



# LEARNER HANDBOOK

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Macquarie Employment Training Service (RTO Code 91018) welcomes you and takes this opportunity to outline the responsibilities of each stakeholder during the training period.

Trainer /Assessors are available to respond to enquiries and are available by phone contact for discussion or to make appointments throughout the week.

## Contact Details

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### Connect with METS



<https://www.facebook.com/metstrainingAU>



<https://twitter.com/METSTraining>



<https://au.pinterest.com/metstraining/>



<https://plus.google.com/103260279646101640622/about>



<https://www.instagram.com/metstraining/>

## CHC30113 Certificate III in Early Childhood Education and Care (Release 4)

This qualification reflects the role of Early Childhood Educators who work within the requirements of the Education and Care Services National Regulations and the National Quality Standard. They support the implementation of an approved learning framework, and support children's wellbeing, learning and development.

We recommend that you use a planner to assist with time lines for units and assessment tasks, and that you set aside time each week that will be dedicated to study. Each unit has guidelines on how evidence is to be presented and we recommend that you keep copies of all your work (where possible). Studying through employment-based learning and distance education requires a great deal of discipline on the part of the learner. It is recommended that you use the facilities we provide in relation to the website, email and phone to make contact with METS and get feedback and support where necessary.

It is important to remember that if you have not already done so, in order to work with children you will be required to undertake a '**Working with Children Check**'. If you are a trainee this will be organised by your workplace. If you are currently **not** working in a service you will need to organise this before you complete your practicum placement.

### Pathways

On completion of this qualification, the following pathways could be considered.

You could:

- Work as an educator in a range of Early Childhood settings
- Study further and undertake the Diploma of Early Childhood Education & Care.

### Practicum placement

There is a requirement of this qualification that learners complete a minimum of 120 hours in a regulated education and care service.

- **For those learners not currently working in a service**

There is a requirement to complete a minimum 6 weeks with children aged 0-6 yrs. During this time you will need complete practical tasks and demonstrate practical skills in an early childhood service.

While on work placement you will be covered by METS Insurance (as long as you are not getting paid).

Please contact us with the details of the employer so a letter confirming your status can be issued. You will also need to fill out a log sheet for the placement to verify the hours.

- **For those learners not currently working in a service that caters for 0-2 year old children** there is a requirement to complete a minimum of 2 weeks with children aged 0-2 years so as to fulfil the requirements of the unit CHCECE005. During this time you will need to complete the practical and theoretical components of this unit

The Diploma of Early Childhood Education & Care reflects the role of early childhood educators who are responsible for designing and implementing curriculum and implement an approved learning framework within the requirements of the Education and Care Services National Regulations and the National Quality Standard. They may have responsibility for supervision of volunteers, educators and other staff. This qualification requires the learner to demonstrate depth and breadth in their understanding of Early Childhood. It is important that you understand that there are increased expectations at this level of study and therefore an increased work load for the learner.

It is important to remember that if you have not already done so, in order to work with children you will be required to undertake a **'Working with Children Check'**. If you are a trainee this will be organised by your workplace. If you are currently **not** working in a service you will need to organise this before you complete your practicum placement.

### Pathways

On completion of this qualification, the following pathways could be considered.

- Nominated supervisor (children's services)
- Service Manager/Director/Co-ordinator (children's services)
- Early childhood educator ( Room Leader)
- Educational Leader
- Child Development Officer
- Continue studies at university and complete the Bachelor of Education (Early Childhood/Primary)

### Practicum placement

There is a requirement of this qualification that learners complete a minimum of 240 hours in a regulated education and care service.

- **For those learners not currently working in a service**

There is a requirement to complete a minimum 6 weeks with children aged 0-6 yrs. During this time you will need complete practical tasks, demonstrate practical skills and look at the management practices and licensing framework of early childhood services.

While on work placement you will be covered by METS Insurance (as long as you are not getting paid). Please contact us with the details of the employer so a letter confirming your status can be issued. You will also need to fill out a log sheet for the placement to verify the hours.

- **For those learners not currently working in a service that caters for 0-2 year old children** there is a requirement to complete a minimum of 2 weeks with children aged 0-2 years so as to fulfil the requirements of the unit CHCECE005. During this time you will need to complete the practical and theoretical components of this unit. If you have already completed CHCECE005 then this 2 week practicum will not need to be completed.

This qualification reflects the role of educators who work with school age children in outside school hour's care and vacation care programs. In doing so they support the implementation of an approved learning framework. They may work under direct supervision or autonomously. They may have responsibility for supervision of volunteers, educators and other staff. They will develop curriculum suited to the 6-12 year old age group.

It is important to remember that if you have not already done so, in order to work with children you will be required to undertake a '**Working with Children Check**'. If you are a trainee this will be organised by your workplace. If you are currently **not** working in a service you will need to organise this before you complete your practicum placement.

### Pathways

On completion of this qualification, the following pathways could be considered

- Educator in a school –age care service or vacation care program
- Co-ordinator of a school age service or vacation care program
- Study further and undertake the Diploma of School Age Education and Care
- Change career paths and move into an Early Childhood qualification

### Practicum placement

There is a requirement of this qualification that learners complete a minimum of 120 hours in a regulated education and care service.

- **For those learners not currently working in a service**

There is a requirement to complete a minimum 6 weeks with children aged 6-12 yrs. During this time you will need complete practical tasks, demonstrate practical skills and look at the management practices and licensing framework of school age care service. While on work placement you will be covered by METS Insurance (as long as you are not getting paid).

Please contact us with the details of the employer so a letter confirming your status can be issued. You will also need to fill out a log sheet for the placement to verify the hours.

This qualification reflects the role of educators who are responsible for the day-to-day running of a before and after school care and/or vacation care service, including planning, implementing and managing programs which address regulatory and duty of care requirements.

They may have responsibility for the supervision of volunteers, educators and other staff.

It is important to remember that if you have not already done so, in order to work with children you will be required to undertake a **'Working with Children Check'**.

If you are a trainee this will be organised by your workplace. If you are currently **not** working in a service you will need to organise this before you complete your practicum placement.

### Pathways

On completion of this qualification, the following pathways could be considered

- Service Manager/Director/Co-ordinator (children's services)
- Continue studies at university and complete the Bachelor of Education (Early Childhood/Primary)

### Practicum placement

There is a requirement of this qualification that learners complete a minimum of 240 hours in a regulated education and care service.

