-reading to complete before attending.

Unique Student Identifier (USI)

If you are enrolling in one of our nationally recognised programs, a USI is required for all students undertaking nationally recognised training in Australia. It links you to a secure online record of all nationally recognised training you have completed since 1 January 2015. We cannot issue a statement of attainment without your USI, so you must supply it at enrolment. To create or find your USI, visit usi.gov.au/students/create-your-usi.

Image Release Consent

When you enrol in a course, you will be asked whether you agree to our Image Release Consent. Where consent is given, The Centre for U may use images of you taken during the course for news or promotion on webpages, social media, TV, radio and trade or other journals. The Centre for U accepts no responsibility or liability for where an image may end up once released or published.

Language, Literacy, Numeracy and Digital Skills (LLND)

To ensure we can support you to successfully complete your training, some courses, particularly our RTO courses, require you to demonstrate a level of language, literacy, numeracy and digital (LLND) skills. Where this applies, it is made clear on the course webpage.

01

You enrol online.

If an LLND skills check is required, you will be advised during the enrolment. The skills check will either be sent as a short paper-based assessment to complete and return, or you will be sent a link during the enrolment process to complete it online.

02

We review the outcomes.

If you have achieved the level required for the course, we accept your enrolment.

03

If you do not have levels required.

We will contact you to discuss options — additional support, reasonable adjustment, or a recommendation to defer training — and may refer you to an external support service.



Timing

The skills check must be completed at least **5 working days** before your course starts so your Educator can review it. If we haven't received it a week before the course, we'll move you to a later date — you won't lose your fee-free entitlement for the year.



Previous Checks

If you've already completed an LLND skills check with us, or completed our CPD course or Construction Wiring course, you won't be asked to complete another check.



Need Help?

The check is **not a pass or fail test** and has no time limit (it usually takes 20–30 minutes). You can ask for a question to be read aloud. To complete the check with an assessor or for any other help, call us on **1800 270 875**.

Support Services

If you are an ETU member you can access a wide range of member support services through The Centre for U. These are member benefits rather than support for your training. Some services have limits — for example myotherapy is limited to two (2) sessions per person each year, skin and health checks to one (1) per year for members aged 18 and over, and Preparation for Work to one appointment for eligible unemployed members.

Please see our website for further details or information, or call our office to discuss your needs.



Health & Wellbeing

Health insurance, hearing checks, myotherapy, skin and health checks, emotional wellbeing for expecting and new parents, first aid for babies, drug and alcohol awareness, anxiety and stress management.



Mental Health Support

Counselling, Dads in Distress program, mental health in the workplace
Lifeline (13 11 14),
Beyond Blue (1300 22 4636).



Work & Career

Apprenticeship development day,
U-Turn Educational Program, preparation for work, workers compensation, retirement planning.



Family & Community

Family baby packs, family violence awareness, LGBTQI+ inclusivity, autism information session, Salvation Army referrals, 1800 RESPECT.



Legal & Financial

Legal advice, will consultations, banking products and services, funeral grants.



Other Benefits

Emergency transport cover.

Learning Support

Every student — whether or not you are an ETU member — has access to learning support for your training. This includes a hearing loop system in each classroom, one-on-one support with your Educator before or after class, reasonable adjustment, additional visual aids or learning materials, and extending class. Please discuss any specific individual needs you may have with your Educator.

External Referrals

Where we do not have the expertise, we may refer you to external services, including:

- Reading and Writing Hotline: 1300 655 506 or readingwritinghotline.edu.au
- Translators and interpreters, including access to a dictionary or interpreting device
- Lifeline: 13 11 14 or lifeline.org.au
- Beyond Blue: 1300 22 4636 or beyondblue.org.au
- Salvation Army: 13 SALVOS (13 72 58) or salvos.org.au
- 1800 RESPECT (domestic and family violence): 1800respect.org.au



Your Rights and Responsibilities

As a student at The Centre for U, you have rights and responsibilities that help create a safe, fair and respectful learning environment for everyone. All students are expected to abide by the Student Code of Conduct, summarised below, during their participation in our courses.

Your Rights

- Treated fairly and with respect
- A safe environment free from discrimination, bullying, harassment, victimisation and violence
- Clear information about your course, fees and assessment
- Privacy respected
- Access to learning support and reasonable adjustment
- Make a complaint or appeal without disadvantage
- Training, assessment and support services that meet your needs
- Constructive feedback on your progress
- Access your own records at no cost at any time on written request.

