



# **Student Handbook 2019**

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## Who are we?

Cobra has been a Registered Training Organisation since 2009 and currently employs a specialist team of permanent staff and contract trainers and assessors. We can deliver accredited short courses and full qualifications in the fields of construction, resources, infrastructure, transport and logistics and is approved by SafeWork NSW, Worksafe ACT, Worksafe WA and WHSQ to deliver and assess most classes of High-Risk Work Licenses.

We design and tailor innovative courses to suit our clients' needs that provide outcomes. Our students and clients experience is paramount; we strive to equip our students with cutting edge industry knowledge that will assist them in reaching their goals.

We have an energetic team of facilitators and administrators, who are passionate about training quality. We offer face to face training courses that are engaging and fun and we provide standout service and support to our students and clients.

Cobra Training staff & trainers are dedicated to providing you a high standard of support and guidance in your course. Please feel free to approach your trainer anytime throughout your course as they will be more than happy to assist you.

At Cobra Training, we aim to provide the most up-to-date and the highest quality of training. With a wide variety of training options available Cobra Training will customise a course to suit your needs and to broaden your skills and knowledge in your chosen area of interest.

## Code of Practice

The code of practice requires Cobra Training to implement policies and management practices that maintain high professional standards in regard to the delivery of your education which safeguards the educational interests and welfare of you as a student. Cobra Training is dedicated to ensuring that we provide only the highest quality of training and that you achieve your maximum potential as a result of your training.

## Our Vision

To promote an environment that has learning and development at its core for all of our stakeholders and to ensure that professional practice is the underpinning standard we deliver at all times.

## Code of Behavior

As a student of Cobra Training, you are required to follow the Code of Behavior at all times and are expected to treat fellow students, your course trainer and Cobra Training staff with respect and without prejudice and discrimination. Failure to follow the Code of Behavior may see disciplinary actions implemented and as such may involve the cancellation of your training with Cobra Training.

You 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. If you feel that you have been treated unfairly or have a complaint that you wish to lodge, please refer to the Complaints and Appeal section as outlined in this handbook and follow the steps as outlined.

## Access and Equity

Cobra Training promotes the principles of access and equity through all components of training and assessment services that we have to offer. Cobra Training have a strong emphasis in ensuring that reasonable adjustment is provided to students who are disadvantaged or require additional assistance. Whether it is through counselling or you are provided with additional support from your trainer to assist with the completion of your studies, Cobra Training has different options to suit your needs and requirements. No matter what your status is or the background you come from, you will be assisted to the best of our ability and treated equal throughout all phases of your training.

Staff and students of Cobra Training are required to comply with access and equity requirements at all times. 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 regarding the access and equity principles, please contact the Office Coordinator in **NSW on 1300 262 721** or in **VIC on 1300 601 664**

## Privacy and Disclosure Statement

Your personal information is collected by Cobra Training solely for the purpose of operating as a Registered Training Organisation under the Australian Skills Quality Authority (ASQA) who are the registering authority.

Cobra Training is required to provide the Government, through the Department of Education and Early Childhood Development and the Australian Skills Quality Authority, with student and training activity data which may include information you provide in your enrolment details or throughout your training program.

The Department may use the information provided to it for planning, administration, policy development, program evaluation, resource allocation, and reporting and/or research activities.

For these and other lawful purposes, the Department may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

## Accessing your student file

It is a requirement of the Australian Skills Quality Authority that you are able to access personal information held by Cobra Training pertaining to your progress. You have the right to view your student file and if you would like to do so, please complete the 'Access to Personal Information Request Form' located on Cobra Training website: [www.cobra1.com.au](http://www.cobra1.com.au)

The Office Coordinator will contact you within 5 working days upon receipt of the 'Access to Personal Information Request Form' to arrange a mutually convenient time for you to come into the office and view your file.

Please note that you will need to provide photo identification when you come into the office to view your file.

Cobra Training will not disclose any of your personal information if requested by a third party or another training organisation upon request. If a third-party requests information, you will be notified by one of our staff members and if you approve to release your personal details, then your written consent will be required.