- **For those learners not currently working in a service**

There is a requirement to complete a minimum 6 weeks with children aged 6-12 yrs. During this time you will need complete practical tasks, demonstrate practical skills and look at the management practices and licensing framework of school age care services. While on work placement you will be covered by METS Insurance (as long as you are not getting paid).

Please contact us with the details of the employer so a letter confirming your status can be issued. You will also need to fill out a log sheet for the placement to verify the hours.

This qualification reflects the role of workers in the community and/or residential setting who follow an individualised plan to provide person-centred support to people who may require support due to ageing, disability or some other reason. Work involves using discretion and judgement in relation to individual support as well as taking responsibility for own outputs. Workers have a range of factual, technical and procedural knowledge, as well as some theoretical knowledge of the concepts and practices required to provide person-centred support.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

### Pathways

On completion of this qualification, the following pathways could be considered

- Support Worker
- Aged Carer
- Personal Care Assistant
- Home Care Assistant
- Disability Support Worker
- Client Assistant
- Community Support Worker
- Residential Aid
- Disability Support Officer
- Field Officer
- Community House Worker
- In-Home Respite Carer
- Further study and completion of the Cert IV in Disability

### Practicum placement

For those learners not currently working within this occupation, there will need to be a placement within an organisation that supports people with a disability or an Aged Care facility. If you have worked within this occupational group previously or wish to discuss the practicum component please contact the METS RTO Manager or our relevant trainers. While on work placement you will be covered by METS Insurance (as long as you are not getting paid).

Please contact us with the details of the employer so a letter confirming your status can be issued. You will also need to fill out a log sheet for the placement to verify the hours.



Learners undertaking the Certificate IV in Disability work in residential group homes, training resource centres, day respite centres, open employment services, other community settings and client's homes. Learners will apply knowledge and skills gained through qualifications and/or previous experience to provide training and support to people with disabilities to enhance their ability to achieve greater levels of independence, self-reliance and community participation. Workers at this level are required to have an understanding of Indigenous culture and history and to work with local communities in the provision of services.

To achieve this qualification, the candidate must have completed at least 120 hours of work as detailed in the Assessment Requirements of the units of competency.

### Pathways

On completion of this qualification, the following pathways could be considered

*Occupations may include:*

- Social Educator
- Lifestyle Support Officer
- Project Officer
- Life Enhancement Team
- Disability Support Officer
- Social Trainer
- Employment Coordinator
- Development Officer
- Behavioral Support Officer
- Job Coordinator
- Residential Care Officer
- Senior Personal Care Assistant

Study further in:

- Diploma of Community Development
- Diploma of Disability
- Bachelor of Disability and Developmental Education

### Practicum placement

For those learners not currently working within this occupation, there will need to be a placement within an organisation that supports people with a disability. If you have worked within this occupational group previously or wish to discuss the practicum component please contact the METS Manager or relevant trainer. While on work placement you will be covered by METS Insurance (as long as you are not getting paid).

Please contact us with the details of the employer so a letter confirming your status can be issued. You will also need to fill out a log sheet for the placement to verify the hours.

## **BSB42015 Certificate IV in Leadership and Management (Release 2)**

This qualification reflects the role of individuals working as developing and emerging leaders and managers in a range of enterprise and industry contexts.

As well as assuming responsibility for your own performance, you will provide leadership, guidance and support to others. You will also have some responsibility for organizing and monitoring the output of your team.

You will apply solutions to a range of predictable and unpredictable problems and analyse and evaluate information from a variety of sources.

### **Pathways**

On completion of this qualification, the following pathways could be considered

- Coordinator
- Leading Hand
- Supervisor
- Team Leader
  
- Further study could include : Diploma of International Business, Diploma of Business, Diploma of Business Development, Diploma of Marketing

## **TLI21616 Certificate II in Warehousing Operations (Release 1) and TLI31616 Certificate III in Warehousing Operations (Release 1)**

By working in this sector you will be involved in a broad range of transport and logistics capabilities and will be part of infrastructure that is demanding growth.

You will contribute to effective working relationships whilst maintaining health, safety and security within your workplace.

You will also gain skills in receiving and packaging goods whilst delivering a service to customers and working with sustainable practices. In addition, this training also gives you the knowledge to follow security procedures and move materials using automated equipment.

### **Pathways**

On completion of this qualification, the following pathways could be considered

- Warehouse administrator
- Supply and distribution manager
- Store person
- General hand
- Warehouse assistant
- Labourer
- Further study in Certificate IV in Warehousing Operations

### **Practicum placement**

If you have worked in a warehouse environment previously or wish to discuss the practicum component please contact the METS RTO manager to discuss. While on work placement you will be covered by METS Insurance (as long as you are not getting paid).

Please contact us with the details of your employer so that a letter confirming your status can be issued. You will also need to fill out a Practicum Log Sheet for the placement to verify the hours.

**BSB20115 Certificate II in Business (Release 1) and  
BSB30115 Certificate III in Business (Release 2) and  
BSB30415 Certificate III in Business Administration (Release 1)**

These qualifications describes the skills and knowledge that reflects the role of individuals who perform a range of routine tasks using practical skills and fundamental operational knowledge in a defined context, working under direct supervision.

It is suitable for those who are working in an office in administration, clerical and receptionist duties. The certificate III qualification may lead to workplace positions that use some discretion and judgement and may provide technical advice and support to a team

### **Pathways**

On completion of this qualification, the following pathways could be considered

- Administration Officer
- Clerical Worker
- Data Entry Operator
- Information Desk Clerk
- Office Assistant
- Legal Receptionist
- Further study could include : Certificate IV in Business Administration and Certificate IV in Customer Contact

## **FSK20113 Certificate II in Skills for Work and Vocational Pathways (Release 1)**

This qualification is designed for individuals who require further foundation skills development to prepare for workforce entry or vocational training pathways.

It is suitable for individuals who require:

- a pathway to employment or vocational training
- reading, writing, numeracy, oral communication and learning skills at Australian Core Skills Framework (ACSF) Level 3
- entry level digital literacy and employability skills
- a vocational training and employment plan.