Your Responsibilities

- Treat others with respect and don't disrupt learning
- Follow all safety directions, use PPE, and report hazards immediately
- Attend on time, ready to participate, and complete your own work
- Do not attend under the influence of alcohol or drugs
- Look after facilities, equipment and learning resources
- Keep your contact details up to date
- Undertake training with professionalism and integrity
- Follow The Centre for U's policies and procedures
- Notify admin if you cannot attend a class or booked service
- Respect the privacy of other students.



What You Can Expect From Us



Quality Training

We comply with all relevant laws and deliver high quality, in-demand training and assessment that meets industry needs, delivered by suitably qualified and current Educators.



Fee-Free Access

We provide some courses at no cost to eligible employed and unemployed ETU members. See further information on the Fees & Charges page.



Feedback & Progress

We give you constructive feedback and keep you informed of your progress throughout your training.



Safe & Supportive

We provide a supportive, healthy and safe environment, the support services you need, accurate and timely certification, and treat every student fairly by applying access and equity principles.

Please familiarise yourself with the emergency exits, assembly point and first aid arrangements pointed out in your induction at the start of each course.

Where behaviour puts other people at risk, or seriously breaches our Student Code of Conduct, we may ask you to leave the session and, in serious cases, cancel your enrolment. You can appeal any such decision using the complaints and appeals process in this handbook.



Access, Equity and Inclusion

The Centre for U is committed to equality of access to training regardless of your circumstances, background or identity. We work to identify and remove barriers to participation, and everything we offer is designed to be accessible, fair and inclusive.



No Discrimination

We will not treat you unfavourably because of your race, ethnicity, Aboriginal or Torres Strait Islander identity, disability, age, sex, gender identity, sexual orientation, intersex status, pregnancy, marital or carer status, religious or political belief, or any other protected attribute.



Reasonable Adjustment

If you have a disability, learning difficulty, mental health condition or are neurodivergent, reasonable adjustment is your entitlement — not a favour. We'll consult you about what works for you, and it won't change the skills you need to demonstrate. Please speak to us about your needs prior to or during enrolment, or discuss with your Educator on the day of training.



Cultural Safety

We acknowledge the Traditional Owners of the lands on which we train and pay our respects to Elders past and present. We are committed to a culturally safe learning environment for Aboriginal and Torres Strait Islander students.



Flexible Support

If you need materials in another format, an interpreter, or flexibility due to carer responsibilities, cultural observance, shift work or family violence, contact our administration team on **1800 270 875** or speak to our Welfare Officer.

Everyone shares responsibility for a safe, respectful environment free from discrimination, harassment and bullying. If you experience or witness any of this, tell your Educator, contact our admin team, or use the complaints process in this handbook. You can also contact the Victorian Equal Opportunity and Human Rights Commission on **1300 292 153** or the Australian Human Rights Commission on **1300 656 419**. Raising a matter will never disadvantage you.



Privacy

The Centre for U protects the privacy and confidentiality of its students. Information is collected and stored in accordance with the Privacy Act 1988 and the Australian Privacy Principles. We will not give out your information to any person or agency without your permission unless required by law.

How We Use Your Information

As an RTO, we are required by law to provide your personal information (enrolment details, demographics, unit outcomes and USI) to the VRQA, the Victorian Department of Jobs, Skills, Industry and Regions, and NCVER. It is used for administration, regulation, statistical reporting, audit, research and to populate your USI transcript. NCVER may share it with Commonwealth and state training authorities and researchers under the National VET Data Policy.

Sensitive Information

We may collect sensitive information such as disability, illness or health details where you share them so we can provide support or a reasonable adjustment. Some systems are provided by third parties and your data may be stored on servers outside Australia — we take reasonable steps to ensure those providers comply with the Australian Privacy Principles.

Marketing Communications

By enrolling you consent to us contacting you via text or email in relation to your enrolment. We may contact you to confirm details or if any changes arise. We will also ask you during your enrolment if you agree to us contacting you about other services and programs you may be interested in. You can opt out of marketing communications when you enrol, or by calling **1800 270 875**, emailing **hello@centreforu.com.au**, or using the unsubscribe link in our newsletters.