If you are registered as a trainee under a Traineeship and Apprenticeship Scheme, or if your employer is paying for your training, please note that we may be required to provide information relating to your progress to:

1. your employer
2. the apprenticeship center
3. The State Government.

## Equal Opportunity, Sexual Harassment and Discrimination

"It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) because of your actual or assumed" status e.g. age, race, religion, etc. (Equal Opportunity Commission)

Cobra Training promotes an equal and safe environment at all times for their students which must be free from discrimination and sexual harassment.

Discrimination is the unfair treatment based on a personal characteristic protected by the law. There are two forms of discrimination:

**Direct discrimination** happens when a person treats someone who has one of the personal characteristics protected by the law less favorably than someone who doesn't have that personal characteristic.

**Indirect discrimination** happens when treating everybody the same way will be unfair.

**Sexual harassment** is behavior of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behavior would offend, humiliate (put down) or intimidate (threaten or scare) the other person, then the law says it will be sexual harassment.

Cobra Training strictly enforces an environment of equal opportunity and therefore, request that you give everyone a fair go. As a student of Cobra Training this means that you need to treat others including fellow class colleagues, your trainer and Cobra Training staff members fairly regardless of their race, age, or other personal characteristics protected by law.

## **Fees and Charges**

Fees for training vary depending on the course or qualification and whether you are taking up a course or your employer may be paying. For fees please visit the Cobra Training website [www.cobra1.com.au](http://www.cobra1.com.au)

Before you enroll in a course, you should expect to be told:

- What you will have to pay, itemised as a list
- Payment arrangements and due dates as documented in the Training Service Agreement as provided to you
- About any conditions that may apply to refunds (as provided in this handbook).

### **Prepaid Fees**

Fees of more than \$1500 will not be collected in advance/prior to the commencement of the course.

## Refunds

Depending on the circumstance, you (or your employer if they paid for your fees) may be eligible for a refund as per the following schedule:

Outline of Refunds	
Withdrawal of individual/s with 30 days' notice prior to course enrolment date	Full refund
Withdrawal of individual/s after the agreed course enrolment date and within 30 days of agreed course enrolment date	Partial refund the tuition fee will be adjusted to the fee payable for units commenced prior to cancellation
Withdrawal of individual/s after 30 days from course enrolment date	No refund
Course withdrawn by Cobra Training	Partial refund the tuition fee will be adjusted to the fee payable for units commenced prior to the course being withdrawn
Cobra Training is unable to provide the course prior to the scheduled course commencement date for which the original enrolment and payment has been made	Full refund
An individual's non-attendance at a short course	No refund

## Refund Terms and Conditions

- If the student withdraws within the first four (4) weeks from the course enrolment date and has not completed any units a full refund will apply.
  - If the student withdraws within the first four (4) weeks from the course enrolment date and has completed some training, a partial refund of the tuition fee will be provided and will be adjusted to the fee payable for units commenced prior to cancellation
  - If the student withdraws after four (4) weeks from their course enrolment date, then they are not entitled to a refund
  - Short courses are required to be paid in full prior to attending the course in order to secure a place. Refunds will not apply when a student does not attend the course.
  - In the event that Cobra Training closes or are no longer able to provide the training and assessment services as initially agreed between Cobra Training and the student, then Cobra Training will:
    - 1) Arrange for agreed training and assessment to be completed through another RTO (fees may be incurred). Prior to the transfers students will be formally notified of the arrangements including any refunds of fees that may be applicable.
- OR
- 2) Provide a pro-rata refund based on hours completed to date for units that have been commenced prior to the course being withdrawn

If you wish to apply for a refund, please obtain a copy of the 'Refund Application Form' form located on Cobra Training Trainings website: [www.cobra1.com.au](http://www.cobra1.com.au) The application for refund may take up to 20 working days to be processed upon receipt of the form and will be at the discretion to approve the refund by Cobra Training.

### Resource Fees

You are required to purchase resources as part of your course or study. You will be advised of the cost required for resources prior to enrolment. If you cancel or withdraw from your study, then you will not be entitled to a refund for your resources.

