



2025 National Skills Institute Apprentice / Trainee Handbook

National Skills Institute Pty Ltd

RTO Code: 22528

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Welcome to the National Skills Institute!

We are pleased that your employer has chosen National Skills Institute (NSI) as your education provider for your apprenticeship / traineeship. Our aim is to assist you in every step on your learning journey. We trust that you will have an enjoyable and fulfilling experience with us.

Our focus is on providing flexible training delivery and consistent support to assist students to build dynamic careers in their chosen industry. Our staff are committed to helping you throughout the duration of your training program to achieve the skills and knowledge you require.

The Organisation

National Skills Institute is a Registered Training Organisation (RTO) No. 22528, under the jurisdiction of the Australian Skills Quality Authority (ASQA) which allows National Skills Institute to deliver nationally recognised training and issue relevant qualifications.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2011 and 2025 Standards. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

National Skills Institute is committed to a high standard of vocational education and training services. We strive to maintain a happy, safe and welcoming atmosphere in which to learn and work and assist all learners to achieve the best possible outcome.

Our Philosophy

NSI is committed to providing quality educational outcomes for all stakeholders, employers and students. Our Nationally Accredited Qualifications include a range of Civil Construction qualifications.

Benefits of enrolling with National Skills Institute include:

- We specialise in workplace delivery, we come to you!
- NSI courses are facilitated by qualified and industry experts.
- We offer a professional tailored and enjoyable learning experience.
- All resources (books, learning materials) are of the highest quality and are included.
- Recognition of prior learning (refer to RPL section in this guide).
- Credit Transfer (refer to CT section in this guide).
- Highest level of student care and support – our staff are available to assist you gain the most from your training.

- Competitive and affordable pricing. NSI is committed to providing you with knowledge-based training that also gives you the opportunity to increase your skills and gain a competitive edge in your chosen industry.

We look forward to assisting you build your skills for a rewarding future.

If you require further information, please contact us on 03 9996 9889 or email info@nsiskills.com.au.

Introduction

Using this Handbook

This handbook provides important information in relation to our services, policies, and procedures. Please keep this guide with you so you can refer to it whenever needed.

Terminology

Throughout this Student handbook the terms “student” or “learner” refers to the person enrolled in a qualification or unit of competency on NSI’s scope of registration. The term “NSI” refers to National Skills Institute, the registered training organization.

NSI Contact Details

Postal Address: PO Box 382, Keilor VIC 3033

Contact Details

Keilor East Office Phone: 03 9996 9889

Email: info@nsiskills.com.au

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Training Coordinator

Serena Schirmer: 03 9996 9889

Email: serena@nsiskills.com.au

Data Quality and Records Coordinator

Paula McMahon-Allen: 03 9996 9889

Email: paula@nsiskills.com.au

All National Skills Institute Skills First Teachers issue learners with their business cards to ensure on-going contact can be maintained during your course.

Qualifications offered by NSI.

- RII20720 Certificate II in Civil Construction
- RII30820 Certificate III in Civil Construction Plant Operations
- RII30920 Certificate III in Civil Construction
 - Stream 1: Bituminous Surfacing
 - Stream 3: Pipe Laying
 - Stream 4: Road Construction and Maintenance
 - Stream 9: Civil Construction General
- RII40720 Certificate IV in Civil Construction
 - Specialisation 1 -Supervision
 - Specialisation 2 Operations

All our Trainers and Assessors have vocational qualifications and industry currency, necessary to allow them to conduct and assess competency training and underpinning knowledge.

During your Pre-Training Review with an NSI Representative, the most appropriate program will be chosen and discussed with you further based on your employer apprenticeship / traineeship agreement.

NSI may add, update, or remove qualifications to our scope of registration. For an up to date list, please visit this link: <https://training.gov.au/organisation/details/22528/summary> Information about National Skills Institute and each Qualification listed, Units of Competency and contact details are also available on this website.

NSI do not provide training through relationships with other third-party experts or training providers.



Governance and Administration

Compliance – 2025 Standards for NVR RTOs: Outcome Standards

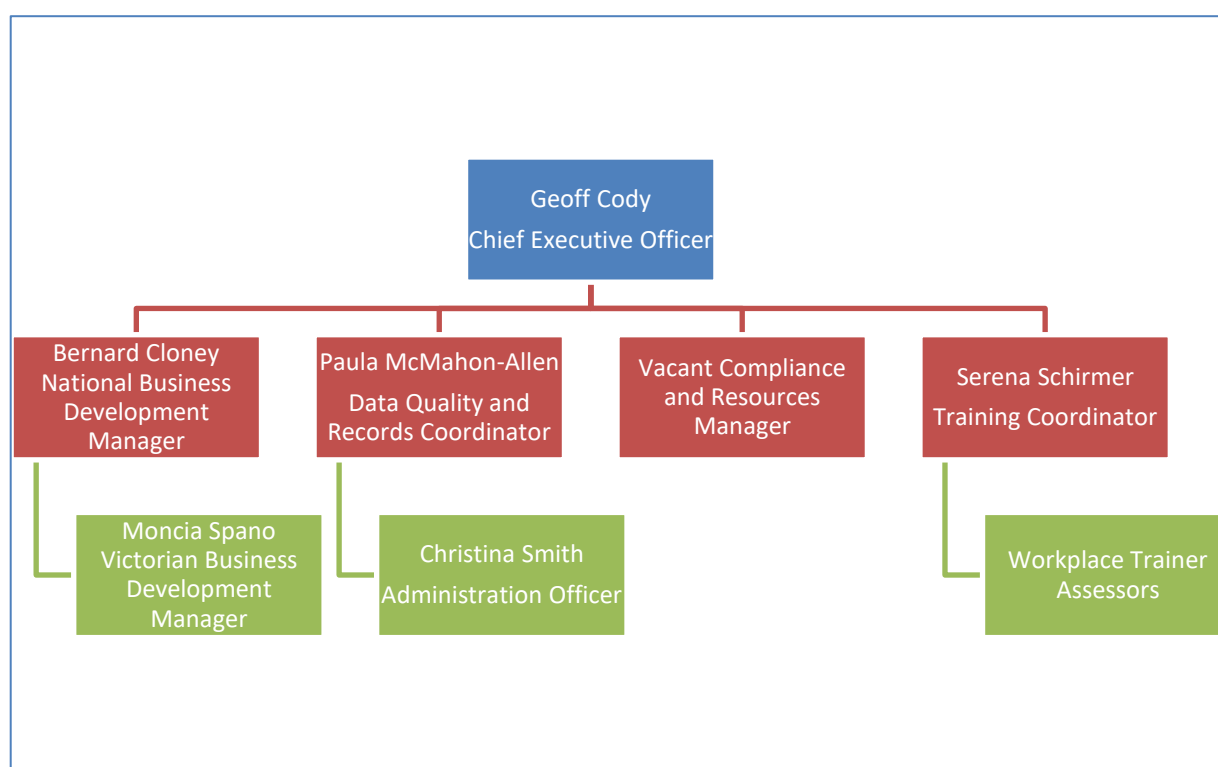
Quality Outcome 4 - Governance

Focus Areas	Standards
Leadership and Accountability	4.1 An NVR registered training organisation operates with integrity and maintains accountability for the delivery of quality services
	4.2 Roles and responsibilities of NVR registered training organisation staff and third parties are clearly defined and understood.
Risk Management	4.3 Any risks to VET students, staff and the organisation itself are identified and managed.
Continuous Improvement	4.4 An NVR registered training organisation undertakes systematic monitoring and evaluation of the organisation to support quality delivery and the continuous improvement of services.

To meet these requirements, the Chief Executive Officer (CEO) maintains RTO compliance through a systematic approach and ongoing continuous improvement. This includes both internal and external system reviews, surveys and constant monitoring of all our scope of operations.

The CEO is the legally responsible person and is accountable for the way in which the RTO operates. Responsibility for the day-to-day operation rests with the CEO and the Management Team (Compliance, Training, Data Quality & Records and Business Development Line Managers) who provide regular updates to the CEO through weekly meetings and regular written reports.

Organisation Structure



Legislative Compliance

NSI must comply with the following legislation within the operations of the RTO. All of NSI policy and procedures are underpinned and comply with the following Acts and Legislative Instruments

- National Vocational Education and Training Regulator Act (2011)
- Standards for Registered Training Organisation (RTOs) 2025
- Disability Discrimination Act 1992
- Student Identifiers Act 2014
- National Principles for Child Safe Organisations
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984
- Equal Opportunity for Women in the Workplace Act 1999Equal Opportunity Act 2010
- Privacy Act 1988 and Amendment 2000 Act (Commonwealth)
- National Work Health and Safety Act and Regulations (Commonwealth)
- Occupational Health and Safety Act 2004 and Regulations 2017



Access and Equity

'Access and equity mean policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment, or remote location may present a barrier to access, participation and the achievement of suitable outcomes'

Source: Glossary: Standards for RTOs 2015

NSI provides equal access to training and delivery services for all students and where possible, flexible training is provided to meet the specific needs of the individual students.