Record Keeping

We keep your assessment records and results for the periods required by the VRQA — including student records of attainment for nationally recognised units of competency for **30 years** — so we can reissue your certification if needed. Completed assessment work and evidence is kept for at least **2 years** after the assessment decision.

If you are concerned about how we have handled your personal information, contact us first to discuss. If you are not satisfied, you may complain to the Office of the Australian Information Commissioner on **1300 363 992** or at **oaic.gov.au**, or use the complaints process in this handbook.

Access to Your Records

You have the right to access your own records at no cost, at any time, by asking us in writing. You can view some training records through the Student Portal (access provided on enrolment confirmation). To request anything else, or to correct or update your details, write to **hello@centreforu.com.au** or call **1800 270 875**.

Competency Based Training

Our accredited training is delivered as Competency Based Training (CBT), which focuses on your ability to perform workplace tasks to the standard expected in the workplace. There is no grading or percentage mark — you are assessed as either **Competent** or **Not Yet Competent**, determined by successful completion of all required assessment tasks.

Units of competency define the performance standard expected in the workplace to achieve a job outcome, and the Australian Qualifications Framework (AQF) describes the level of complexity of qualifications and their aligned units. How long your course takes depends on a number of factors including the industry requirements, the unit of competency, the AQF, your efforts, study load and whether you have any credit transfers.

Delivery durations for our nationally recognised training are shown in the program table at the front of this Student Handbook.

Attendance

Our accredited courses are short and practical — you need to attend all scheduled training days to receive the required training and not miss any assessments. Please arrive by the published start time.



Arriving Late or Leaving Early

If you arrive late, miss part of a session or leave early, we may not be able to assess you and you will be required to attend again on another date to complete your course. This may incur additional charges, including being charged to attend the next time even if your initial class was part of your fee-free entitlement.



No-Shows

If you are confirmed to attend a course using your fee-free entitlement and fail to attend some or all of the course without giving 72 hours' notice, this counts as a no-show. You will lose your fee-free entitlement for the remainder of the calendar year, and any further course this year will attract the current course fee.



Can't Make It?

If you cannot attend a booked course, tell us as soon as possible on **1800 270 875** or **hello@centreforu.com.au**. At least 72 hours' notice protects your fee-free entitlement. Not attending without notice may affect your eligibility for fee-free training later in the calendar year, and the cancellation and refund terms in this handbook will apply.

Assessment Information

How You Will Be Assessed

All nationally recognised programs include a component of assessment. Assessment is about gathering enough evidence to be confident that you can do the work safely and competently. Your assessment booklet or the LMS for some courses, sets out the tasks for your course, the conditions they are completed under, and what your Educator is looking for.

Assessment methods may include:



Knowledge Assessments

Theory assessments and written knowledge tasks completed in class - these are usually written or completed online.



Practical Observation

Direct observation of you performing tasks in a simulated workplace environment.