## Enrolling in a course at Cobra Training

### Prior to enrolment

Prior to enrolling in a course at Cobra Training, the Cobra Administration Team or Trainer/Assessor will:

Discuss what you wish to achieve by undertaking training and the overall outcome upon completion of the training

- Discuss your work/life experience to determine what course would be most suitable for your aspirations, current knowledge and the skills that you require
- Explain whether there are any special requirements for you to enroll in the course (pre-requisites) and how the delivery and assessment of the training will occur
- Explain the different training options available to you e.g. workplace training etc.
- Discuss your responsibilities and requirements to complete the course
- Determine whether you are eligible to complete your training under a 'traineeship scheme' if you are currently employed in an area that relates to the training you wish to undertake
- Discuss the option of Credit Transfers (CT) and Recognition of Prior Learning (RPL)
- Explain the fees, charges and payment requirements for your course.
- Explain how this may impact further government subsidised training for you in the future.

Once you have been provided with all of the information as outlined above and are then satisfied that Cobra Training can offer you a course that suits your needs, you can then commence the enrolment process as outlined below.

## **Enrolling in a course**

Once you are ready to enroll in a course, you will be assisted by your Trainer/Assessor or Business Development Consultant and you will be required to collect and/or complete the following:

1. Complete the Cobra Training Language, Literacy and Numeracy (LL&N) Assessment to determine if you require any additional support throughout your training program.
2. Complete the Pre-Training Review to:
  - Ensure that you understand the concept of RPL and CT and review your work / life experience to identify any relevant prior formal/informal learning that may be applied to the course that you wish to enroll in (this is documented on the pre-training review form).
  - Identify the mode of delivery and visit scheduling (if applicable) best suited to your needs by discussing with you (and workplace supervisor, if applicable) at time of enrolment and documenting this on the Pre-Training Review.
  - Ensure that the qualification that you are enrolling into is an appropriate training option is relevant to your individual needs.
3. Complete the Enrolment form which contains all of your personal and private information and to provide evidence that demonstrates Australian residency.
4. Provide the appropriate identification to support your enrolment application.
5. Review the Training Services Agreement and/or the Fees and Charge Flyer which outlines the terms and conditions of your training program.
6. Arrangements for payment of your fees will be made.
7. Once your training needs have been established, a customised Training Plan will be developed in consultation with you, your trainer and employer.
8. Once all parties agree with the training program, everyone will be required to sign the last page of the training plan.

## Language, Literacy & Numeracy (LLN)

Cobra Training recognises the importance of Language, Literacy and Numeracy (LLN) skills in our students to ensure that the individual is able to access and participate in training without being disadvantaged by their current LLN skills.

As part of the enrolment process, you will be required to complete a language, literacy and numeracy assessment. This will enable us to determine whether additional support, if any, will be required to assist you to complete your course. Cobra Training use the Enrolment form and other paperwork to check for suitable LLN levels.

Support may be provided to you in one of the following ways:

- Additional one-on-one time with the trainer/assessor
- Modification of learning strategies
- Adjusting the way, you may be assessed for example, verbal assessment instead of written questioning

Support from our Language, Literacy and Numeracy practitioners.

If you feel that you may require additional support throughout your course regarding language, literacy and numeracy please contact our student support officer in **NSW on 1300 262 721** or in **VIC on 1300 601 664**.

## Training and Assessment

### What is competency based training?

In vocational education and training, people are considered to be competent when they are able to:

- consistently apply their knowledge and skills to the standard of performance required in the workplace
- transfer and apply skills and knowledge to new situations and environments.

Competency based training involves both workplace and off the job training and assessment aiming to ensure that the individual participating in the training has the competence to undertake their work role to the standard expected in a range of employment situations.

#### Definition of Competency:

The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments. (ASQA)

### How is the Training Delivered?

Generally, training will take place in one of the following ways:

**On the job:** This is where a trainer will come and visit you to conduct the training and assessing aligned with your work duties at your place of employment. You will be visited by your trainer every 3-4 weeks for 1.5 and up to 3 hours of training.