The following access and equity guidelines are designed to remove barriers and obstacles so that all students can gain skills, knowledge, and experience through access to Vocational Education & Training (VET). Access and equity guidelines will be implemented through the following strategies:

- Access to VET programs will be available to all eligible participants regardless of gender or race.
- All participants will be provided with the opportunity to gain a full qualification.
- For participants with special needs, access to additional assistance will be provided.
- Where poor literacy and/or numeracy skills present a barrier to participation, additional support will be provided to the participants that are within the capacity of the organisation's resources.

NSI actively encourages the participation of a cross section of the community. This is achieved through appropriate marketing, encouraging access for all members of the community and the establishment of non-discriminatory selection procedures.

In the first instance, the Trainer will assess literacy, language, and numeracy concerns. Interpreters are welcome to attend the training of a student with literacy difficulty; however, NSI will not incur any expense associated with interpretation services.

If you require support for any reason at all whilst enrolled with NSI, please contact us directly. We will endeavor to assist you to your fullest capacity, or where appropriate, direct you to a suitable professional agency. (Support can include access to interpreters, trauma, disability, welfare organisations etc.).

Notwithstanding the above, as a matter of ethical conduct, NSI will not enroll a student if it is clear or becomes evident that it would be impossible for the student to successfully complete a particular course. In those circumstances, NSI will assist the student to source alternatives.

Access and Equity Principles

We will:

- Aim to ensure that access to training is available, regardless of gender, socio-economic background, disability, ethnic origin, age, or race.

- Ensure our Training and Assessment services are delivered in a non-discriminatory, open and respectful manner.
- Ensure our staff is appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Ensure our facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourage the participation of clients from traditionally disadvantaged groups and specifically aid those most disadvantaged.
- Provide culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- Be accountable for its performance in adhering to the principles of this policy and welcomes feedback as part of its quality improvement system.
- Ensure that our staff and students are required to always comply with access and equity requirements.

If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the CEO.

Codes of Conduct

Students

The learning environment at NSI encourages and supports the participation of people from diverse backgrounds. Learning should be an enjoyable experience, and our aim is for each student to have an equal opportunity to learn in a supportive environment.

National Skills Institute Trainer and Assessors will ensure that students have:

- The right to be treated with respect from others, to be treated fairly and without discrimination, regardless of religious, cultural, racial, and sexual differences, age, disability, or socio-economic status.
- The right to be free from all forms of intimidation.
- The right to have any disputes settled in a fair and rational manner (this is accomplished by the Complaints Procedure)
- The right to work and learn in a supportive environment without interference from others.
- The right to express and share ideas and to ask questions.
- The right to be treated with politeness and courtesy, at all times.
- The right to refuse assessment if they feel that they are not ready.

NSI expects students:

- To complete assigned workbooks within negotiated timeframes
- To attend scheduled Training and Assessment sessions
- To give NSI Trainer and Assessors reasonable notice where the student cannot attend a scheduled Training and Assessment session (Reasonable Notice – as soon as the student is aware that they cannot attend the session)
- To treat NSI Trainer and Assessors with respect
- To raise any issues with the NSI Skills Trainer and Assessor first to allow reasonable response and or assistance (if required)
- To respond to any emails, texts, or telephone calls from NSI Trainer and Assessors concerning their progress or concerns

Administration and Management

We will meet the following minimum administrative and management standards:

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, professional indemnity, and Work Cover.
- Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, complaints and the archiving of records.
- Treat all personal records of students with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

We have a detailed Code of Practice document- available on request.



Harassment and Discrimination

NSI is committed to a policy of providing a work and study environment free from sexual harassment and discrimination.

NSI is also bound by law to ensure that students and staff are not subjected to sexual harassment or discrimination. Staff and Students at the NSI are required to adhere to standard of conduct that is respectful of all persons within the Institute's environment.

NSI will not tolerate any form of sexual harassment or reprisal and has established a policy and procedure to enable prompt, appropriate action to be taken and avoid or minimise the incidence of sexual harassment.

Workplace Health and Safety

NSI has a responsibility to provide a safe and healthy environment for their employees, students, and visitors. Under the Occupational Health & Safety Act 2004, course participants also have certain responsibilities. These include:

- Undertaking activities in a safe manner
- Follow instructions provided for safety.
- Not putting themselves or anyone else at risk
- Reporting an injury / illness or "near miss" to an appropriate person.

Be alcohol and drug free Breaching any of the above responsibilities may result in expulsion from the course.

Child Safe Standards

NSI has detailed Child Safe Standards Policy and Procedure which can be supplied on request prior to or after enrolment. At enrolment, relevant students (under 18 years of age) are provided with further details by our enrolment officer. The following is a basic guide for these students:

NSI has a ZERO Tolerance to child abuse and is responsible for ensuring that all students can participate in an environment that is not only engaging but safe in all aspects of its operations including students undertaking an apprenticeship or traineeship with an employer.

Should you be in immediate danger, contact:

- Victoria Police - 000 or contact your local police station.
- DHHS Child Protection - North Division 1300 664 9777; South Division 1300 655 795; East Division

- 1300 360 391; West Division (Rural) 1800 075 599; West Division (Metro) 1300 664 9777 After hours, weekends, and public holidays 13 12 78
- Child First: www.dhs.vic.gov.au

You can also contact your NSI assigned trainer. If relevant, you can also contact the designated officer at the company you work at.

Privacy - Any information you provide is kept private and can only be disclosed to relevant government agencies in accordance with prevailing legislation, regulations, standards, and codes of practice.

Definition of Child Abuse Child abuse is an act by parents or caregivers which endangers a child or young person's physical or emotional health or development.

Child abuse can be a single incident; however, this usually takes place over time. In Victoria, under the Children Youth and Families Act 2005 a child or young person is a person under eighteen years of age.

Types of Abuse

- Physical Abuse - when a child suffers or is likely to suffer significant harm from an injury inflicted by a child's parent or caregiver.
- Sexual Abuse - occurs when a person uses power or authority over a child to involve the child in sexual activity and the child's parent or caregiver has not protected the child.
- Emotional Abuse - occurs when a child's parent or caregiver repeatedly rejects the child or uses threats to frighten the child.
- Neglect – is the failure to provide the child with the basic necessities of life such as food, clothing, shelter, medical attention, or supervision, to the extent that the child's health and development is, or is likely to be, significantly harmed.

Further Sources of Support

Department of Education and Training:

Web: <http://www.education.vic.gov.au/about/programs/health/protect/Pages/default.aspx> Email: child.safe.schools@edumail.vic.gov.au

The Commission for Children and Young People:

Web: <http://www.ccyp.vic.gov.au/child-safe-standards.htm> Email: childsafestandards@ccyp.vic.gov.au

Privacy and Data Provision

Privacy and Access to Personal Reports

Your Privacy is respected by NSI. We apply the national privacy principles when handling all your personal information.

Personal information collected about you will only be used during NSI business. Certain personal information may be disclosed to the ASQA, the Victorian Registration & Qualifications Authority, or other government departments involved with monitoring vocational education and training, or as required by law. Further details are provided in our Application for Enrolment Form.

If you are enrolled in an Apprenticeship, your personal Information is shared with your chosen Apprenticeship Centre and the relevant Government Departments. Only training specific details are provided to your employer.

NSI does not supply this information to any marketing company, mailing list or public relations companies.

From time to time, we will use your information internally to forward details about specials, or other courses you may be interested in undertaking. In accordance with the Privacy Amendment Act 2012, we invite you to advise us if you wish to have your name removed from our internal mailing list.

If you have privacy concerns, or do not wish to receive this information, contact our office directly. If you wish to access your own records held by NSI, please forward your signed request to our office. Alternatively, you can make an appointment to view your records personally - suitable photo identification will be required.

Disclosure of personal and training information to third parties other than those outlined above will only occur in the following instances:

- Provision of your written permission to disclose to your employer or any other parties such as job providers, schools, etc. if applicable.
- If the whole or part of the business of NSI is sold, student data may be transferred to the buyer on the condition that the buyer is bound by the same privacy conditions as NSI.

It is important to keep your details up to date with us!

We need to be able to contact you during your enrolment, to issue your award (where entitled) and to update you regarding various changes! If you change address, email or telephone number(s), please let your NSI Trainer and Assessor know **within 24 hours**.

Course Information

Enrolment Process

Students potentially enrolling with NSI will be completing their course as part of an apprenticeship/traineeship agreement with their employer.

In the first instance the employer representative will contact the appropriate Business Development Manager (BDM) to request a meeting be set up to enroll the prospective new student.

The Business Development Manager (BDM) will then contact the prospective student and arrange to meet them on site and discuss the course.

At the Pre-Training review meeting the BDM will provide:

- An application form including a Pre-Training Review and Language, Literacy and Numeracy Skills Indicator.
- Sample training plan using the course units applicable to your employer and your course duration.