## **SIR20216 Certificate II in Retail Services (Release 1)**

This qualification reflects the role of frontline retail team members who use a defined and limited range of operational skills to undertake workplace activities. They are involved in mainly routine and repetitive tasks and work under direct supervision of others.

### **Pathways**

On completion of this qualification, occupations in the following pathways could be considered

- specialty retailers
- supermarkets
- department stores
- quick service restaurants.

Individuals with this qualification are able to perform roles such as frontline team member, customer service assistant and point-of-sale operator.

## First Aid Courses

### **HLTAID004 - Provide an emergency first aid response in an education and care setting**

(Release 5)

This unit of competency is a core unit of the Certificate III, Certificate IV and Diploma qualifications in Early Childhood and School Age Care.

METS offer fully accredited training in this unit.

Learners who are undertaking their qualification through Smart and Skilled funding, will be provided this training at no additional cost to the quoted learner contribution or learner fee, provided competency is achieved within two (2) attempts. After this, learners will have to undertake the First Aid Unit at their own expense.

Information about course dates will be given to you at the time of your enrolment and will also be discussed with you by your trainer at induction. It is however your responsibility to contact the METS office to book into a session, preferably within the first 6 months of the commencement of your course.

Learners who cancel their First Aid class within 48 hours of the date of the class will incur a \$50 cancellation fee. The replacement cost of the First Aid text is \$20.

### **HLTAID003 - Provide First Aid (Release 6)**

METS offer fully accredited training in this unit.

Learners who are undertaking their qualification through Smart and Skilled funding, will be provided the First Aid training at no additional cost to the quoted learner contribution or learner fee, provided competency is achieved within two (2) attempts. After this, learners will have to undertake the First Aid Unit at their own expense.

Information about course dates will be given to you at the time of your enrolment. It is however your responsibility to contact the METS office to book into a session.

Learners who cancel their First Aid class within 48 hours of the date of the class will incur a \$50 cancellation fee. The replacement cost of the First Aid text is \$20.

### **HLTAID001 - Provide cardiopulmonary resuscitation (Release 5)**

This unit describes the skills and knowledge required to perform cardiopulmonary resuscitation (CPR) in line with the Australian Resuscitation Council (ARC) Guidelines. This unit applies to all workers who may be required to provide CPR, in a range of situations, including community and workplace settings.

METS offer fully accredited training in this unit.

## Information for Subsidised Training under Smart & Skilled

**Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.**

From 1 January 2015, Smart and Skilled provides eligible learners with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas
- some new-entrant trainees may be eligible for a government subsidy for the training that supports their traineeship; If you have already completed a Certificate IV or higher-level qualification, this does not affect your eligibility

### State Training Authority -

Training Services NSW in the NSW Department of Industry is responsible for government-funded vocational education and training (VET) in NSW.

Training Services NSW is responsible for the implementation of funded programs, including Smart and Skilled, apprenticeships and traineeships and adult and community education

**Training Services NSW** – phone 13 28 11 to find your nearest office

For customer enquiries: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au)

For Smart and Skilled Fee Administration Policy:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/fee\\_administration\\_policy.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy.pdf)

## Information for Traineeships

**Organisations that may be involved with your traineeship and who you may have contact with are:**

**Apprenticeship Network Provider (ANP)** – Apprenticeship Network providers are contracted by the Australian Government to provide free Australian Apprenticeships support services to apprentices and employers. If you are undertaking a Traineeship your Apprenticeship network provider will prepare the training contract between you and your employer and is responsible for administering Commonwealth Government Financial Incentives to your employer to assist with training costs and wages. An ANP representative may visit during the contract period to make sure your program is on track.

**Your Employer** (where you are undertaking a traineeship) – Your employer's role is to firstly engage AASS (Australian Apprenticeship Support Services) to establish the training contract. The employer then works with the RTO to provide on-the-job training and support to achieve your qualification. They may be required to observe some of your practical skills, mentor you on workplace procedures and provide advice to the RTO Trainer /Assessor on your progress. The employer pays your training wage and provides work conditions under an appropriate award or workplace agreement.

Your employer will:

- Provide you with employment for the term of the training contract;
- Pay you in accordance with a relevant Award or Workplace Agreement;
- Link your conditions of employment to an Award or Workplace Agreement;
- Provide a safe working environment;
- Set up work tasks, training and coaching to help achieve the units of competency set out in the training plan and other standards required by the industry;
- Allow the Trainer /Assessor to look at evidence of work tasks;
- Observe skills and knowledge that are developed on the job;
- Give feedback to you and your Trainer /Assessor on your progress; and
- Agrees to the following statement:

*\*that where my trainee is undertaking formal training by other than off-the-job, I will withdraw them from routine work duties, with pay, for a minimum of 3 hours per week, averaged over a four week cycle, for the purpose of undertaking formal training/learning/assessment activities.*

\*Extracted from NSW Apprenticeship/Traineeship – Training Plan as per the NSW STA (State Training Authority) regulations

**State Training Authority** – Training Services NSW in the NSW Department of Industry is responsible for government-funded vocational education and training (VET) in NSW. The Department of Industry holds a contract with METS (the Registered Training Organisation -RTO), and provides subsidies under the Smart & Skilled program to METS for delivering training to New Entrant Australian Apprentices and Trainees and other eligible learners. The STA confirms the training contract and makes sure the RTO complies with the terms and conditions for the payment of the subsidies. They also ensure that your contract completes on time or is amended accordingly and that the correct qualification is issued when achieved. The STA may also seek feedback from you and your employer.

**Registered Training Organisation (RTO)** – is selected by your employer and yourself to oversee the training program and issue the qualification on evidence of appropriate training, assessment and successful completion. METS will be the RTO and deliver training for your course. (Telephone 02 9838 0567)

**Trainer /Assessor** – your Trainer /Assessor who will be working for the RTO (METS) to help develop and monitor the training plan, schedule training and assessment, provide additional assistance if required, set goals, and assess your skills.

METS and the Trainer /Assessor deliver the program in accordance with the Standards for Registered Training Organisations (2015).

In most cases, your training will be delivered 'on the job' with the assistance of your employer. Your Trainer/Assessor will negotiate with you and your employer (or delegated workplace supervisor) on the development of the training plan that outlines the qualification, sequences training and schedules when assessment will occur.