**Off the job:** Training is completed away from the workplace in a training environment such as a classroom or simulated environment

### Four dimensions of competency

Competency involves successful work performance and comprises of four dimensions:

- Task skills – undertaking a specific workplace task (s)
- Task management skills – managing a number of different tasks to complete a whole work activity
- Contingency management skills – responding to problems and irregularities when undertaking a work activity such as:
  - Breakdowns
  - Changes in routine
  - Unexpected or atypical results or outcomes
  - Difficult or dissatisfied clients
- Job role/environment skills – dealing with the responsibilities and expectations of the work environment when undertaking a work activity, such as:
  - Working with others
  - Interacting with clients and suppliers
  - Complying with standard operating procedures
  - Observing enterprise policy and procedures

### **How will you be assessed?**

Assessment is the process of collecting evidence and making judgments on whether competency has been achieved. The purpose of assessment is to confirm that you can perform the standard expected in the workplace, as expressed in the relevant endorsed competency standards.

In general, basic forms of skills and knowledge evidence include:

#### **Direct evidence**

Direct evidence is obtained when an assessor observes you actually performing in the workplace. The assessor makes a judgement about whether you have competently performed a task or series of tasks. For example, the assessor may:

- observe you performing a range of skills at work;
- view a video of your performance;
- examine a product made in the workplace by yourself.

#### **Indirect evidence**

Indirect evidence is used when it is not possible or desirable for you to be assessed on your actual performance of tasks in the workplace; it may be too costly, inappropriate or involve risks. Indirect evidence may include:

- Projects
- Simulations
- Examination of workplace documents.

#### **Supplementary evidence from:**

- Oral and written questioning
- Personal reports
- Third party sources.

#### **Assessment timeframes**

You will be given plenty of notice from your trainer regarding the time and form of the assessment/s you are required to complete. You will not be expected to sit an assessment that you have not been able to prepare for.

#### **Re-assessment Fees**

If your assessment is found to be 'Not Competent' then you will be given the opportunity to re-complete the assessment at a mutually convenient time as arranged with your trainer. You may be required to re-attend class sessions or revisit course materials to ensure that you have obtained the required knowledge and skills to successfully complete the assessment. You will **not** incur any additional charges for the reassessment process.

#### **How do we know someone is competent?**

- We know whether someone is competent when assessment of the evidence presented verifies that all aspects of the Unit of Competency are demonstrated and can be applied in an industry context.
- An individual can be assessed during their training, at the end of their training, or without undertaking any training at all!

## Recognition of Prior Learning (RPL)

If you have had prior experience and/or learning in relation to the unit of competencies outlined in your chosen course, then you may be eligible to apply for Recognition of Prior Learning (RPL). You can only apply for RPL by completing the Application Form which will be offered to you during the enrolment process and is available to download from Cobra Training website: [www.cobra1.com.au](http://www.cobra1.com.au)

## Credit Transfer/National Recognition

If you have completed formal study at another Registered Training Organisation, then you may be eligible to receive a Credit Transfer/s for the unit of competency/s previously completed. If you wish to apply for a Credit Transfer then you will need to submit a copy of a certified Transcript or Statement of Attainment along with a copy of the application form which is available to download from Cobra Training website: [www.cobra1.com.au](http://www.cobra1.com.au)

You can either submit your application to your trainer or via the post:

Cobra Training

Att: Training/Compliance Coordinator

**NSW: 1/108 Newton Rd, Wetherill Park NSW 2164**

**VIC: 20 Industry Boulevard Carrum Downs VIC 3201**

The process of National Recognition will be completed within 14 working days from receipt of application where you will receive an email notifying you of the outcome of your application. If the evidence provided is not equivalent to the required learning outcomes, competency outcomes, or standards in a qualification, then the student will be offered the opportunity to complete an RPL assessment as another method towards achieving competency.