A discussion will take place about the student, the course and their career and study aspirations. In addition, the BDM will explain and answer any questions the students may have on:

- Application processes and eligibility.
- Any Fees and costs involved in undertaking training.
- Fee refund policy.
- Qualifications to be issued on completion or partial completion of courses.
- Competencies to be achieved during training.
- Assessment procedures including recognition of prior learning and credit transfers.
- Literacy and numeracy requirements.
- Complaints and appeals procedure.
- Staff responsibilities.
- Workplace training delivery
- Student support services.
- Eligibility for government assisted training.

After this discussion the BDM will invite the student to complete the application form and confirm acceptance to the course after reviewing completed paperwork.

Proof of identification will also need to be sighted by the BDM.

Victorian Funding (Skills First Program)

The Skills First Program is a Victorian and Commonwealth Government funding program which provides subsidised training to eligible individuals making vocational training more accessible to Victorians.

If you are eligible, the government will contribute to the cost of your training. A government-subsidised training place may be available to you if you meet the eligibility criteria.

This is a subsidy, not a study loan, and does not need to be paid back.

Eligibility

Eligibility varies depending on individual circumstances. Below will give you an indication of your eligibility.

You may be eligible for a Skills First funded place if you are:

- an Australian citizen
- a holder of a permanent visa; or
- a New Zealand citizen

Physically present in Victoria or a border region

A student must be undertaking all training and assessment while physically present in

- the State of Victoria; or
- a border region with one of the following postcodes:

NSW	SA
2546	5262, 5263
2548 - 2551	5267 - 5272
2625 - 2633	5277 - 5279
2640 - 2648	5290, 5291
2650, 2651, 2653, 2655, 2656	5302 - 5304
2658 - 2660	5311, 5333, 5340
2700, 2707	5342 - 5345
2710 - 2717	
2720	
2730 - 2739	

The '2 Skill Sets in a year' and '2 AQF qualifications in a year' limit

- In a calendar year, you may only commence a maximum of 2:
 - Skills First subsidised Skill Sets; and
 - Skills First subsidised programs that are AQF qualifications

The following are not counted in relation to the '2 Skill Sets in a year' and '2 AQF qualifications in a year' limit:

- a) transitioning from a superseded program to the current version of the same program;
- b) recommencing training in the same program (at either the same or a different provider);
- c) enrolling in an Apprenticeship (not Traineeship) after having participated in one of the programs identified as a 'Pre-Apprenticeship and Pathway Program' on the Funded Programs Report;
- d) participation in '22510VIC – Course in Identifying and Responding to Family Violence Risk';
- e) participation in Literacy and Numeracy Support Units; or
- f) participation in 'Plumbing Licence' Skill Sets as identified on the Funded Programs Report.

The '2 at a time' limit

You are not eligible for Skills First funding if you are enrolled in school and are not applying for a School-Based Apprenticeship or Traineeship.

You are eligible to commence a maximum of two (2) Skills First funded enrolments at the same qualification level at any one time.

The following are not counted in relation to the '2 at a time' limit:

- a) '22510VIC – Course in Identifying and Responding to Family Violence Risk'; or
- b) Literacy and Numeracy Support Units.

NOTE: There may be evidence required as part of receiving this eligibility exemption.

How to Apply

The National Skills Institute Enrolment Application Form includes the Skills First Program Application. If you would like to apply, simply complete the application, and provide supporting documentation. The BDM will assist you with this during the enrolment process.

Please be aware that accessing the Skills First Program may impact your access to future government subsidised training.

Implications of Accessing Skills First Funding

As per eligibility criteria above, this enrolment may affect your future applications for Skills First Funding. Please consider if this program is the most appropriate for your career and educational aspirations.

Enrolling in this program with Skills First Funding may impact your eligibility for future funding.

Withdrawal from Funded Enrolment:

- If you withdraw from the program after commencement, this will be counted toward your funding entitlements.
- If you withdraw prior to commencement, this will not count toward your funding eligibility, and you do not need to report this as an enrolment on future enrolment applications.

For more information contact a National Skills Institute Representative or visit:

<http://www.education.vic.gov.au/skillsfirst/Pages/students.aspx>. OR:

<https://www.skills.vic.gov.au/s/how-to-check-your-eligibility>

Unique Student Identifier

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). National Skills Institute cannot issue certification documentation without first verifying an individual's USI.

Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

Individuals can create their USI for free by themselves. It is a quick and easy process and will only take a few minutes of your time.

Creating a USI

(Please refer to appendix A for an example of the government USI handout)

Go to: <https://www.usi.gov.au/students>.

Step 1: Get at least one form of ID from the list below ready:

- 1) Australian passport
- 2) Australian Visa and non-Australian passport
- 3) Non-Australian Passport (New Zealand)
- 4) Australian birth certificate - *please note: a birth certificate extract or commemorative birth certificate will not be accepted.*
- 5) Australian Driver's Licence
- 6) Medicare card
- 7) Certificate of registration by descent
- 8) Centrelink concession card
- 9) Citizenship certificate
- 10) ImmiCard
- 11) Aviation-Maritime Security Identification Card

IMPORTANT: The details you enter when you create your USI must match exactly with those shown on the form of ID used.

Step 2: Click on 'Get your USI'.

Step 3: Agree to the terms and conditions.

Step 4: Fill in your personal and contact details.

Step 5: Enter the requested details as shown on your form of ID (see list above).

Step 6: Set your USI account password and questions for security.

Step 7: Your USI will now be displayed on the screen.

Step 8: You should write down your USI somewhere safe or enter it into your phone for safe keeping.

Step 9: Your USI will also be sent to you by either your email, phone or by mailing address (whichever you choose as your preferred contact method when creating your USI).

Step 10: Forward the email that you receive to usi@tide.com.au

Step 11: Be sure to bring your USI with you each time you enroll in VET.

Setting Permission for RTOs to access their USI Transcript or Account

You may wish to provide us with access to view your USI transcript or account. To do this follow these steps:

- Go to USI website www.usi.gov.au
- Select 'Student Login' (RTOs must **never** use the Student Portal)
- Agree to Terms and Conditions and Login
- Select 'Provide your USI.'
- Select 'Set up access for the training organisation to view the USI Account/ Permissions.'
- You can search for details by entering the RTO code or name in the appropriate field.
- Select 'Search'
- Once you have found NSI, they select 'Add.'
- Select the permission they want to grant NSI and the expiry date.
- Select 'Save'

Don't forget: You can remove the permission from your USI account once you have completed training with NSI.

Forgotten USI Password

If you have forgotten your password, don't worry as this can happen to anyone from time to time. It will only take a couple of minutes for you to reset it, and this can be done on your mobile phone, tablet, or computer.

1. From the USI website www.usi.gov.au home page selects 'I am a student'.

2. Choose the following button from the list of blue buttons:
3. Have forgotten my password.
4. Agree to the Terms and Conditions.
5. You will be asked to choose one of the following 3 options:
 - Email address – It must be the same email address as the one in your USI account. We will send a link to reset your password to that email address. The link must be used within 10 minutes, or it will expire.
 - Mobile number – It must be the same mobile number as the one in your USI account. We will send a unique PIN to that mobile number to reset your password. The PIN must be used within 60 seconds, or it will expire. When you enter the PIN, you will be asked to enter your new password.
 - Personal details – Your personal details must be the same as the details entered into your USI account. Enter your family name, date of birth and gender. Then you must enter at least one personal detail from the 'Optional Criteria' list: this will be your USI or your first name or middle name or Town/City of Birth.
6. Next you will need to either answer your check questions or provide a valid form of ID.
7. You will then be asked to enter a new password.

Important Tips

- Make sure your mobile is handy if needed.
- Make sure you can access your email if needed.
- Have your ID ready if needed.
- Your password is case sensitive.
- Make sure your answers to check questions are spelt correctly (did you enter 'Street' or 'St' for example)

Assistance Available

Please visit the Help Centre at www.usi.gov.au/help-centre for assistance with the most common problems. www.usi.gov.au

Source: www.usi.gov.au

Course Credit

Course Credit can reduce the duration of your training program by recognising previous achievements and not requiring you to repeat them.

Credit Transfer (CT)

If you have already completed any AQF Unit/s of Competency from a course through another accredited training provider, we will recognise it/them. Just ask your previous training organisation to provide you with a Statement of Attainment or Statement of Results (a summary of competencies completed) and bring it to us. This process is called 'Credit Transfer'.

It is that easy!

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is a process through which people can gain entry to, or credit in, recognised courses based on competencies gained. Each competency may have been gained through experience in the workplace, in voluntary work, in social or domestic activities or through informal or formal training.

RPL does not include any additional training at the unit of competency or module level. Please ask your trainer if you want to undergo NSI's RPL process.

It is your responsibility to complete an application for Credit Transfer and/or RPL. While NSI staff may be able to make suggestions and give advice, the onus is on students to complete the appropriate application form(s), assemble the necessary documentation and submit the application(s).

Training Plan

A Training Plan is a document which sets out the proposed and records actual delivery and assessment details of the program. The Training Plan will include all units of competency you are enrolled in.