You and your employer will have a copy of the plan which will be reviewed with the Trainer /Assessor at scheduled visits/contacts to make sure you are achieving the required outcomes. This plan can be changed as required. METS and your Trainer /Assessor will ask you to help evaluate the services provided.



## Information for Self – Funded Learners

Organisations that may be involved with your program and who you may have contact with are:

**Learner** - This is the term used to refer to you throughout this handbook as the person undertaking the training program.

**Registered Training Organisation (RTO)** - Selected by you to oversee the training program and issue the qualification on assessment and successful completion, in this case the RTO is METS. METS delivers the program in accordance with the Standards for Registered Training Organisations (2015).

**Trainer /Assessor** – your representative who works for METS to help monitor the training and assessment, provide additional support if required and assess your skills.

**State Training Authority**– in this case, the Department of Industry, which ensures that the RTO complies with the Standards for Registered Training Organisations (2015).

## General Learner Information

### Learner Responsibilities:

You have certain responsibilities which are intended to assist you in successfully completing your training with METS. These responsibilities include:

- Advising your Trainer /Assessor if you have previous skills and knowledge you believe are relevant so that some recognition of your prior learning (RPL) may be applied for if this has not already been done;
- Attendance at any face to face assessment meetings that may be scheduled
- Maintaining appropriate contact with training supervisors/employers, where applicable
- Making all reasonable efforts to complete assignments within timeframes specified by training plans or other timeframes that have been agreed with your Trainer/Assessor
- Demonstrating appropriate behaviors when dealing with your METS Trainer/Assessor, METS staff, employers, other staff in your service, other learners or relevant stakeholders
- Reading and maintaining resources that are supplied in relation to the relevant course of training
- Exercising appropriate care for any physical property that may be in your care
- Discussing any concerns that you may have with appropriate METS staff
- Regularly submitting evidence to be assessed thus demonstrating that you are dedicated to completing your course with METS.
- Gathering documents and other evidence requested by your Trainer /Assessor ready for assessment;
- Complete within the required time frames or negotiating with METS/ STA for extensions.

## Consequences

Where a learner fails to meet their responsibilities as previously outlined, the following actions may be taken:

- Learner enrolment may be altered / extended to facilitate longer training plan.
- Learner may be required to re-enroll if there has been no contact for a period of 6 months or greater on the part of the learner.
- Learner enrolment may be terminated due to no submissions of evidence for a period of 6 months or greater
- In the case of traineeships, METS may notify Training Services NSW of the learner's failure to reach required milestones

Where the training of a learner has been terminated by METS, the learner has the right to contest their termination from the training course by using the procedures outlined in the *METS Complaints, Grievances and Appeals Policy* (QMP 15).

## Text Books/Resources

As part of the qualification you are undertaking you may be provided with text books and other supplementary resources. If you lose any of these and require replacements you will be charged for the cost of the replacements.

Reprinting of Performance Evidence Log Book - \$20

Reprinting of Resource/Assessment Guide - \$10

Textbooks – price on application

## METS Responsibilities:

- Supply the information relevant to an induction and issue this handbook as well as the supervisor information
- If relevant to the training being undertaken ask your employer for access to work records and documented evidence to assist with assessment;
- Enroll you in the training qualification if this has not already occurred;
- Provide you with the training kit and information regarding record keeping practices
- Help identify and assess current skills and knowledge and arrange any recognition of your prior learning and credit towards the qualification;
- Supply any additional support required during training such as phone or internet support, assistance with literacy, numeracy, or other special needs for learning that you may have;
- Conduct assessments and provide feedback

## Study Process

Once you have enrolled, you will receive a package which includes induction forms to be completed and returned to METS and the resource material & assessment guides and your first unit/s of assessment. Please read all material carefully and should there be any questions make the relevant contact through email, phone, fax or the website. These contact details are provided on page three (3).

**You need to complete all assessment tasks as outlined in each unit as well as the supplementary evidence from your Performance Evidence Log Book ensuring to include your name on every page. You should also submit the Competence Recording cover sheet, with the Learner Declaration signed and the Third Party Report signed by your employer.**

**Your assessments will be returned to you without being marked if your name is not on every page and you have not signed the Learner Declaration on the Competence Recording Sheet.**

You will also need to remember to take a copy of all your assessments before submitting as METS cannot return them to you, due to auditing requirements. METS will keep all your assessments for a period of 3 (three) years from the completion of your qualification. If during this period you require copies of your assessments, a fee of \$20 (twenty) plus 20 (twenty) cents per page will be incurred.

On receiving your completed assessments for each unit an Assessor will proceed with the assessment of evidence. Your onsite Supervisor (if applicable to the unit) may be contacted to provide feedback. If you are studying by distance learning, please allow 2 – 3 weeks for your assessments to be marked by a training representative.

### **Assessment of your skills**

Assessment is required to confirm that you have the necessary skills and knowledge required to perform tasks to the industry standard to enable you to receive your qualification. Assessment is meant to be non-threatening and is a valuable way of providing you with feedback on the progress you are making.

There will be a number of assessments staggered over the term of your training. A Trainer /Assessor is available to talk to you about assessments and provide written or verbal feedback after you have completed them. Assessments are varied dependent on the elements of the unit. Each unit outlines the tasks and relevant material at the beginning of the unit. For on the job (practical tasks) your onsite supervisor will need to observe you and fill out the necessary paperwork included in the unit.