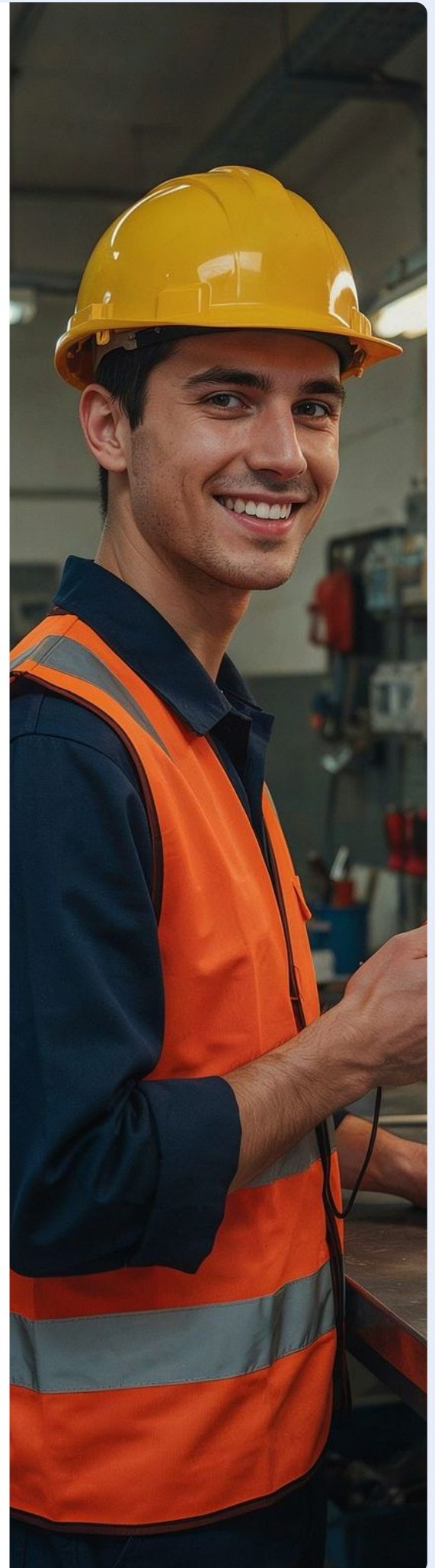
Written Documents

Documents you produce as part of practical work, such as a risk assessment or rescue plan.



Case Studies, Role Plays, Scenarios or Verbal Questioning

To assess practical skills or confirm understanding, some parts of your assessment will be conducted via role plays, scenarios or case studies.





Submitting Assessments

Most theory assessments for nationally recognised courses are completed in class under invigilated (supervised) conditions. Most are open book, meaning you may refer to your learning guides and learning resources, however you are not permitted to discuss your answers with other students.

Every question must be answered correctly and fully to receive a Satisfactory outcome. If a question is incorrect, you will receive feedback and have up to two further attempts to receive a Satisfactory outcome. Sometimes, your Educator will ask you verbal questions to clarify your understanding.

Complete all tasks in class on the day, or on the final day, or as directed by your Educator.

Submit work on paper or online via the LMS. Full instructions are given at the start of training — speak to your Educator if anything is unclear before commencing.

Assessment Plan

At the start of your course, you will sign an Assessment Plan (sometimes called an Assessment Agreement and Authenticity Declaration), confirming what will be assessed, when, and any reasonable adjustments made for you.

Cover Sheet / Declaration

If you submit work on paper, you may be asked to also sign an Assessment Task Cover Sheet. This helps us keep track of your work and the submissions you have made.

Marking & Feedback

Your Educator will provide verbal and/or written feedback to you. Tasks are recorded as Satisfactory or Not Satisfactory. Most tasks in short courses are marked in class on the day; however, some marking is finalised after the training day and always within 4 weeks.

Due Dates

Usually, your assessments will be completed in class, during your training. However, if you have a due date for a task or resubmission, you must meet it. Speak to your Educator as early as possible if you need more time.

Reasonable Adjustments

Reasonable adjustment means changing the way we deliver training or collect assessment evidence so that you are not disadvantaged, without changing what the unit of competency requires you to demonstrate. Examples include providing extra time, a reader or scribe, providing oral rather than written questioning, adjusted equipment, or a quieter assessment space. Tell us at enrolment or speak to your Educator or our Welfare Officer at any time. We will discuss what is possible, agree the adjustment with you in writing and record it on your file.



Assessment Information continued



Making Sure Your Work is Your Own

All work must be your own.

Plagiarism (passing off someone else's work as your own) and collusion (working with others on individual tasks, or letting someone copy your work) are both treated as cheating.

If suspected, the matter will be referred to the Training Manager.

Depending on the outcome you may be asked to resubmit, complete an alternative assessment, or in serious cases withdraw from the course. You can appeal any decision using the complaints and appeals process.



Safety in Practical Assessments

Some courses train and assess high risk work. If you do anything that puts yourself or others at risk, your Educator will stop the assessment immediately.

Stop points are listed in your assessment booklet — read them before you begin.

A stopped attempt is recorded as Not Satisfactory with verbal and written feedback.

You must complete additional training before your next attempt.

Being stopped is a safety measure, not a penalty, and counts as one of your three attempts.



Assessment Attempts

If a task is Not Satisfactory, you will receive feedback and have up to 3 attempts at no extra cost.

You will only redo the parts that were Not Satisfactory, and resubmission is usually on the same day.

For practical tasks, you will be required to complete the whole section of the practical component again.

Your assessor may ask verbal questions instead of having you rewrite answers. Verbal questions will be introduced before a third attempt at a written task.

If no further attempt is possible within your course, you will need to re-enrol and undertake additional training — current course fees apply unless your fee-free entitlement is available.



Assessment Outcomes

Each task is marked either Satisfactory or Not Satisfactory. You must receive a Satisfactory outcome on all tasks to be marked as Competent for a unit. A unit is recorded as **Competent** once every task is Satisfactory, and **Not Yet Competent** if any task is Not Satisfactory or not submitted.