During the enrolment process you will participate in the Training Plan development with the Business Development Manager (BDM). Although unit selection is based on your job role, employer requirements, and depends on availability of required resources, you can request certain units.

This is your Training Plan. Have your Say!

You and your employer will receive copies of the Training Plan, both hard copies and emailed to you, once we receive confirmation your Apprenticeship contract has been approved.

Understanding your Training Plan

(Please refer to appendix B for a sample Training Plan)

All students will receive their own, customised Training Plan.

The Training Plan comprises three (3) parts:

PART 1: Participant Details

- Includes relevant details of the parties responsible under the Training Contract. It shows the proposed timeline for the qualification.
- Monthly Contact Requirements
- Structures Withdrawal Requirements

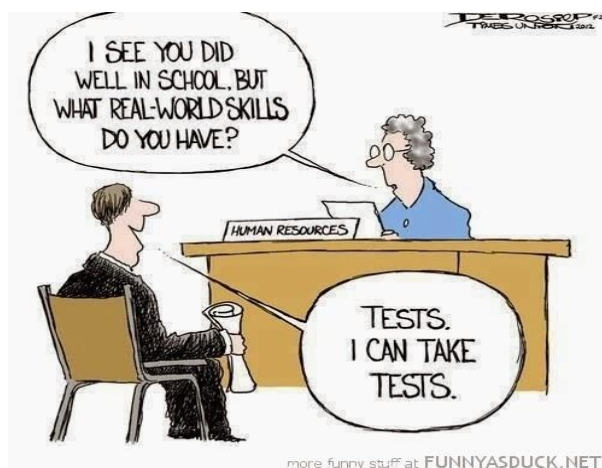
PART 2: Proposed Training and Assessment Details

- Outlines proposed delivery and assessment arrangements for the training product. Although this section will be complete when you receive your Training Plan, this is only proposed details and may change throughout your enrolment. **Don't worry, we will advise you of any changes and all parties (students, employers, etc.) must all agree!**
- Includes details about all unit of Competency you are enrolled in which includes:
 - Core Units - must be completed to achieve a full qualification.
 - Elective Units Selected after discussion with your employer and again must be completed to achieve a full qualification.
 - Additional Units are relevant to your job role but are not mandatory for awarding your qualification.
- Declaration / Signature Section: this section includes important information and the Commencement Declaration, which all parties must agree to and complete.

PART 3: Actual Training and Assessment Details

- As per Part 2, this section includes all the Units of Competency you are enrolled in, however this is the “working section” of the Training Plan which records the actual details of the delivery and assessment.
- It again covers all Units of Competency you are enrolled in:
 - Core Units
 - Elective Units
 - Additional Units
- This section also includes an “Amendments” section. This is where changes to the Units of Competency are recorded.
- Other changes, depending on what they are, may be recorded on the TA. Apprentice/Trainee Contract record.
- All changes must be agreed to; therefore, you will need to sign to demonstrate that.
- The completion Declaration will be complete once you complete the training program! This completes the program, and your enrolment will be finalised, training contract complete and any awards you may be entitled to, awarded, assuming all fees have been paid (where relevant)

Please refer to the Completion section of this Student handbook for more information



Training and Assessment Process

Your Trainer/Assessor

NSI is committed to only using trainers of the highest caliber. Every trainer is fully qualified and experienced in training and assessment as well as having qualifications in their area of expertise. Apart from the training and assessing aspect, your Trainer will assist you in any way possible to ensure your learning experience is memorable and insightful.

Trainers and Assessors of NSI will have:

- Demonstrated competencies at least to the level of those being delivered.
- For Trainers- demonstrated achievement of at least Certificate IV in Training & Assessment Competency Standards or their equivalent.
- For Assessors- demonstrated achievement of at least the three assessor competencies from the Certificate IV in Training & Assessment Competency Standards or their equivalent.
- Industrial experience that is current and relevant to the courses or units that they are involved in delivering.

On the Job Training

Training and assessment are conducted in the workplace with all necessary equipment and services.

If you are undertaking your course while working on the job, you are most certainly taking advantage of a contemporary method of learning. This style of training will allow you to implement new skills that are directly related to your current role. This also means that the relevance, understanding and benefits to you are much greater.

We will:

- Provide, prior to course commencement, an orientation program containing information about the course curriculum, program of study and availability of learning resources.
- Ensure that a current copy of the accredited course curriculum is available to staff and students.
- Ensure that training and assessment occurs in accordance with the requirements of the accredited course.
- Ensure that National guidelines are followed when customising courses to meet the needs of clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
- Ensure that all courses in the Scope of Registration remain accredited.

Please Note: There may be times when an NSI Trainer / Assessor is visiting another student at your site for a scheduled training session and may take the opportunity to discuss your progress with you while they are there.

This is not considered a schedule visit and is purely a friendly catch up to make sure you are doing ok and answer any questions you may have.

Learning Materials

You will be provided with learning material for each unit of competency you are enrolled in. This is provided on the first visit with your Trainer/Assessor. Learning material is on a USB, but you may request printed copies.

Assessment Material

The following assessment methods are utilised by National Skills Institute:

Practical Demonstration: Any practical display that happens off-the-job including role-play, simulation, and performance of a skill.

Written Assessment: Multiple choice questions, short answer, or essay. This is open book assessment.

Verbal Assessment: Oral questions may be asked during practical activities to ensure the student understands processes for completing the task.

Project: A series of tasks to be completed to produce a specific definable outcome. The outcome is known as the deliverable. Once the outcome has been delivered the project is finished.

Work Documents: A student may be asked to present previously completed documents as evidence of performance.

Work Observation: When the assessor observes the student doing their job to see that they are completing the tasks appropriately. May be videoed or photographed and presented as evidence.

All assessment material is included in an Assessment Book. Most units of competency include one Written Assessment and two or more Observation Assessments.

Please read the instructions at the beginning of the Assessment Books and prior to each assessment task before undertaking any assessment to ensure you understand what is required of you.

Assessment Requirements

To be deemed 'Competent', you must complete all assessment tasks for each unit of competency and deemed 'Satisfactory'.

Where an assessment task has been deemed 'Not Yet Satisfactory' you will be given the opportunity to provide additional information and/or be reassessed on that task to demonstrate competency.

Where you have been deemed 'Not Competent' against the unit, you may appeal this decision following the *Complaints and Appeals Policy and Procedure* and/or re-enroll in the unit.

The first reassessment will not incur additional fees, however additional reassessments will incur fees. Please refer to the *FeeSchedule* for more information.

As part of the assessment process all students must abide by any relevant assessment policies as provided during induction. If you feel you are not yet ready to be assessed or this assessment is unfair, please contact your assessor to discuss your options.

Take time to read through all assessment tasks and questions before your assessment begins to ensure you understand what is required. Speak to your Trainer/Assessor if there is anything you do not understand.

Deadlines

Although our courses are flexible in terms of commencement and completion, at enrolment, you will be advised of the expected timeframes for completion of individual units of competence and the entire course. The time frames will also be documented in your training plan. Your trainer will monitor your progress and negotiate extensions if required with you.

Reasonable Adjustment

The purpose of reasonable adjustment is to make it possible for learners to participate fully. It is not to give students with additional/different needs an advantage over others, to change course standards or outcomes, or to guarantee success.

NSI will provide reasonable adjustment to ensure maximum participation of students with additional/different needs in teaching, learning and assessment activities. If you feel that you may need reasonable adjustment, please discuss this with your Assessor prior to assessment being undertaken.

Responsibilities

Student Responsibilities

- Participate in negotiating the training plan for the apprenticeship or traineeship.
- Complete tasks as set by your Trainer/Assessor, which can include completing Written Assessments in your own time and/or during Structured Withdrawal.
- Actively participate in learning and assessment activities.
- Attending work, do the job, and follow the employer's lawful instructions.
- Maintain employment in a suitable and appropriate workplace.

Employer Responsibilities

- Provide training to students where knowledge gaps are identified.
- Be a mentor to students throughout their enrolment.
- Conduct assessments in accordance with the Principles of Assessment and Rules of Evidence

Principles of assessment

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to consider the individual learners' needs.
Flexibility	The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary. Assessment is flexible to the individual learner by: • Reflecting the learner's needs • Assessing competencies held by the learner no matter how or where they have been acquired. • Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: • Assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance. • Assessment of knowledge and skills is integrated with their practical application. • Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations. • Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

Validity	The assessor is assured that the learner has the skills, knowledge, and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity, and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Workplace Supervisor / Employer Responsibilities

As an employer of a Trainee or Apprentice you are obligated to comply with the Australian Apprenticeship Training Contract which includes, but is not limited to:

- **Complying with Federal and State/Territory Legislation;** including OHS/WHS requirements.
- **Provide a Safe Working Environment;** including ensuring all Apprentices/Trainees undertake an appropriate introduction to the workplace and have a good understanding of safety requirements.
- **Support Structured Learning;** including participating in the design and development of the Training Plan, ensuring the required Structured Withdrawal Activities are being complete.
- **Provide Supervision and Support;** including the allocation of a suitably qualified workplace supervisor/mentor (with relevant knowledge and skills) during this training program to conduct training and oversee the progress against the Training Plan

Other responsibilities as outlined in the Training Contract

Contacts and Visits

Purpose: To ensure the training program is smooth, efficient, and effective, NSI staff will be in contact with students and employer representatives in various ways including, but not limited to:

- Site visits with students and foreman/supervisors
- Calls with students, foreman/supervisors, and employers
- Emails, including Monthly Progress Reports.

