

Traineeship information

Your course will be delivered in a flexible mode through an online learning platform with support provided from Student Support Officers, Faculty Specialists and experienced Trainers and Assessors. This is known as your **off-the-job** training, and it is expected that you will apply this knowledge in the workplace in order to complete your course successfully. Your **on-the-job** training consists of the skills you demonstrate at work and a number of tasks are required to be observed and signed off by your employer. All of your learning materials and assessments are available via our online learning platform, whilst your on-the-job record (the 'Training Record Book') will be provided to you and your supervisor after your enrolment.

The duration of your course is stipulated on your training contract - further information about course requirements is available in your Training Plan. You will be contacted at monthly intervals by our student services team, but you will need to budget your time effectively and be pro-active in contacting us more regularly if you have questions or need further support.

NOTE: you are responsible for meeting both **on-the-job** and **off-the-job** requirements in order to complete this qualification and your traineeship. It is important that you or your employer advise us immediately if there is any change to your employment status, training contract or personal details so we can update our records.

Probation Period

As a general rule, the probationary period for traineeships is 30-60 days. However, the probation period for your employment may be separate from the probation period for your traineeship.

This period will be listed on your training contract and allows you, and your employer, to assess the suitability of the traineeship. We are required to organise your Training Plan, Employer Resource Assessment and Training Record Book during this time.

Training Plan

To assist with progressing through your course, we will send you a training plan which serves as a guide to how long it should take to complete each unit. You will progress through the course at your own speed, but we find that it keeps students on track (with flexibility for a break every now and then).

Discuss the training plan with your employer; let us know what works best for you and we can tailor the training plan to your specific circumstances. Remember, competencies are awarded based on your acquired knowledge and *demonstrated* skills – so we'll need to confirm your progression with your supervisor.

Training Record Book

Each unit of competency that you undertake in this course has a corresponding Training Record page. The purpose of the Training Record is to confirm with both you and your employer that the theory and any **on-the-job** practical elements have been completed for each unit within the training plan. Make sure you take the time to read through the instructions to use the Training Record correctly and contact our Student Services team if you need a replacement.

Traineeship Exemptions and Concessions Information

Fee-For-Service (FFS)	<p>No concessions or exemptions apply.</p>
ACT (State subsidised)	<p>You may be entitled to a fee concession if you:</p> <ul style="list-style-type: none"> - Hold a health care or pensioner card issued under Commonwealth law or are the partner / dependant and are named on the card; or - Can prove genuine hardship. <p>You may be entitled to a fee-exemption if you:</p> <ul style="list-style-type: none"> - Are employed by the RTO providing training; - Leave one employer and recommence with another employer within 12mths in the same qualification and with the same RTO; - Are required to undertake training with another training provider as a result of a change of RTO; - Are a school-based trainee / apprentice and your school is the RTO.
NSW (State subsidised)	<p>You may be entitled to a fee concession if you:</p> <ul style="list-style-type: none"> - Receive a specified Commonwealth benefit or allowance at the time of enrolment (e.g. age pension, carer payment, Newstart allowance, Veterans' Affairs pension, single parenting payment or youth allowance); or - Are a dependant of a person receiving the above. <p>You may be entitled to a fee-exemption if you:</p> <ul style="list-style-type: none"> - Identify as an Aboriginal or Torres Strait Islander person; or - Meet the Smart and Skilled disability criteria and are able to provide proof of eligibility for the exemption (current Disability Pensioner Concession Card, confirmation letter from Centrelink or medical practitioner); or - Have already completed a unit from the qualification and Credit Transfer is applied.
QLD (State subsidised)	<p>You may be entitled to a fee concession if you:</p> <ul style="list-style-type: none"> - Are or will be under 17 at the end of February of the year in which training is provided, are not at school and have not completed year 12; or - Hold a health care or pensioner card issued under Commonwealth law or are the partner / dependant and are named on the card; or - Identify as an Aboriginal or Torres Strait Islander person; or - Can prove genuine hardship. <p>You may be entitled to a fee-exemption if you:</p> <ul style="list-style-type: none"> - Have already completed a unit from the qualification and Credit Transfer is applied; or - Are a school-based Apprentice or Trainee <ul style="list-style-type: none"> o Note: if your traineeship converts to full-time or part-time, you will be required to pay the fee for any units you are yet to commence.

Traineeship Exemptions and Concessions Information

<p>WA (State subsidised)</p>	<p>The concessional fee applies in the following circumstances: You may be entitled to a fee concession if you:</p> <ul style="list-style-type: none"> - Hold a health care or pensioner card issued under Commonwealth law or are the partner / dependant and are named on the card; or - Receive Austudy, Abstudy or Youth Allowance; or - Are not enrolled in school, but are secondary-school aged. In 2015, these students will be born on or after 1 July 1997. <p>A full exemption of the student contribution fee applies in the following circumstances: (a) Where credit transfer/national recognition has been applied to a Unit of Competency/Module.</p>
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Traineeship Refund Information

<p>Fee-For-Service (FFS)</p>	<p>You will be entitled to a full refund of your contribution fee where your traineeship is cancelled during the probation period – this is also known as the ‘withdrawal with no penalty’ cut-off date. Requests to withdraw after this period may not attract a refund (unless extenuating circumstances apply) but will be dealt via the Complaints and Appeals process.</p>
<p>ACT (State subsidised)</p>	<p>Refer to ‘Fee-For-Service (FFS)’ section.</p>
<p>NSW (State subsidised)</p>	<p>Refer to ‘Fee-For-Service (FFS)’ section.</p>
<p>QLD (State subsidised)</p>	<p>You will be entitled to a refund in the following circumstances:</p> <ul style="list-style-type: none"> - <u>Units you have not yet commenced</u>: you will receive a refund of the relevant unit contribution fee for any training delivery which has not commenced at the time your traineeship is cancelled. The fee for each unit is itemised on your invoice. - <u>Units you have commenced but not yet completed</u>: you will receive a partial refund of the relevant unit contribution fee for any training delivery you took part in but did not complete at the time your traineeship was cancelled. The fee for each unit is itemised on your invoice and your refund will be calculated at a proportional rate of 50% per unit.
<p>WA (State subsidised)</p>	<p>You will be entitled to a full refund of the relevant unit contribution fee where formal notification to withdraw is received prior to 20% between the date you commenced the unit of competency, and the nominal end date of the training contract. Requests to withdraw after this period may not attract a refund (unless extenuating circumstances apply) but will be dealt via the Complaints and Appeals process.</p>