Recognition of Prior Learning and Credit Transfer



Recognition of Prior Learning (RPL)

The Centre for U offers RPL for the accredited courses it currently delivers.

RPL is an assessment process that involves making a judgment of the skills and knowledge you have as a result of past study and/or experience.

The aim of RPL is to recognise your existing skills and knowledge without having to go through the complete training and assessment process. You will need to provide evidence of your competency through a range of methods. You may be eligible to apply for RPL for one or more units in your course. Please contact our office to discuss your options.

Please see our Fees and Charges policy for information about any costs related to RPL.



Credit Transfer

We recognise AQF qualifications and statements of attainment issued by other RTOs.

Credit transfer may be applied to units of competency you have completed in the past.

You will need to supply a certified copy of your certification documents. There is **no charge** for credit transfer, and your course fee is adjusted for any unit/s credited.

For full requirements, contact our Training Administrator in our office.

If a Unit or Course Changes

Units of competency from nationally endorsed Training Packages are updated from time to time at a national level. RTOs are given a transition period to ensure processes are in place for students to receive the most current and up to date unit and to transition over to delivering the new, replaced or updated unit. If a unit you are enrolled in is superseded during your course or after you have enrolled, we will work with you to ensure you either complete your course during the transition period (often 12 months) or make arrangements to assess you in the new or replaced unit.

You will **not be charged again** because of a change of this kind. For example, UETDRMP007 Perform rescue from a live low voltage panel was replaced in 2026 by UETDRMP018 Perform rescue from a live low voltage panel.

Complete in Current Unit

We complete your training and assessment in the current unit within the allowed transition period.

Move to Replacement Unit

We move you to the replacement unit and explain what that means for you. You will not be charged again due to this change.

Fees and Charges

The Centre for U provides training, upskilling and continuing professional development to ETU members as a free or discounted service. Our programs are subsidised by the ETU. The fee for every course, including any materials or other charges, is published on that course's webpage at centreforu.com.au.

Course Fee Inclusions

Unless a course webpage says otherwise, your course fee covers all training and assessment materials, administration and materials charges.

Course fees include the issuing of one set of certification documents upon completion or withdrawal of your course.

Fees are set according to the following principles:



Free or Discounted Services for ETU Members

The Centre for U provides Training, Upskilling and Continuing Professional Development (CPD) programs for ETU members as free or discounted services.

All of our Training/Upskilling Courses are available at a discounted rate to Employed ETU members (once the fee-free course entitlement has been used).

Members must be financial at the time of enrolment to access discounts.



Free CPD for Registered Electricians

Through our partnership with Future Energy Skills, our Electrician CPD programs are offered free to all A-Grade and REL registered electricians, whether or not you are an ETU member.

There are some eligibility criteria you need to meet in order to complete your free CPD with us.

See our website for further information.



One Free Course Per Year

Employed ETU members are entitled to one fee-free course per calendar year, provided that course is part of the Fee-Free Program.

Subsequent enrolments in the same year are discounted for ETU members. The fees for every course, including any materials or other charges are published on that course's webpage.

Members must be financial at the time of enrolment to access this entitlement and meet the eligibility criteria listed below.



Unemployed Members

Unemployed members are not restricted to one fee-free course per year.

Proof of unemployment dated no more than 6 months earlier is required at booking (an Employment Separation Certificate, redundancy or termination notice, or statutory declaration).

A place in a further course is confirmed only once you have successfully completed the previous one. If proof is not provided within 10 days, your registration will be forfeited.



Employer & Group Bookings

All programs can be offered to an employer's staff group on a fee-for-service basis.

Employers cannot use their employees' annual fee-free entitlement to cover the cost of training unless The Centre has been given permission to use this entitlement by the employee.

A group discount may apply from time to time; contact our office to discuss your needs.



Non Members

Non members can access training with The Centre for U on a fee-for-service basis for most courses.

Free CPD training is available for all registered electricians whether or not you are a member.

Course fees for non-members are listed on our website.

RPL & Credit Transfers

- There is no change to course fees if a student applies for, or completes their course via RPL.
- There is no charge for credit transfer.

Fee Protection

- To protect fees paid in advance, The Centre for U will not require a student to pay more than \$1,000 in advance for services not yet provided, either prior to course commencement or at any stage during their course.