Please ensure you take the opportunity to address any issues/concerns you may have and review each of your students' progress.

Site Visits: In most cases a Trainer/Assessor will visit each student on the worksite once a calendar month and attempt to visit with their foreman/supervisors at each visit.

This visit may include learning, observation of skills (general work duties), discuss issues/concerns/questions the student and/or supervisor, may have and assessment activities.

Monthly Contact:

Where a visit cannot occur, a Trainer/Assessor will contact the students and foreman/supervisor by phone to discuss their progress, answer any questions they may have and record the students Structured Withdrawal Hours for the previous month.

Monthly Progress Emails:

Monthly Progress Emails will be sent on a monthly basis (usually second week of each month, for previous month) and contain an Enrolment Report for each student.

Please respond to these emails within five (5) business days confirming the satisfaction with the student's progress and any issues/concerns you may like us to address.

Structured Withdrawal

Purpose: As an Apprentice or Trainee, students will be required to undertake structured withdrawal activities throughout their enrolment.

Structured Withdrawal Activities are those in which students are withdrawn from regular work duties and take place in training and assessment activities.

This can be conducted by National Skills Institute in a formal setting and/or in the workplace.

Requirements: Apprentice/Trainees must be withdrawn from routine work duties for structured training activities as follows:

- at Certificate III and above: a minimum of 3 hours per week, averaged over a 4-week cycle*
- at Certificates I and II: a minimum of 1.5 hours per week, averaged over an 8-week cycle*

*Pro rata for part time Trainees.

Details of structured withdrawal activities are recorded on the Apprentice/Trainee Contact Log monthly.

On Site Structured Withdrawal Activities

Structured Withdrawal Activities can include, but are not limited to:

- Learning and practicing skills with a foreman/supervisor
- Completing NSI learning and assessment activities
- Conducting research into the Civil Construction Industry
- Attending on/off-site training activities
- Completing workplace paperwork
- Participating in meetings, including toolbox, foreman/supervisor meetings, etc.
- Learning about new processes, tools, equipment, etc., within the Civil Construction Industry

Students are required to update Trainer/Assessors with details of structured withdrawal activities on a monthly basis and will be recorded on the Apprentice/Trainee Contact Log.

Evidence of Participation

You will be required to sign an Apprentice/Trainee Contact Log each time you meet with a Trainer/Assessor. This provides evidence on an ongoing basis of your participation, contact and progress.

Your workplace supervisor and employer will be contacted throughout your enrolment to confirm your participation and progress. In most cases a Trainer/Assessor will visit you on your worksite once a calendar month or an agreed visitation cycle and attempt to meet with your workplace supervisor.

Where a visit cannot occur, a Trainer/Assessor will contact you by phone to discuss your progress, answer any questions you may have and record your Structured Withdrawal Hours for the previous month. Please refer to the Structured Withdrawal Activity section of this handbook for more information.

Structured Withdrawal Activity

Structured Withdrawal Activities are those in which you are withdrawn from regular work duties and take place in training and assessment activities.

This can be conducted by National Skills Institute in a formal setting and/or in the workplace. If you are enrolling in a program as an Apprentice or Trainee, you will be required to undertake structured withdrawal activities throughout your enrolment.

The employer must allow the Apprentice/Trainee to be withdrawn from routine work duties for structured training activities as follows:

- at Certificate III and above, a minimum of 3 hours per week, averaged over a 4-week cycle (pro rata for part time Trainees).
- at Certificates I and II a minimum of 1.5 hours per week, averaged over an 8-week cycle (pro rata for part time Trainees); and
- a maximum of 40 hours of the annual withdrawal time may be delivered as block training within the first 3 months of training for all qualifications. This training should focus on compliance and regulatory units and generic skills.

Source: *2025 Guidelines about Apprenticeships/Traineeships Training Delivery (Version 1.0)*

Details of structured withdrawal activities are recorded on the *Apprentice/Trainee Contact Log* on a monthly basis. Please ensure you have this information ready to advise your Trainer/Assessor during the worksite visit.

You will be provided with your Trainer/Assessors mobile number on the first visit.

Remember: you can call and/or text your Trainer/Assessor for advice, to answer questions and provide feedback at any time!

Plagiarism, Cheating and Collusion

NSI does not tolerate plagiarism, cheating and collusion in any form in an attempt to ensure only students who have demonstrated their skills and knowledge are awarded accredited recognition. There are serious consequences to identified academic misconduct.

Plagiarism:

Plagiarism means to take and use another person's ideas or work and pass these off as one's own, by failing to give appropriate acknowledgement. This includes:

- Assembling parts from various works and submitting the assignment or assessment paper as your own creation.
- Fabricating data from other student's assignments or assessments and using for the students own advantage.
- Using materials from the Internet without full acknowledgement and proper referencing.

Cheating:

Cheating is the actual or attempted practice of seeking to obtain an unfair advantage for work submitted by a student for assessment. This includes:

- Submitting work that was completed in part or whole by another person.
- Work which was written in conjunction with another student and without the prior permission of the trainer.
- Submitting work that has been stolen, purchased, borrowed or that has been fabricated from other students without their knowledge.
- Copying work from other students.

Collusion:

is a secret agreement, especially for fraudulent or treacherous purposes.

Policy:

Cheating and plagiarism are not acceptable. The following procedures are in place to deal with any cases that occur.

Signatures: Students will be required to sign various documents including the enrolment form, training plan and training assessments. It is important that students ensure consistency of their signature. Significant variations from document to document may require further investigation into authenticity.

Procedure: Proactive prevention and detection; all relevant staff advise students at induction of the measures taken and the consequences of cheating and plagiarism. These measures are reinforced throughout the training period.

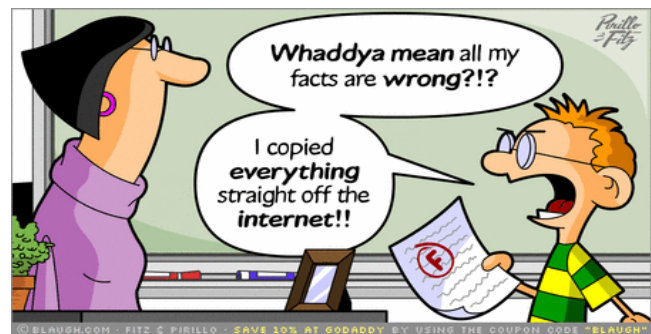
Trainers utilise several detection methods including use of software programs, checking handwriting and verbal questioning to check understanding of written work.

If a Trainer or staff member of NSI has evidence that cheating or plagiarism may have occurred, he or she may choose to meet with the student and employer (if applicable) to discuss the circumstances. If the student admits dishonesty, then NSI's management will decide on whether they will only issue the qualification/statement of attainment for competencies that havenot been subject to the above wrongdoing.

If the student does not acknowledge misconduct, the Trainer or staff member shall report the incident to NSI's Management. Our management shall gather all relevant evidence from both the student and trainer (and other knowledgeable parties), review the allegations, determine whether there was cheating or plagiarism, and if so carry out appropriate disciplinary action.

If the student does not appeal the action to NSI management within one week, NSI shall carry on and determine the final disciplinary action that will take place.

If an appeal is requested, and NSI discovers that there is insufficient evidence of dishonesty to warrant chosen disciplinary action, NSI shall decide on an alternate direction which may involve close supervision.



All breaches of the student code of conduct including cheating and plagiarism may be dealt with by the CEO, and may include counselling, suspension (which may affect your attendance) through to expulsion from the course. Fees (if applicable) will not be refunded in these cases.

AI

NSI does not use online platforms to train or assess. However, with the advent of systems such as ChatGPT and other applications, NSI will randomly submit samples of student written answers to determine if similar applications have been used.

Completion Process

Completion

All apprenticeships and traineeships are competency based. They are complete when:

- The apprentice has achieved all the competencies of the structured training.
- The employer has confirmed with NSI the apprentice's competence in the workplace.
- NSI enters the information received from you into the apprenticeship database.

Early completion is possible if the employer and NSI both assess the apprentice as having completed/demonstrated all the necessary competencies. In this case a Statement of Completion form must be completed and submitted to the relevant Apprentice Connect Australia Provider.

Awards

AQF (Australian Qualifications Framework) awards will be issued to students within 30 calendar days of the student being assessed as meeting the requirements of the training program, providing all fees have been paid by the student (where relevant).