### **During assessments there could be:**

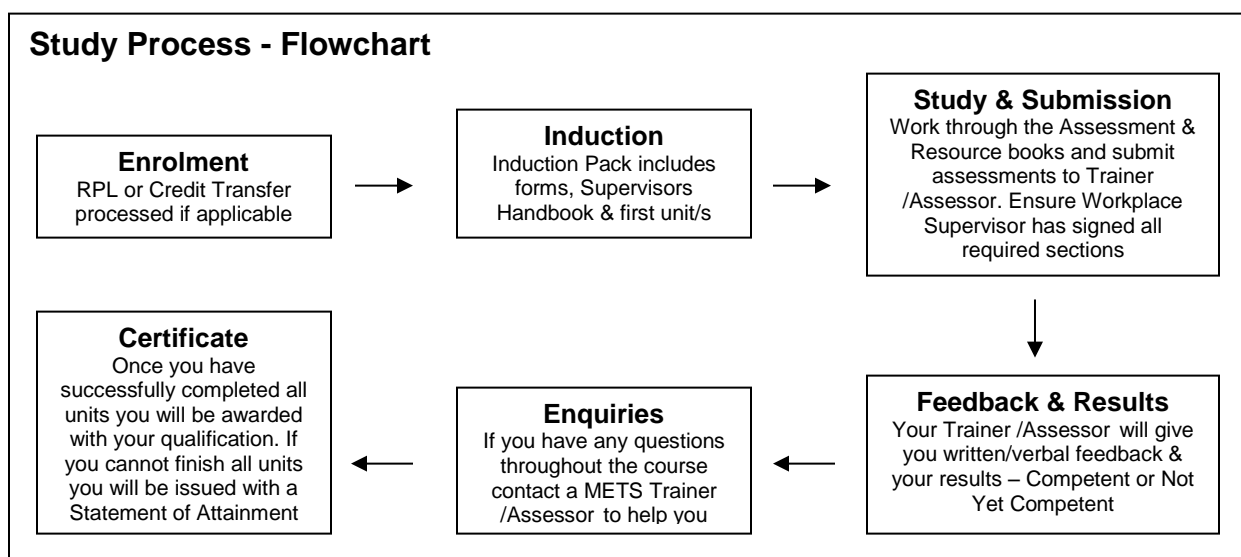
- a review of documented evidence gathered during training and work
- a demonstration of your skills
- an observation of you conducting a task
- oral questions
- projects
- observations of documented work plans and discussion on how you went about planning and organising work tasks with other workers; or,
- discussions on written reports from your workplace supervisor

Results of the assessment will be recorded on an Assessment/Contact Record form and in our electronic learner database file. If you have any problems with assessment results they can be reviewed, further assessment conducted or you can appeal the result.

You may be contacted for any clarification of evidence and on completion of the assessment process. Written or verbal feedback will be given to you by your METS Trainer /Assessor. If all evidence is satisfactory an Assessment/Contact Record sheet will be used to record a Competent (C) result.

Should you be deemed Not Yet Competent (NYC), your Trainer /Assessor will ask you to submit more evidence for the unit. This may be done through extra assessments, verbal clarification or further work on the assessments submitted. It means that you need more evidence to demonstrate competency according to the unit elements and evidence guide. If you have any queries regarding the feedback information or remarks, please feel free to contact your Trainer /Assessor. An Assessment/Contact Record sheet will be used to record a Not Yet Competent (NYC) result.

Further attempts may be possible. Contact your Trainer /Assessor to discuss this if you are in this situation.



## Plagiarism

Plagiarism is considered a serious matter by all training organisations and universities as it is difficult to establish who owns the intellectual property.

As a learner, it is expected that you will ensure that you only present work that is your own.

Serious penalties apply should you be deemed to have plagiarised.

Outlined below are examples of plagiarism. **Please read carefully.**

- copying out part(s) of any document or audio-visual material or computer code or website content without indicating their origins
- cheating - presenting another learner's work as your own
- summarising another person's work
- submitting substantially the same final version of any material as another learner in an assignment. ([http://mq.edu.au/policy/docs/academic\\_honesty/policy.html](http://mq.edu.au/policy/docs/academic_honesty/policy.html))

If your work has been found to be plagiarised then you will automatically be deemed **Not Yet Competent/Fail** in this unit.

You may still progress through your training however the unit in question will only be reviewed if time permits at the end of your traineeship.

Information on correct Referencing can be found on page 26 in this handbook.

## **Recognition of Qualifications Issued by Other RTOs**

METS is committed to the recognition of accredited qualifications and Statements of Attainment issued by any other RTOs and has developed procedures that ensure such recognition occurs. The *Recognition of Qualifications Issued by Other RTOs* policy is available at [www.mets.org.au](http://www.mets.org.au) or by phoning METS on (02) 9838 0567.

## **Issue of Qualifications**

METS will issue your qualification, directly to you, within 30 days of you meeting all requirements of your training. This includes the requirement, from January 1 2015, that all learners are to have a Unique Student Identifier (USI). Another requirement is that all fees are paid. If either of these conditions are not met, **no certificate will be issued**.

The qualification will record your name, the date the qualification was achieved and the full name of the qualification achieved. A Statement of Results listing the competencies achieved will be included on the back of the certificate.

Where the training undertaken was from an accredited Training Package for which METS is accredited to deliver, the national training logo (NRT - Nationally Recognised Training) will be printed on your certificate indicating the qualification/course is recognised throughout Australia, therefore your skills are transferable. Should you later apply to take up training in a higher level of the same qualification field or in some other program it is important to show this certificate in case credit for work already completed by you is available.

If you are unable to achieve the full qualification (or if only a part of the full qualification was offered at the time) you will be issued a Statement of Attainment and Statement of Results.

Please keep your qualification in a safe place and show it to employers, prospective employers or future trainers so they can recognise the qualifications you have.

METS is required to keep an electronic copy of your Certificate or Statement of Attainment for a period of 30 (thirty) years. You may request a photocopy of your qualification during this time at no charge. However if you require a re-issue of the original, a fee of \$40 (forty) will be incurred.

## METS Consumer Protection Information

METS Consumer Protection encompasses the following policies to ensure that your rights are taken into account and protected in accordance with all relevant legislation and regulatory authorities:

***Privacy policy – QMP 03***

***Privacy statement – QMSD 002***

***Fee administration and refund policy - QMP 25***

***Complaints, grievances and appeals policy – QMP 15***

***Grievance Reporting and Action form – QMS 011***

All METS Consumer Protection Information and associated policies are available at [www.mets.org.au](http://www.mets.org.au)

### **METS Consumer Protection Officer Contact Details:**

Noeleen Alchin

Email: [noeleen@mets.org.au](mailto:noeleen@mets.org.au)

Phone: 02 9838 0567

### **The Smart and Skilled Consumer Protection Strategy can be found at:**

<https://smartandskilled.nsw.gov.au/about/consumer-protection>

### **Smart and Skilled Customer Support:**

Phone: 1300 772 104

State Training Services offices – 13 28 11

Email: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au)

### **For more information regarding State Training Services' Complaints and disputes handling process:**

<https://smartandskilled.nsw.gov.au/for-learners/consumer-protection-for-learners>

## **Privacy**

A record of your achievements will be kept by your Trainer /Assessor. Outcomes achieved are also maintained on a data base and sent to the Department of Industry (Training Services NSW) as requested. Please be assured that:

- You may request to see your file at any time.
- Files are retained confidentially in a secured filing cabinet.
- Electronic records are recorded confidentially and password protected.
- Only non-confidential samples of evidence will be maintained on file.
- ASQA (Australian Skills Quality Authority) are involved in the registration of RTO's and they may require access to your records for the purpose of evaluating METS and can make contact with you to request feedback.
- Enrolment details and records of your achievements will be retained by the RTO for thirty years.