Payment Terms

- Course fees are to be paid in full at the time of enrolment.
- Course fees can be paid by credit card or debit card over the phone, on provision of a tax invoice or during online enrolment.
- If you are experiencing financial difficulty, contact us as early as possible — we will work with you to reach an achievable outcome.
- Where course fees exceed \$1,000, the Centre for U will create a payment plan, ensuring that at any given time, the total amount paid in advance does not exceed \$1,000 for training services yet to be delivered.
- Where an employer books training on behalf of a group, the employer is invoiced and payment is due within 14 days and in order for the course to be confirmed.
- Certification documents are issued once the course is complete and payment has been received in full.

Fee-Free Eligibility

To be eligible for fee-free training, you must:

- be a financial ETU member (including membership suspended for up to 6 months)
- have been an ETU member for more than 3 months
- for family members of an eligible ETU member — meet the family definition (spouse, de facto partner, and children including step-children and adopted children; siblings, parents, grandparents, aunts, uncles and cousins are not included)
- not have been a no-show for any booked fee-free registration in the calendar year (or have provided 72 hours' notice of intended non-attendance).

Family members of an eligible ETU member are also entitled to one fee-free course per calendar year. For this purpose family means a spouse, de-facto partner or partner, and children including step-children and adopted children. Siblings, parents, grandparents, aunts, uncles and cousins are not included. Full eligibility criteria: centreforu.com.au/about-us/policies/eligibility-for-free-services/.

Cancellations and Refunds

If you have paid fees and you withdraw or cancel your course, you may be entitled to a refund. See the table below for information about when a refund would apply.

If you withdraw...	Refund outcome
3 or more business days before commencement	Full refund
Less than 3 business days before commencement	Refund less a \$70 cancellation fee
After course commencement	Course fees are non-refundable and non-transferable
The Centre for U cannot deliver the course in full	Full refund, or transfer to a new scheduled course

Refunds will be paid towards your original payment method within 5 business days (if eligible).

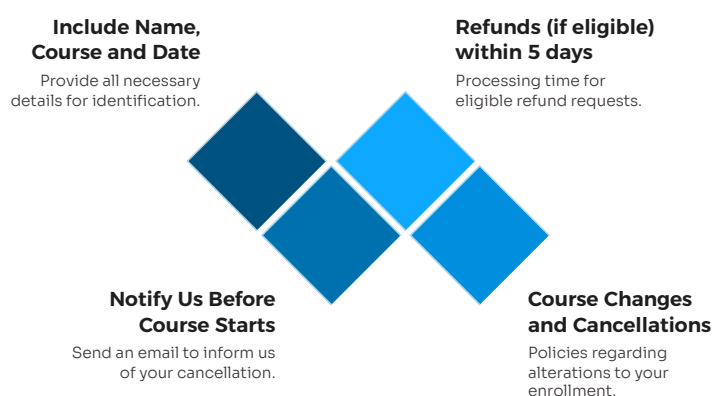
How to Withdraw, Defer or Transfer

To withdraw from a course, or to ask to move to a later date, you must tell us in writing before the course starts. Email hello@centreforu.com.au, or call us on 1800 270 875 if you need help putting your request in writing. Include your full name, the course and the date of the course you are booked into.

The refund outcome depends on when we receive your request, as set out in the table above. Approved refunds are paid by the same method you paid with, within five (5) business days of the refund being approved. If you are an eligible member using a fee-free place, giving us at least seventy-two (72) hours' notice keeps your fee-free entitlement for the calendar year.

Exemptions may be granted for medical reasons or personal circumstances — apply in writing to the Chief Executive Officer, requesting a refund and providing details and evidence to support your extenuating circumstances. You will be advised of the outcome within 14 days.

If we need to cancel or reschedule a course, for example where there are too few students, we will contact you as early as we can and offer you a place in the next scheduled course or a full refund.



Complaints and Appeals

We want to know when something is not right. You can make a complaint about any part of our service, or appeal a decision we have made. Every matter is handled fairly, promptly, confidentially and without bias. Making a complaint or an appeal will never disadvantage you, and your enrolment continues while the matter is being dealt with. The following is a summary of our policy. For our full policy, visit our website.

What you can complain about

- The application and enrolment process
- Our marketing information
- The quality of training and assessment
- Training and assessment matters, including your progress, support and assessment requirements
- The way you or another person has been treated
- The conduct of staff, Educators, third parties or other students.