Upon successful completion of an apprenticeship program students will be issued with a certificate and record of results including the statement "achieved through Australian Apprenticeship arrangements", where the full program was completed under the approved training contract.

Where additional units were completed above the training package requirements, students will receive a Statement of Attainment for the additional units.

Where withdrawal has occurred NSI will end the enrolment and will notify the relevant authority to cancel the training contract and students will be issued with a Statement of Attainment for successfully completed units of competency

Trade Paper

A trade paper is a certificate that commemorates the completion of an apprenticeship. (See appendix C for example)

You could apply for a free trade paper if you completed both:

- A recognised apprenticeship in Victoria, which you started after 1 January 1995
- The apprenticeship's relevant qualification with a TAFE, trade school or registered training organisation.

When you apply, you'll need to provide your qualification title and code. Your TAFE, trade school or registered training organisation can provide you with this information.

To apply for a trade paper, register an account and submit an application in the trade paper portal, which is provided by VETASSESS.

For more information: <https://www.vrqa.vic.gov.au/apprenticeships/Pages/trade-papers.aspx>

Withdrawal

Withdrawal from the training program can occur for many reasons, including those made by the student, employer and NSI.

Student Withdrawal

You can withdraw from a course at any time. Please consider the Fee and Refund Policy prior to requesting a withdrawal.

To withdrawal from a course please contact a National Skills Institute Business Development Officer who will assist you through the process.

RTO Withdrawal

National Skills Institute may withdraw you from your course. You may also be withdrawn if you have not attended scheduled visits, failed to remain in contact, etc., and we have attempted three times to contact you unsuccessfully.

Where withdrawal has occurred NSI will end the enrolment and training contract and students will be issued with a Statement of Attainment for successfully completed units of competency.

Regardless of whether the withdrawal is initiated by National Skills institute or yourself, and your enrolment has government funding (Skills First Program) attached, there are implications of withdrawal and accessing government funding in the future.

Please refer to the Skills First Program section of this handbook for more information.

Unemployed Apprentices / Trainees

Where a student is unemployed NSI will continue to deliver training until:

- The completion of the program or.
- Up to three months or to the end of the enrolment period for which tuition fees have been paid (whichever is greater), for a trainee.

This can only occur where NSI can complete the units in line with relevant training package requirements (i.e. Appropriate resources, facilities, and equipment available).

Where this program has been completed and the student remains unemployed the statement "achieved through Australian Apprenticeship arrangements" will be omitted from the certificate.

All attempts will be made to encourage the student to gain employment prior to completion to not disadvantage the student. The following resources are available to displaced students:

- Register on the 'Need an Apprentice' website: www.needanapprentice.com.au.

This website is an out-of-trade register that provides an opportunity for unemployed apprentices to post their resume and apply for jobs on-line, as well as for employers to advertise apprenticeship vacancies. Registering could facilitate an opportunity for reemployment and continuation of their apprenticeship.

under a Training Contract.

- Victorian Apprenticeship Support Officers (ASOs) give support and guidance to apprentices, aged 15 to 24, in the first year of their apprenticeship and offer an integrated support service linking in with other providers
(<http://www.education.vic.gov.au/training/learners/apprentices/Pages/officers.aspx>)
- Victorian Skills and Jobs Centres offer a range of employment and training services and advice to all those who are unemployed, retrenched, apprentices or trainees.
(<http://www.education.vic.gov.au/about/programs/pathways/skillsandjobscentres/Pages/default.aspx>)

Employers that take on a displaced Apprentice/Trainee may be eligible for a payroll tax exemption. More details can be found on the State Revenue Office's website: <http://www.sro.vic.gov.au/exempt-wages-and-organisations>

Fees – Apprenticeships and Traineeships

If you are eligible for the Skills First Program training subsidy:

NSI does not charge any fees in relation to Apprenticeship or Traineeship courses that you enroll in.

Fee For Service – All Courses

If you are not accessing the Skills First Program training subsidy:

You or your employer **will be required to pay fees** for the course you are enrolling in – refer to the NSI Standard Tuition Fee Schedule on the next page.

Prior to enrolment for each fee-related course:

NSI will provide full details in writing regarding all fees and charges associated with the course you or your employer has chosen. As the fees vary subject to course, delivery method, location, and other variables, you or your employer will be provided a written quote regarding all fees and charges prior to enrolment (Statement of Fees).

Please refer to the Standard Tuition Fee Schedule for an outline of all potential fees and charges on the NSI website:

NSI does not collect more than \$1,500 fees in advance.

Where a program is more than \$1,500, the Company Director will create a payment schedule, ensuring incremental payments do not exceed \$1,500 in fees in advance.

Assessments are conducted throughout your course. If you are assessed as 'not yet competent' for a particular unit/s there is no additional charge for one re-sit/reassessment of each unit of competency. Subsequent re-sit/reassessments are charged at \$100 each (\$150 for certain civil construction units).

Students are entitled at no additional cost, to a formal Statement of Attainment upon withdrawal, cancellation, or transfer, prior to completing the qualification, provided the student has paid in full for the tuition related to the units of competency to be shown on the Statement of Attainment.

Completion certificates are provided on successful completion of the course. There is a \$50 charge for a replacement Certificate or Statement of Attainment if original is lost.

2025 Statement of Fees – Skills First Enrolments

Code and Title	Training Product Currency	Full Rate	Government Contribution		Student Contribution	Additional Course Fees
			Hourly	Approx** Total		
☐ RII20720 Certificate II in Civil Construction	Current	\$4,420	\$0.00	\$0.00	\$4,420	Nil
☐ RII30820 Certificate III in Civil Construction Plant Operations	Current	\$10,795	\$8.50	\$10,795	Nil	Nil
☐ RII30920 Certificate III in Civil Construction	Current	\$10,234 (\$16,254 Apprentice)	\$8.50 (\$13.50 Apprentice)	\$10,234 (\$16,254 Apprentice)	Nil	Nil
☐ RII40720 Certificate IV in Civil Construction Supervision	Current	\$7,310	\$8.50	\$7,310	Nil***	Nil
☐ Other:						

NB. Student tuition fees as published are subject to change given individual circumstances at enrolment.

Full Rate and Government Contributions based upon (Maximum Scheduled Hours deliverable x Hourly Rate). Scheduled hours will be determined by units chosen to form a Training Program and therefore may be less than those featured above.

Please Note: If enrolling in this program you may be required to transition to the new training product during your enrolment with NSI.

** Government contribution is provided by the Victorian and Commonwealth governments for eligible students. *** Employer contribution may be required.

Other Fees

Item	Cost
Award Re-Print (includes certificates, statement of attainments and competency cards).	\$50.00
Credit Transfer for Equivalent Units of Competency	\$0.00
Gap Training and Assessment per Unit of Competency*	\$8.50 (per hour)
Fee for Service per Unit of Competency*	\$650.00**
Recognition of Prior Learning per Unit of Competency*	\$8.50 (per hour)
Re-sit/Re-assessments per Unit of Competency (depending on Unit) *	\$100.00-\$150.00

* Please refer to Course Outline and/or NSI Business Development Officers for more information regarding hours per unit.

** May vary depending on delivery location, number of participants, access, night shift, etc.

Refunds

Refund calculations are detailed below:

Occurrence	VIC Skills First Funded	Fee For Service Student
Course cancelled by NSI, and no replacement enrolment offered	N/A	Full refund
Student withdraws before course commences	N/A	Full refund minus \$450 administration fee
Student withdraws after course commences	Refund is proportional to the number of units commenced	50% refund within 4 weeks No refund after 4 weeks
Exceptional circumstances		At discretion of CEO and is based on proportion of course completed

Exceptional circumstances will be assessed in a case-by-case situation by the CEO. In order to apply for a refund, you need to complete the *SC. Refund Request* and lodge as per instructions on the form.

All refunds will be made within 7 days from approval and no longer than 14 days from receiving the application. If you are unhappy with the refund decision or amount for any reason at all, please refer to *SC. Complaints and Appeals Policy and Procedure*.

For more information: SC. Fee and Refund Policy and Procedure

Complaints, Appeals and Feedback

National Skills Institute has defined its stakeholders as not limited to students both current and potential but also members of staff, employer groups, enterprises, various government agencies and bodies, professional bodies and associations, other RTOs, industry training advisory bodies and Job Skills Councils.

NSI accepts that at times stakeholders may feel the need to express a grievance with our organisation and students may disagree with a decision made. NSI is open to receiving this feedback and endeavors to investigate, act and respond to all occurrences in a fair, efficient and effective manner.

Where you feel, you would like to make a submission please read the *SC. Complaints and Appeals Policy and Procedure* and complete the *SC. Complaints and Appeals form*.

NSI conducts various types of feedback gathering activities. The feedback activity is directly linked to continuous improvement activities and is a direct result of the capturing of data and feedback from all identified stakeholders during the course of normal operations.

As part of National Skills Institute's quality improvement processes, feedback from all stakeholders is

appreciated. National Skills Institute's approach to quality encompasses all its operations including governance, academic services, student services, financial operations, facilities, human resources and occupational health and safety.