## Recognition of Current Competencies (RCC)

This process will apply if a student has previously successfully completed the requirements for a unit of competency or module and is now required to be reassessed to ensure that the competence and currency is being maintained. In this case no extra skill or competencies are nationally recognised.

## Plagiarism and Cheating

Plagiarism involves using the work of another person and presenting it as your own. Any of the following acts constitutes plagiarism unless the source of each quotation or piece of borrowed material is clearly acknowledged.

- copying out part(s) of any document or audio-visual material (including computer based material);
- using or extracting another person's concepts, experimental results, or conclusions;
- summarising another person's work;
- in an assignment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.

Cheating involves copying another person's work as your own:

- in an assessment where there was collaborative preparatory work, submitting substantially the same final version of any material as another student.

If a staff member at Cobra Training suspects that you are plagiarising or cheating, they are required to report this to the Office Coordinator.

After discussion, if the Office Coordinator agrees that the case warrants more than a warning, then you will be informed in writing of the nature of the act and you will be given an opportunity to respond in writing.

Depending on your written response, the Office Coordinator will decide whether the case of plagiarism or cheating is evident and whether any penalty/s need to be issued to you.

If you are found to have plagiarised or cheated, you may be required to:

1. Re-complete and re-submit the assessment
2. If your second submission is still found to contain plagiarism or evidence of cheating, then you will be withdrawn from the training program immediately

If you are not satisfied with the final outcome, you have the right to appeal the decision by following the complaints and appeals procedure as outlined in this handbook.

Cobra Training treats plagiarism as a serious matter and disciplinary action will be enforced if you are found to have plagiarised upon submission of your assessments.

## **The Issuing of your Qualification upon Completion of your Course**

Once you have successfully completed all of the assessment requirements of your course, you will be issued with a certificate corresponding to the qualification you have completed within 30 calendar days from completion of your course, providing all agreed fees owed to Cobra Training have been paid. Cobra Training will be the RTO issuing your statement of attainment.

If you only partially complete the qualification requirements, then you will be awarded with a 'Statement of Attainment'; which only outlines the unit of competency/s that you have successfully completed.

If you require a replacement Qualification or Statement of Attainment, then you will be required to pay a fee of \$75. You must complete the 'Request for replacement Qualification/Statement of Attainment' form which is available on Cobra Training website [www.cobra1.com.au](http://www.cobra1.com.au)

The form must be submitted in person to the Cobra Training office in **NSW- 1/108 Newton Rd, Wetherill Park NSW 2164 or VIC- 20 Industry Boulevard Carrum Downs VIC 3201**. If circumstances prevent you from attending the office, then you must sign the request in front of a Justice of The Peace and submit it by post. You will need to provide photo identification either in person at Cobra Training Trainings office or in front of a Justice of Peace to confirm your identity.

Please allow up to 10 working days upon receipt of the request form for your request to be processed.

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

## Pathways

Upon successful completion of your course, you may wish to further develop your skills and knowledge and enroll into another course that is relevant to your chosen field of interest. Your trainer can provide you with industry specific pathways however; the diagram below will give you an idea of the training pathway you can follow:

<i>AQF Qualification by Sector of Accreditation</i>			
<i>Schools Sector Accreditation</i>	<i>Vocational Education and Training Sector Accreditation</i>	<i>Higher Education Sector Accreditation</i>	
<u>Senior Secondary Certificate of Education</u>	<u>Vocational Graduate Diploma</u>	<u>Doctoral Degree</u>	
	<u>Vocational Graduate Certificate</u>	<u>Masters Degree</u>	
	<u>Advanced Diploma</u>	<u>Graduate Diploma</u>	
	<u>Diploma</u>	<u>Graduate Certificate</u>	
	<u>Certificate IV</u>	<u>Bachelor Degree</u>	
	<u>Certificate III</u>	<u>Associate Degree, Advanced Diploma</u>	
	<u>Certificate II</u>	<u>Diploma</u>	
	<u>Certificate I</u>		

## **Student Support Services**

If you require additional assistance with your training then please approach your trainer. Alternatively, Cobra Training has nominated a 'Cobra Administration Team' who is available to you. The Cobra Administration Team can be contacted between 8am-4pm Monday to Friday where you can make an appointment to discuss the support you require.