What you can appeal

An appeal is a request for us to review a decision we have made. You can appeal a decision about:

- An assessment outcome or result
- Admission to a course
- A refund decision
- Our response to a complaint
- Any other decision we have made.

How it Works

1 Talk to Us First

Speak with your Educator or our administration team. Many matters are resolved quickly this way. You don't have to — we'll support you to lodge a formal complaint or appeal instead.

2 Put It in Writing

Complete a Student Complaints or Appeals Form (available from admin or our website), or write to us in any written form. Send to hello@centreforu.com.au or call 1800 270 875. Appeals must be lodged within 30 calendar days of the decision.

3 We Acknowledge and Investigate

We acknowledge your matter in writing within 5 business days. Our CEO and Compliance Manager investigate. You may bring a support person to any meeting. Assessment appeals are reassessed by a different assessor.

4 You Receive a Written Outcome

We finalise matters within 30 calendar days. Our written response sets out the decision, reasons, any improvements we will make, and your right to take the matter further.

5 Still Not Satisfied?

If unresolved internally, an independent third party can review it via the Resolution Institute on 02 9251 3366. Their decision is final. Nothing in this process limits your rights under Australian consumer law.

Complaints and Appeals cont.

Also Worth Knowing

You Can Withdraw Anytime

You can withdraw your complaint or appeal at any stage.

Immediate Risks

If a matter involves an immediate risk to a person or to the Centre, we act on it immediately.

Keep Attending Class

Unless we tell you otherwise, keep attending class while your matter is being looked into.

Complaints Drive Improvement

We treat complaints as improvement opportunities. Outcomes are reviewed at management meetings and recorded in our Complaints and Appeals Register, and any resulting improvements are actioned and monitored.

False Complaints

Complaints found to be false, malicious or vexatious are not tolerated and may result in disciplinary action.

Confidentiality

Records of your complaint or appeal are kept confidentially in line with our Privacy Policy.

External Bodies



National Training Complaints Hotline

For complaints about nationally recognised training: 13 38 73, Monday to Friday 8am–6pm, or ntch@education.gov.au.



VRQA

Our registering body can investigate complaints about the quality of our nationally recognised training, our marketing and advertising, and alleged breaches of the Act or standards: vrqa.vic.gov.au/make-complaint. The VRQA normally expects you to have completed our internal process first.



Privacy Concerns

If you are concerned about how we have handled your personal information, contact us first. If not satisfied, contact the Office of the Australian Information Commissioner on 1300 363 992 or at oaic.gov.au.



Certification and Your Results

For nationally recognised training programs, when you are assessed as Competent for all units in your course, we issue your nationally recognised certification documents. This may include a Statement of Attainment or a Qualification and Record of Results, depending on the course you enrolled in.



Your Documents

Certification documents are issued within thirty (30) calendar days of completing your course. We can only issue them once you have provided a verified Unique Student Identifier (USI) and any fees owing have been paid. Your documents are issued in the name recorded against your USI — please check your name is correct at enrolment.

If you need a replacement copy of a Statement of Attainment, contact us on 1800 270 875 or hello@centreforu.com.au.



Partial Completion

Where you withdraw or complete only part of a course, we will issue a Statement of Attainment for any units you have already completed.



Your USI Transcript

Your results are also reported to your USI transcript, which you can access at any time at usi.gov.au.

Your Feedback

We are required to collect feedback from students each year using the nationally set Learner Questionnaire — one of the AQTF Quality Indicators — and we report the results to the VRQA for our nationally recognised training programs.

You may be asked to complete a survey at the end of your course or by email afterwards. Your responses are confidential and are used to improve our training, our resources and our service.

You can also give us feedback at any time through your Educator, at reception or at hello@centreforu.com.au.



Information Disclaimer

- ❑ This Student Handbook is correct at the time of publication. Changes to legislation or The Centre for U policy may affect the currency of information, and The Centre for U reserves the right to vary and update information without notice. Please seek any updates from your Educator or by contacting The Centre for U. All students should read, understand and follow the policies and procedures outlined in this handbook.

CENTRE FOR U – HERE FOR U

The Centre for U, 200 Arden Street, North Melbourne VIC 3051

Also at Geelong, Morwell and Cranbourne | hello@centreforu.com.au | centreforu.com.au