Please refer to the METS *Privacy Policy QMP 03* for details on privacy and confidentiality of your personal information. It is available at [www.mets.org.au](http://www.mets.org.au).

## **Complaints and Grievance Procedures**

METS has a *Complaints, Grievances and Appeals Policy (QMP 15)* for resolving any issues you may have in relation to your study. If you are not happy with the results of any part of your program talk to your Trainer /Assessor and/or workplace supervisor about this. Alternatively contact our METS Consumer Protection Officer on (02) 9838 0567.

A copy of the *Complaints, Grievances and Appeals Policy* is available at [www.mets.org.au](http://www.mets.org.au) or by phoning METS on (02) 9838 0567 and asking to speak to our Consumer Protection Officer. The Grievance Policy suggests several steps in an effort to resolve the issues. It would be wise to take up the opportunity to discuss any concerns with the other person involved and/or your Trainer/Assessor.

If you are not comfortable in making a personal approach, a *Grievance Form* is available on the METS website. Go to “*About METS*”, and select “*Consumer Protection Information*.” This form can be completed and returned to METS. Our METS Consumer Protection Officer will follow the process on your behalf. Please telephone (02) 9838 0567 if you need any assistance.

## **Appeals Process**

Should you have any concerns about the assessment process or your results you can ask for a review and you have a right of appeal. Please discuss your concerns with your Trainer /Assessor or with our METS Consumer Protection Officer as you can request another assessment with an alternative assessor. A *Grievance Reporting and Action form* is available on the METS website or you can request one by phoning METS on (02) 9838 0567.

## Fees

### Smart and Skilled subsidised training (including New Entrant Traineeships)

If you are eligible for subsidised training under Smart and Skilled, you pay only a portion of the training cost. The rest is subsidised by the NSW Government. Learner fees are set for the whole qualification, rather than year-by-year. With Smart and Skilled, you know exactly what your fees will be upfront from the outset, regardless of how long it takes to complete your qualification\*. Your learner fee covers the cost of all training and assessment.

METS will advise you of the calculated learner fee for your course based on the information you provide to us and any additional charges for your training.

Adjustments are made to fees for part qualifications, recognition of prior learning (RPL) and credit transfer.

If you are eligible for Smart and Skilled training and you are an Aboriginal or Torres Strait Islander learner, a learner with a disability, or an Australian Government welfare recipient, you and your dependants may be eligible for a fee exemption or concession when enrolling in a Smart and Skilled course. You will have to provide evidence of this so that METS can confirm your eligibility.

\*New Entrant and Existing Worker trainees are bound by the term of their Training Contract

### Exemptions

An exemption is where no fee is charged to the learner. For exemptions, the government subsidises the total cost of the qualification.

Fee exemptions are available to eligible learners who:

- are Aboriginal or Torres Strait Islander (through descent, self-identification or community identification)
- meet the Smart and Skilled disability criteria for their first course commencement in a calendar year (proof of a disability support pension or documentary evidence from an appropriate medical professional is required)
- Are the dependants of disability support pension recipients for their first course commencement in a calendar year.

### Smart and Skilled Fee-free Scholarships

To be eligible for a fee-free scholarship, individuals must first meet the Smart and Skilled personal and program eligibility rules.

In addition, individuals must be:

Aged between 15 and 30 (inclusive) at the start date for training;  
Eligible for a concession fee (i.e. either a Commonwealth welfare recipient or a learner with a disability undertaking their second qualification in a calendar year)  
An Asylum Seeker or refugee;  
Have experienced domestic or family violence; or  
A young person meeting 'out of home care' criteria;



Individuals are eligible for one scholarship per financial year (commencing 1 July 2015) and a maximum of two scholarships over four financial years (ending 30 June 2019)

There is a limit of 50,000 fee-free scholarships per financial year. This limit does not apply to people living in social housing in NSW or on the NSW Housing Register (waiting list) or who are currently in or have been in out-of-home-care, either Statutory or Supported.

For the purposes of the fee-free scholarship scheme, “social housing” is defined as:

Public housing (owned and managed by the Government)

Community housing (owned and/or managed by community housing providers)

Aboriginal housing (owned and/or managed by the Aboriginal Housing Office (AHO) and Aboriginal Community Housing Providers)

Crisis accommodation/supported accommodation (Specialist Homelessness Services)

Private rental assistance managed by Housing NSW (for example: rental bond loans, tenancy guarantees, tenancy facilitation and private rental brokerage)

Fee-free Scholarships are a category of “Fee Exemption”; meaning that fee-free scholarship recipients are exempt from paying learner fees.

### **Concession fees**

Concession fees are discounted fees for disadvantaged learners receiving an eligible Centrelink payment who are studying for qualifications up to and including Certificate IV. Concessions do not apply if you are studying a Diploma qualification.

If you wish to apply for a concession of the learner contribution, proof of eligibility must be provided to METS. An Income Statement provided by Centrelink showing receipt of an accepted payment at the time of enrolment into the course will be required.

For information on the Smart and Skilled Fee Administration Policy, go to:

<https://smartandskilled.nsw.gov.au/for-training-providers/prices-fees-loadings>

### **Fee for Service Traineeships and Self-funded Learners**

For information on course fees for Fee for Service Traineeships and Self-funded learners please contact the METS office and speak to our staff.

We will determine the course fee based on the information you give us and will advise you of all costs prior to enrolment.

Adjustments are made to fees for part qualifications, recognition of prior learning and credit transfer.