### **Cobra Administration Team Contact**

#### **Details in NSW**

Amanda Smith

Ph: 1300 262 721

Call between 8AM – 4PM Monday to  
Friday

### **Cobra Administration Team Contact**

#### **Details in VIC**

Emma Casey

Ph: 1300 601 664

Call between 8AM – 4PM Monday to  
Friday

### External Support Services

Subsequently, Cobra Training may provide you with a referral to organisations that may assist you further with some of your needs. The services that Cobra Training can refer you to are:

Type of Assistance Required	Name of Support Service	Contact Details	Contact User Pay/Free Call
Police, Ambulance, Fire	Police, Ambulance, Fire	000	FREE CALL
Alcohol and Drugs	Direct Line	1800 888 236	USER PAY
Depression	Lifeline	13 11 14	USER PAY
Ethnic Issues	Ethnic Communities Council of Victoria	03 9349 4122	USER PAY
Financial Matters	Credit Helpline	03 9602 3800	USER PAY
Legal Assistance	Fitzroy Legal Services 124 Johnston Street, Fitzroy, VIC 3065;	03 9419 3744 email: enquiries@fitzroylegal.org.au	USER PAY
Personal	Adult Multicultural Education Services,	13 26 37	USER PAY
Personal Issues	Lifeline Crisis Support, Suicide Prevention	13 11 14	USER PAY
Personal Issues	Sexual Assault Centre against Sexual Assault	03 9344 2210	USER PAY
Smoking Issues	Quit line	13 1848	USER PAY
Translating and Interpreting	Translating and Interpreting	13 1450	USER PAY
Medical & Sexual Health Clinic	Medical One QV/Sexual Health Clinic – 23 QV Terrace, 292 Swanston Street, Melbourne	03 8663 7060	USER PAY

## **Student Safety**

All facilities of Cobra Training are located in well-lit and high density areas. These areas are considered as low risk and therefore safe for public access.

All facilities are compact and have very close street access providing a controlled environment. Cobra Training do not require students to attend scheduled training sessions for more than eight hours in any one day.

Although Cobra Training facilities are well located and easily accessible by public transport, students are advised to take all practicable steps to ensure their own safety at all times especially where sessions operate after 1800 hours but complete on or before 2100 hours.

## **Occupational Health and Safety**

While Cobra Training will ensure that its premises meet the Australian Occupational Health and Safety guidelines, students must take all practicable steps to ensure their own safety while at the Institute.

Accidents, incidents or hazards concerning students which occur within Cobra Training premises must be reported to personnel or trainers concerned immediately.

## **Emergencies and Evacuations**

In the event where Cobra Training premises need to be evacuated, students not in training sessions must follow instructions from Cobra Training staff.

In the event of an emergency where students are receiving training in the classroom, they must follow the procedures as instructed by their trainers.

Students refusing to abide by Cobra Training emergencies and evacuation procedures will be regarded as student misbehavior and subjected to disciplinary action in accordance as determined by management.

## **Changes to the RTO**

If there are any significant changes to the RTO you will be notified ASAP to these changes. If the RTO for any reason cannot deliver the course, you will be helped to find another provider. If Cobra Training enter into a third-party agreement this will be placed on our website and should this impact the training in anyway Cobra will notify students immediately

## Relevant Legislation

A range of legislation is applicable regarding your training. The regulations and legislation for training organisation that affects your participation in Vocational Education and Training includes:

LEGISLATION	PURPOSE	WEB LINK
<b>Education and Training Reform Act</b>	The main purpose of this Act is to reform the law relating to education and training in Victoria by providing for a high standard of education and training for all Victorians.	<a href="http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol_act/atra2006273/">http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/vic/consol_act/atra2006273/</a>
<b>Privacy Act</b>	The <i>Privacy Act 1988</i> (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information.	<a href="http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/">http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/</a>