As part of this quality process, National Skills Institute sends surveys to various stakeholders to gain insight into the quality of our operations, these can include and occur with:

- Quality Indicator Survey - National Centre for Vocational Education and Research (NCVER). NCVER collects information and provides research on vocational education and training in Australia to governments, the training sector, industry, and the community.
- Victorian Skills Commission (VSC) – VETSTATS annual student and employer surveys.
- National Skills Institute Student Surveys, received at the end of the course.
- Quarterly Employer Surveys sent out with student progression reports.
- Regular informal monitoring and communications (emails etc.)
- Random feedback gathered from time to time from the various stakeholders.
- Feedback from moderation, validation, and professional development activities.
- Student feedback received through the enrolment process.
- Student feedback received through the course delivery.
- Student feedback received from assessment.
- Information from the complaints and appeals process.

During, and after enrolment with National Skills Institute you may be contacted by various government agencies requesting your participation in research and quality projects.

The above-mentioned surveys are not compulsory, but we would greatly appreciate your feedback.

You can provide feedback at any time.

For more information: SC. Complaints and Appeals Policy and Procedure

Support Services

Trainer/Assessors are the first contacts for students requesting academic support. If the trainer/assessor cannot provide requested support, trainer/assessors immediately notify the Training Coordinator to arrange appropriate support.

NSI has a range of support services to assist students. These include:

- Access to your trainer via phone/email outside of business hours.
- Assistance with language & literacy.
- Referral to community services including accommodation, welfare, job-search & placement, career guidance, personal counselling, mental wellness and Child Safety organisations.
- Mentoring and study skills programs.

Policy: Most of the training NSI provides is delivered in the workplace. If classroom training is organised then it is NSI policy that students are not required (or permitted) to attend scheduled classes, including time allocated for self-paced studies for more than eight hours in any one day. Classroom delivery is normally at the request of the employer and conducted in their premises.

Classes would be scheduled between the hours of 0800 to 1700 Monday to Friday only. If Saturday attendance is required, then we will ensure it meets normal safety and suitability requirements.

Procedure: Training delivery plans and class schedules are to be developed in line with above policy. Selection of suitable training locations to be made with consideration of security issues above.

Language, Literacy and Numeracy (LLN) support will be provided in all subjects as part of the normal tuition and assessment activities and fees.

The learning support strategies used by trainer/assessor at NSI include:

- Demonstrating procedures.
- Providing opportunities for 'hands-on' experience and practice.
- Ensuring individual support and advice to students.
- Literacy support to assist in the understanding of language specific to the industry.
- Encouraging students to work at their own pace.
- Where necessary inviting students to record training session on an audiotape.
- Providing written learning material and illustrations to reinforce the learning.
- Applying the principles of reasonable adjustment to training and assessment.

Students with learning difficulties beyond our area of expertise are referred to external specialist agencies. NSI will not charge for such referral however the agency may charge the student some fee depending on the organisation fees policy.

All staff are responsible for:

- Recognising the cultural diversity of all students.
- Ensuring equal treatment of all students.
- Encouraging full participation and assisting all students to achieve course outcomes.
- Providing equal access to resources.
- Referring students with any settlement and/or specific learning problems to the Training Coordinator for advice or referral to external specialist agencies.

Learners under the age of 18.

If you are under 18 years old prior to enrollment, NSI issues each minor a Child Safety document with contact details of organisations and individuals you can contact if you feel unsafe during your course. You will also have received a credit card sized referral resource.

If you have lost either one or both, please contact the office for a replacement at no cost to you.

External Support Services

Academic Support

[Reading and Writing Hotline](#)

Phone: 1300 655 506

For the price of a local call anywhere in Australia, the Hotline can provide you with advice and a referral to one of 1200 providers of courses in adult literacy and numeracy.

Material and Financial Assistance - Centrelink

Phone: 131021

If you are completing a full-time course, you may be eligible for benefits through Centrelink.

[Homelessness Australia](#)

Phone: 02 6247 7744

For comprehensive information about support services for homelessness and people leaving domestic violence contact either Homelessness Australia or Council to Homeless Persons Victoria. Women's domestic violence hotline 1800 015 188.

Salvation Army Crisis Centre 1800 626 727.

Discrimination and Legal Advice

[Legal Aid Victoria](#)

Phone: 1800 677 402

Victoria Legal Aid helps people with their legal problems and focuses on helping and protecting the rights of socially and economically disadvantaged Victorians. It can provide assistance in the areas of criminal law, family law and some civil law matters. Legal representation is subject to policy guidelines and means tests in most cases. They have lawyers in offices in most major metropolitan and country regions.

Disability Rights Victoria

Phone: 1800 462 480

Disability Rights Victoria is an advocacy organisation directed by people with a disability. They work with and on behalf of adults with a disability. They provide individual advocacy, information, and support to people with a disability via our network of advocates located across Victoria. This support may include making representation on behalf of individuals with a disability, helping individuals to advocate for themselves or helping others to advocate for them.

[Fair Work Australia](#)

Phone: 1300 799 675

Fair Work Australia is the national workplace relations tribunal. It is an independent body with power to carry out a range of functions relating to minimum wages, employment conditions, termination of employment and other workplace matters.

Personal Crisis and Support Services Lifeline

Phone: 13 11 14

Anyone can call Lifeline. This service offers a counseling service that respects everyone's right to be heard, understood, and cared for. They also provide information about other support services that are available in communities around Australia. If you feel that you might need telephone counselling, you can call about anything that might be troubling you.

[Kids Help Line](#)

Phone: 1800 55 1800

If you are under 18 years of age you may consider contacting the kids' help line, who provide access to telephone, web, and email counselling.

Mental Wellness

NSI can provide references to a range of external mental health service providers should you require it. Please talk to your NSI trainer assessor to provide you with the details. This service is personal and does not include your employer or any other entity. However, if you are struggling, first seek immediate help from your family doctor.

RTO Services

Cessation of the RTO

In the event that NSI closes or ceases to deliver the agreed training and/or assessment services your rights include:

- If NSI ceases operations, then steps will be taken to ensure that all continuing students either complete their training or are assisted to transfer to another RTO. The student has the right to choose which RTO they transfer to. NSI has a Student Transfer Policy & Procedure for students that require assistance.
- NSI will meet all its legal obligations to students.
- NSI will protect former and continuing student's records.
- A refund of fees paid (if any) as per section 11 of this guide.
- All current students to receive a copy of their student records, if not previously provided, including:
 - a Certificate for each qualification completed,
 - a Statement of Attainment for any units of competence completed in partial fulfilment of a qualification, and
 - evidence of training and assessment activities undertaken at the time where partial fulfilment of a unit of competence was achieved.
- Access to our range of student support services.

Refer to the Changes to Agreed Services section, overpage, for further relevant details.

Changes to Agreed Services

Where there are any changes to agreed services, NSI will advise you as soon as practicable (verbally and in writing) including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

Changes to Ownership of the RTO

If NSI is sold to another RTO or entity, students are not bound to accept enrolment with the new RTO / entity and may opt to transfer to other registered providers.

NSI will not transfer the enrolment of individual students to the new entity unless individual students provide written consent to the transfer. Students who have paid for ongoing courses of study are entitled to apply for a refund of tuition fees in accordance with NSI's Refund Policy.

Superseded Qualifications

Students enrolled in superseded qualifications will be offered the option of being transitioned to any new replacement qualifications. If the students (or employer where applicable) do not wish to transition, the superseded qualification will be taught out if possible – subject to teach out period.

If students/employers agree to transition to a new replacement qualification, all parties are required to sign a new Training Plan.

We will also provide you with clear information about the following:

- Full course code and title - This can be found in your Application for Enrolment and Statement of Fees issued to you.
- Venue, length, and mode/s of delivery and/or assessment – found in Statement of Fees.
- Third party arrangements – If a third party is involved in your training and/or assessment we will advise you of their details including all contact details. NSI is responsible for the quality of training and assessment including that provided by any third parties. NSI issues qualifications and statements of attainment. Any changes to these arrangements, including change of a third-party provider, will be communicated to you in writing asap. Any complaints or appeals against NSI or a third-party provider can be lodged as per our complaints and appeals policy and procedure located on our website (www.nsiskills.com.au) and as summarised in this guide. **NB: NSI does not currently nor intend to use any form of Third-Party Arrangement for the delivery of services such as Advertising, Enrolment, Training, Assessment or Student Administration.**
- Entry requirements – Throughout the information provision and application for enrolment process, we will ensure that you are advised and understand your obligations, entry requirements and materials and equipment required to be supplied by you. Our current courses do not require practical placements. **NB: Apprentices and Trainees must be genuinely employed and under a**

National Training Contract prior to NSI enrolling into a course.