METS offer a payment plan through Debit Success, either weekly or fortnightly. Full payment of the learner fee must be made by the completion of the qualification.

## **Fees for repeat attempts for assessment**

Learners will have up to three (3) attempts to complete each unit of competency (except for the First Aid unit – please see page 12 for information). If, after these three (3) attempts, competency has not been achieved, an additional fee may be payable for subsequent attempts of that unit of competency. Please discuss this with your Trainer /Assessor

## **Payment Plan**

METS offers a payment plan through Debit Success where deductions are made from your bank account or credit card on a weekly or fortnightly basis. Full payment of the learner contribution (fees) must be made by the completion date of the qualification. METS does not issue Certificates or Statements of Attainment unless all outstanding fees are paid.

***Note: If you cancel your training and you have been paying your fees by instalment, it is important to contact METS without delay so your fee liability can be assessed and your payment plan stopped where applicable.***

## **Protection of learner fees**

METS complies with the VET regulator for the protection of learner fees. METS is a member of ACPET (The Australian Council for Private Education and Training) and learner fees are protected by ASTAS (The Australian Learner Tuition Assurance Scheme). More information is available at: [www.asqa.gov.au/news/2094/alternative-fee-protection.html](http://www.asqa.gov.au/news/2094/alternative-fee-protection.html)

## **Refunds**

If for some reason you are unable to continue your training and have paid any fees, you can apply in writing for consideration of a refund. A copy of the Refund Policy is available at [www.mets.org.au](http://www.mets.org.au) or by phoning METS on (02) 9838 0567.

## What if I'm having a Problem during my Study?

You can contact METS, using email, phone or fax numbers provided on page three (3) of this handbook. Trainer /Assessors spend time away from the office delivering training as well as taking holidays from time to time just like yourself and, with this in mind, we have provided a contact section on our website whereby you can send an email to METS. This will be passed on to another Trainer/Assessor if yours is unavailable for a long period of time (e.g. more than a week).

## Access and Equity

At all levels of operation, METS is committed to the principles of access and equity. Equity is about justice and fair dealing. Access ensures that any disadvantaged persons or groups in our community will have the provision of training services. METS Trainer/Assessors will ensure that all course participants have sufficient resources provided to assist them to successfully complete course requirements. Some examples of this might be:

- Literacy and numeracy support
- Flexible delivery of training and/or assessment components of the course
- An accessible venue.

### Disability Support

In keeping with the principles of accessibility and equity, and in accordance with their responsibilities as defined under the Disability Discrimination Act 1992, METS is committed to ensuring that all learners are supported in achieving their goals. Where barriers exist for learners in relation to access, participation and learning outcomes, METS will work with the learner to ensure fair and equitable access and best possible opportunity to attain outcomes are achieved. METS also works in partnership with support organisations that specialise in assisting people with additional needs, e.g. Disability Services Australia.

If available either through further funding arrangements or other support services, and you wish to take up the opportunity, then suitable support arrangements will be sought on your behalf.

### Aboriginal and Torres Strait Islanders

METS is committed to ensuring that Aboriginal and Torres Strait Islander learners are also given sufficient support to meet their learning needs.

### Language Literacy and Numeracy (LLN)

The enrolment form offers an opportunity for learners to identify any other particular needs they might have. A learner's literacy and language skills will be assessed before they start their course and any needs identified will be considered and addressed with the learner. Tutorial support is offered to a learner where the learner requires mentoring in completing assessments. METS applies for DAWS funding where necessary.

METS is committed to providing fair and equitable access to learning for all learners and this will be monitored throughout the course. METS offers additional language, literacy and numeracy support to learners who enrol in a study program. Assessment tasks will be assessed flexibly – taking into account learners' specific needs.

METS has policies and procedures to ensure all learners receive appropriate welfare and guidance throughout their program. All efforts are made to offer a flexible method of assessment to enable learners to complete programs satisfactorily. Each case is reviewed on an individual basis to determine the best solution. Please speak to a METS Trainer /Assessor regarding your requirements.

If you feel you require adjustments to your learning materials or assessment tools, please indicate on the enrolment form so that METS can make reasonable adjustment to meet your needs. Please discuss any concerns with your Trainer /Assessor..

### **Support for non-direct study issues.**

Should any issues affecting your welfare arise during your study, which may impact on your study, for example monetary or housing, we have included websites for relevant agencies that may be able to assist you (e.g. Centrelink) in this handbook.

### **Feedback to METS**

As METS wishes to be sure we are continually improving our service and are aware of any problems that may exist, it is extremely important to receive feedback from yourself. An Evaluation Form will be provided to you at the completion of your study. Once completed please hand it back to your Trainer /Assessor or post back to METS PO Box 346 Plumpton NSW 2761.

We welcome feedback at other times throughout your study and would be happy for you to provide this in writing to the address provided, via email, or phone. Attention all communication to the RTO Manager and we will respond as necessary.

As a Registered Training Organisation (RTO), METS is audited from time to time by the Department of Industry and by ASQA. Please feel free to offer your genuine feedback should you be contacted by their representatives. Do not be concerned by this contact as a random sample of clients is routinely selected for an audit.

Please be assured that any evaluation of services is confidential and only used for the purposes of improving the quality of our service to clients.

### **Access to METS Policies and Procedures**

Our policies and procedures in relation to:

- *Recognition of qualifications issued by other RTOs*
- *Complaints, Grievances and Appeals*
- *Recognition of Prior Learning/Recognition of Current Competencies*
- *Privacy, Fee Administration and Refund Policy*

Associated forms are available from your Trainer /Assessor, at [www.mets.org.au](http://www.mets.org.au) or by phoning METS on (02) 9838 0567

## Referencing

The following information is a guide to paraphrasing, summarising and compiling a reference list. This information will help you when you write your assessments and is also on the METS website

### ***What is a quotation?***

A quotation is an exact reproduction of spoken or written words. Direct quotes can provide strong evidence, act as an authoritative voice or support a writer's statements.<sup>1</sup> Direct quotes should only be used if you cannot reword into your own words or to support what you are saying.