<b>Information Privacy Act</b>	The main purposes of this Act are— (a) to establish a regime for the responsible collection and handling of personal information in the Victorian public sector; (b) to provide individuals with rights of access to information about them held by organisations, including information held by contracted service providers; (c) to provide individuals with the right to require an organisation to correct information about them held by the organisation, including information held by contracted service providers; (d) to provide remedies for interferences with the information privacy of an individual; (e) to provide for the appointment of a Privacy Commissioner.	<a href="http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/">http://www.austlii.edu.au/au/legis/cth/consol_act/pa1988108/</a>
<b>Racial Discrimination Act</b>	It is unlawful for a person to do any act involving a distinction, exclusion, restriction or preference based on race, colour, descent or national or ethnic origin which has the purpose or effect of nullifying or impairing the recognition, enjoyment or exercise, on an equal footing, of any human right or fundamental freedom in the political, economic, social, cultural or any other field of public life.	<a href="https://www.legislation.gov.au/Details/C2016C00089">https://www.legislation.gov.au/Details/C2016C00089</a>
<b>Sex Discrimination Act</b>	An Act relating to discrimination on the ground of sex, sexual orientation, gender identity, intersex status, marital or relationship status, pregnancy, potential pregnancy, breastfeeding or family responsibilities or involving sexual harassment	<a href="https://www.legislation.gov.au/Details/C2018C00499">https://www.legislation.gov.au/Details/C2018C00499</a>
<b>Anti-Discrimination Act</b>	An Act to render unlawful racial, sex and other types of discrimination in certain circumstances and to promote equality of opportunity between all persons.	<a href="http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/">http://www.austlii.edu.au/au/legis/nsw/consol_act/aa1977204/</a>
<b>Defamation Act</b>	The purpose of this Act is to enact in Victoria provisions to promote uniform laws of defamation in Australia.	<a href="http://www.austlii.edu.au/au/legis/vic/consol_act/da200599/">http://www.austlii.edu.au/au/legis/vic/consol_act/da200599/</a>
<b>Racial and Religious Tolerance Act</b>	The purposes of this Act are— a) to promote racial and religious tolerance by prohibiting certain conduct involving the vilification of persons on the ground of race or religious belief or activity; b) to provide a means of redress for the victims of racial or religious vilification.	<a href="http://www.austlii.edu.au/au/legis/vic/consol_act/rarta2001265/">http://www.austlii.edu.au/au/legis/vic/consol_act/rarta2001265/</a>
<b>Equal Opportunity Act</b>	To re-enact and extend the law relating to equal opportunity and protection against discrimination, sexual harassment and victimisation;	<a href="http://www.legislation.vic.gov.au/">http://www.legislation.vic.gov.au/</a>
<b>Workplace Gender Equality Act</b>	An Act to require certain employers to promote gender equality in the workplace, to establish the Workplace Gender Equality Agency and the office of the Director of Workplace Gender Equality, and for related purposes	<a href="https://www.legislation.gov.au/Details/C2016C00895">https://www.legislation.gov.au/Details/C2016C00895</a>
<b>Freedom of Information Act</b>	An Act to give to members of the public rights of access to official <u>documents</u> of the Government of the Commonwealth and of its agencies	<a href="http://www.austlii.edu.au/au/legis/cth/consol_act/foia1982222/">http://www.austlii.edu.au/au/legis/cth/consol_act/foia1982222/</a>