- Support services – refer to Support Services section of this handbook.
- Fee information – any fees that apply to you will be clearly outlined in writing. Our Statement of Fees that is issued to you will contain fees (if any) for government funded students. Fee for service students, prior to enrolment or commencement of training/assessment, receive an additional invoice outlining fees and costs involved with the course, how and when they must be paid, how to request a refund and the conditions that apply (refer to our fees and refund policies– refer to Fee and Refund section of this handbook or on our website).
- Funding entitlements – accessing government funding entitlements may reduce your ability to access funding in the future. Refer to the relevant section in the Application for Enrolment Form for specific details and the Victorian Funding (Skills First) section of this handbook to determine whether they apply to you.

Consumer rights – We will advise you of your consumer rights in accordance with state or territory laws including whether a cooling-off period applies to your course (refer to invoice supplied if applicable).

Intellectual Property Rights

NSI owns or licenses all the intellectual property rights to all training content and materials retaining full copyright.

No part of our training services and materials may be copied in any form or, by any means (electronic, mechanical, micro copying, photocopying, recording or otherwise), be reproduced, stored in a retrieval system, or transmitted without written permission. All student records are the property of NSI.

The requirements of the privacy act will be strictly adhered to.

Relevant Organisations and Further Information

Relevant Organisation

The following organisations have a role in regulating or administering Apprenticeships and Traineeships in Victoria:

The Victorian Registration and Qualification Authority (VRQA):

The VRQA regulates Apprenticeships/Traineeships in Victoria. This includes regulating Training Contracts and approving the package of qualifications that makes up an Apprenticeship and Traineeship for a specific industry 'Approved Training Schemes'. The VRQA maintains EPSILON, the database used as a register of Apprentices and Trainees.

Information can be found on the VRQA website:

<https://www.vrqa.vic.gov.au/apprenticeships/Pages/Apprenticeshipsandtraineeships.aspx>

Approved training schemes are published in the Victorian Government Gazette and on the VRQA website at: <https://www.vrqa.vic.gov.au/apprenticeships/Pages/approved-training-schemes.aspx>

The Department of Education and Training Apprenticeship Support Program: This program assists Apprentices to navigate the apprenticeship system through their first year as well as help them resolve issues as they arise. Apprenticeship Support Officers (ASOs) located across Victoria provide apprentices with an independent advice service to discuss issues that could impact on their Apprenticeship, including not only workplace or training issues but also personal issues.

ASOs can also assist apprentices to contact other services such as Centrelink, the Fair Work Ombudsman and WorkSafe, and to access literacy and numeracy support, drug and alcohol counselling or mental health practitioners.

For more information visit www.education.vic.gov.au/training/learners/apprentices or contact the program via 1300 311 820 or apprenticeship.support@edumail.vic.gov.au

Apprentice Connect Australia Provider. (ACAP)

The Australian Government contracts Apprentice Connect Australia Providers in Victoria as the first point of contact about starting an Apprenticeship or Traineeship.

ACAP providers offer support services (administrative support, payment processing and regular contact) and targeted services for those who need extra support to complete their Apprenticeship.

Information on ACAP services, including providers, can be found on the Australian Apprenticeships website: <https://www.apprenticeships.gov.au/about-apprenticeships/apprentice-connect-australia-provider>

The Commonwealth Department of Employment, Skills, Small and Family Business: The Commonwealth Department of Employment, Skills, Small and Family Business has responsibility for supports provided through the ACAP and Apprenticeship employer incentives.

Information can be found on the Australian Apprenticeships website:
<https://www.apprenticeships.gov.au/>

Further Information

Further information on Apprenticeship and Traineeship training in Victoria is available on the Department of Education and Training (the Department) website:

For Apprentices/Trainees:

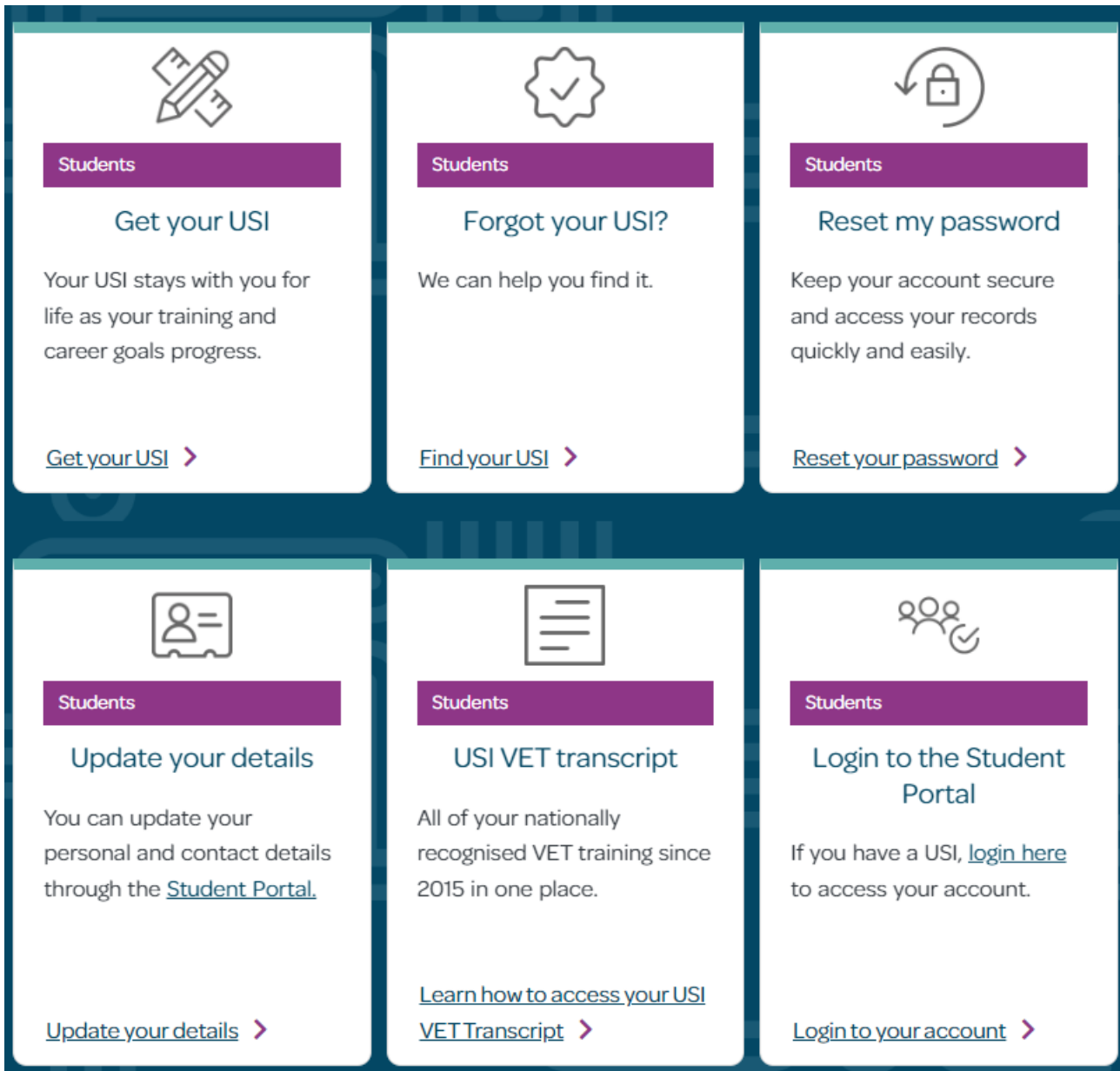
<https://www.education.vic.gov.au/training/learners/apprentices/Pages/default.aspx>

For Employers: <https://www.education.vic.gov.au/training/employers/apprentices/Pages/default.aspx>

Source: 2025 Guidelines about Apprenticeship/Traineeship Training Delivery V1.0 (December 2024)

Appendix A - USI Instruction Guide

Go to <https://www.usi.gov.au/students>, then select Students “Get your USI”!



The above screen allows you to not only to obtain a USI but also find forgotten USI's, Reset Passwords, Update Details, View USI Transcripts and Logging into the Student Portal once your USI has been created.

Refer over page to the next USI screen.

You can now commence the application process:

On this page you can:

1. Create a USI account (if you don't already have one)
2. View your application status
3. Login to your USI account
4. Retrieve your USI
5. Reset your password
6. Activate your USI account.

CREATE USI

If you do not have a USI account, you can create one now.

You only need to fill in a few details and have one form of ID to verify who you are. It should only take you about 5 minutes. Please select Create USI.

Create USI

You can create your USI using your Digital Identity. Digital Identity is a safe, secure and convenient way to prove who you are online. [myGovID](#) is the Australian Government's Digital Identity app.



Continue with Digital Identity

FORGOTTEN USI

If you have forgotten your USI, you can retrieve it in just a few minutes. Please select **Forgotten USI** to retrieve it. You will need to enter a few details and answer your Check Questions to verify who you are.

If you have not activated your USI account you will need one form of ID to verify who you are.

Forgotten USI

Document Title: SC. 2025 Apprentice Trainee Handbook
Document Location: N:\National Skills Institute\QMS\SC. Students and Clients