For example: "*Self-esteem is the measure of how much children like or value the characteristics that make up the image they have of themselves*" (Kearns 2014, p.168)

The full title of this book would then need to be listed in your reference section at the end of your submission:

Kearns, Karen (2014). *Birth to Big School*, Pearson Australia, Frenchs Forest, NSW, 3<sup>rd</sup> Edition

### ***What is paraphrasing?***

Paraphrasing is a way of presenting a text, keeping the same meaning but using different words and phrasing. Paraphrasing is used with short sections of text such as phrases and sentences. It offers an alternative to using direct quotations and helps you to integrate evidence/ source material into assignments.<sup>2</sup> Ensure you put the exact location of the information you have paraphrased including page numbers.

### ***What is a summary?***

A summary is an overview of a text. The main idea is given but details, examples and formalities are left out. Used with longer texts, the main aim of summarising is to reduce or condense a text to its most important ideas.<sup>3</sup> As with paraphrasing and quotations you must cite the original source of the work.

### ***Reference List***

A reference list should include all of the sources you have used while completing the assessment.

- Reference list should be in alphabetical order ( by the author's surname )
- The title of the book or article should be in *italics*

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<sup>1</sup> *Paraphrasing, Summarising and Quoting 2015*, UNSW Australia, viewed 22/5/15, <https://student.unsw.edu.au/paraphrasing-summarising-and-quoting>.

<sup>2</sup> *Paraphrasing, Summarising and Quoting 2015*, UNSW Australia

<sup>3</sup> *Paraphrasing, Summarising and Quoting 2015*, UNSW Australia

|                |   |  |
|----------------|---|--|
| <b>Book</b>    | Author (Surname then first name or Initial) (Year published), <i>Title of book ( in italics)</i> , Publishing Company, state and country of publication, edition if appropriate | <i>Example :</i><br>Kearns, Karen (2014). <i>Birth to Big School</i> , Pearson Australia, Frenchs Forest , NSW, Australia, 3 <sup>rd</sup> Edition   |
| <b>Website</b> | Title of Article, year it was written, website name, viewed ( add date it was viewed on ), URL of website   | <i>Example :</i><br><i>Paraphrasing, Summarising and Quoting</i> 2015, UNSW Australia, viewed 22/5/15, <a href="https://learner.unsw.edu.au/paraphrasing-summarising-and-quoting">https://learner.unsw.edu.au/paraphrasing-summarising-and-quoting</a> . |
| <b>Journal</b> | Author ( surname first) 'year article was written', Name of publication ( in italics), Volume number, edition number, page numbers  | <i>Example :</i><br>Barnes, J 2011, 'How to journey around the world on a shoestring', <i>Tight Travelling</i> , vol. 14, no. 3, pp. 25-36.  |

This referencing guide is a general guide based on the Harvard Referencing System

### References

Kearns, Karen (2014). *Birth to Big School*, Pearson Australia, Frenchs Forest, NSW, Australia, 3<sup>rd</sup> Edition

Paraphrasing, Summarising and Quoting 2015, UNSW Australia, viewed 22/5/15, <https://learner.unsw.edu.au/paraphrasing-summarising-and-quoting>.

Your Guide to Harvard Style Referencing, The University of Sydney, viewed 22/5/15  
[http://sydney.edu.au/library/subjects/downloads/citation/Harvard\\_Complete.pdf](http://sydney.edu.au/library/subjects/downloads/citation/Harvard_Complete.pdf)

## Useful Web Sites

Anti-Discrimination Board of NSW:

[www.antidiscrimination.lawlink.nsw.gov.au](http://www.antidiscrimination.lawlink.nsw.gov.au)

Australian Children's Education & Care  
Quality Authority

[www.acecqa.gov.au](http://www.acecqa.gov.au)

Australian Government Office of the Privacy  
Commissioner [www.privacy.gov.au](http://www.privacy.gov.au)

Australian Human Rights Commission

[www.hreoc.gov.au](http://www.hreoc.gov.au)

Australian Industrial Relations Commission

[www.airc.gov.au](http://www.airc.gov.au)

Australian Skills Quality Authority (ASQA)

<http://www.asqa.gov.au/>

Australian Taxation Office [www.ato.gov.au](http://www.ato.gov.au)

Centrelink [www.centrelink.gov.au](http://www.centrelink.gov.au)

Commonwealth Ombudsman:

[www.ombudsman.gov.au](http://www.ombudsman.gov.au)

Department of Employment (Commonwealth)

[www.employment.gov.au](http://www.employment.gov.au)

Department of Social Services  
(Commonwealth)

[www.dss.gov.au](http://www.dss.gov.au)

Depression & Anxiety helpline

[www.beyondblue.org.au](http://www.beyondblue.org.au)

Ethnic Communities Council of NSW:

[www.eccnsw.org.au](http://www.eccnsw.org.au)

Independent Commission Against Corruption:

[www.icac.nsw.gov.au](http://www.icac.nsw.gov.au)

Information and Privacy Commission NSW:

[www.ipc.nsw.gov.au](http://www.ipc.nsw.gov.au)

Justice and Attorney General

[www.lawlink.nsw.gov.au](http://www.lawlink.nsw.gov.au)

Mental Health & Wellbeing

[www.mindhealthconnect.org.au](http://www.mindhealthconnect.org.au)

NSW Civil and Administrative Tribunal:

[www.ncat.nsw.gov.au](http://www.ncat.nsw.gov.au)

NSW Community Services & Health (ITAB)

<http://www.csh-itab.com.au>

NSW Fair Trading:

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)

NSW Family & Community Services  
Community Services

[www.community.nsw.gov.au](http://www.community.nsw.gov.au)

NSW Government – Advocate for Children &  
Young People

[www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)

NSW Industrial Relations Commission

[www.industrialrelations.nsw.gov.au](http://www.industrialrelations.nsw.gov.au)

NSW Ombudsman: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

NSW Police: [www.police.nsw.gov.au](http://www.police.nsw.gov.au)

NSW Vocational Training Tribunal –  
Department of Education & Communities

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

NSW WorkCover [www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

Office of the Australian Information  
Commissioner: [www.oaic.gov.au](http://www.oaic.gov.au)

People with Disability Australia Inc:

[www.pwd.org.au](http://www.pwd.org.au)

Smart and Skilled

[www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

The National Centre for Vocational Education  
Research (NCVER) <http://www.ncver.edu.au>

Training Services NSW – Department of  
Industry

<https://www.training.nsw.gov.au>