<b>National Vocational Education and Training Regulator Act</b>	An Act to establish the National Vocational Education and Training Regulator, and for related purposes	<a href="https://www.legislation.gov.au/Details/C2017C00245">https://www.legislation.gov.au/Details/C2017C00245</a>
<b>Apprenticeship and Traineeship Act</b>	An Act to provide for the regulation of apprenticeships and traineeships; to repeal the <i>Industrial and Commercial Training Act 1989</i> ; and for other purposes.	<a href="http://www.austlii.edu.au/au/legis/nsw/consol_act/aata2001295/">http://www.austlii.edu.au/au/legis/nsw/consol_act/aata2001295/</a>
<b>Occupational Health and Safety Act</b>	<p>The <i>Occupational Health and Safety Act 2004</i> (the Act) is the cornerstone of legislative and administrative measures to improve occupational health and safety in Victoria.</p> <p>The Act sets out the key principles, duties and rights in relation to occupational health and safety. The general nature of the duties imposed by the Act means that they cover a very wide variety of circumstances, do not readily date and provide considerable flexibility for a duty holder to determine what needs to be done to comply.</p>	<a href="http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/">http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/</a>
<b>Occupational Health and Safety Regulation</b>	The <i>Occupational Health and Safety Regulations 2007</i> are made under the Act. They specify the ways duties imposed by the Act must be performed, or prescribe procedural or administrative matters to support the Act, such as requiring licenses for specific activities, keeping records, or notifying certain matters.	<a href="http://classic.austlii.edu.au/au/legis/vic/consol_reg/ohasr2017382/">http://classic.austlii.edu.au/au/legis/vic/consol_reg/ohasr2017382/</a>
<b>Accident Compensation (Work Cover Insurance) Act</b>	The purpose of this Act is to provide for compulsory WorkCover insurance for employers under WorkCover insurance policies and the payment of premiums for WorkCover insurance policies.	<a href="http://www.austlii.edu.au/au/legis/vic/consol_act/acia1993420/">http://www.austlii.edu.au/au/legis/vic/consol_act/acia1993420/</a>
<b>Fair Work Act</b>	An Act relating to workplace relations, and for related purposes	<a href="http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/cth/consol_act/fwa2009114/">http://www8.austlii.edu.au/cgi-bin/viewdb/au/legis/cth/consol_act/fwa2009114/</a>
<b>Charter of Human Rights and Responsibilities Act</b>	The main purpose of this Charter is to protect and promote human rights	<a href="http://www5.austlii.edu.au/au/legis/vic/consol_act/cohrara2006433/">http://www5.austlii.edu.au/au/legis/vic/consol_act/cohrara2006433/</a>
<b>Disability Discrimination Act</b>	The purpose of this Act is to enact a new legislative scheme for persons with a disability which reaffirms and strengthens their rights and responsibilities and which is based on the recognition that this requires support across the government sector and within the community	<a href="http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/">http://www.austlii.edu.au/au/legis/cth/consol_act/dda1992264/</a>
<b>Disability Services Act</b>	An Act about providing services for people with a <u>disability</u> , and for related purposes	<a href="https://www.legislation.gov.au/Details/C2018C00146">https://www.legislation.gov.au/Details/C2018C00146</a>

## **Complaints and Appeals**

If you are dissatisfied with a service offered or treatment received by Cobra Training, then you have the right to lodge a complaint. In the event that you are dissatisfied with the outcome with your complaint, then you have the right to lodge an appeal. Please refer to the Complaints and Appeals Policy located on the Cobra Training website [www.cobra1.com.au](http://www.cobra1.com.au) for more information on how to lodge a complaint or appeal.

## **Participation in National Student Outcome Surveys**

As part of our commitment to quality standards, Cobra Training participates in providing data to the National Centre for Vocational Education and Research (NCVER). You may be contacted and requested to participate in a National Centre or Vocational Education Research (NVCER) survey and/or an invitation to participate in a Department endorsed project and/or be contacted by the Department (or persons authorised by the Department) for audit or review purposes.

## **Unique Student Identifier (USI)**

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). A student must provide their USI to Field on their enrolment form before commencing their course. If you do not provide your USI, you may be held back from attending your course until you provide one.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. A USI will allow your USI account to be linked to the National Vocational Education and Training (VET) Data Collection allowing you to see all of your training results from all providers including all completed units and qualifications.

The USI will make it easier for you to find and collate your VET achievements into a single authenticated transcript. It will also ensure that your VET records are not lost. The USI will be available online and at no cost to you. Your USI will stay with you for life and it will keep a record of any nationally recognised VET course that you completed from when the USI came into effect on 1 January 2015. For more information please see the link below <https://www.usi.gov.au/students/create-usi>