

ExelTrain Pty Ltd

RTO No: 40604

Student Pre-Enrolment Information Kit



About Us

EXELTrain Pty Ltd is a Registered Training Organisation offering a full range of training services. EXELTrain is one of the leaders at delivering workplace training solutions for businesses, individuals and various industries. As a Registered Training Organisation, we offer nationally recognised courses that are tailored to be relevant and cover exactly what you need.

We focus on giving people the tools to make safety an easy process, which is achieved through our lifetime support guarantee and industry leading course standards. After all, we measure our success in the success of our students.

Having been in operation for over 11 years, EXELTrain has now grown to become one of the leading workplace training providers in Melbourne.

Registered Training Organisation

As a Registered Training Organisation (RTO No.40604) our training is Nationally Recognised, and our training materials and processes meet the high standards of National VET (Vocational Education and Training) Regulator ASQA (Australian Skills Quality Authority) and the AQF (Australian Qualifications Framework) guidelines.

As we deliver across several different states & territories, we adhere to the guidelines of ASQA -[Australian Skills Quality Authority](#). This ensures that our processes and quality control are of the highest standard and are regularly monitored by our governing body.

All our Trainers and Assessors hold at least a Certificate IV in Training & Assessment and have had hands on experience within their respective industries.

Training Facilities

We have training venues in Melbourne, Adelaide, Perth, Sydney and Brisbane. Our training rooms are large enough to cater for group sizes.

Our Training Locations		
For more information on maps contact numbers and email addresses please visit https://www.exeltrain.com.au/ and or www.testandtagtraining.com.au		
Victoria Rowville (Head Office) 8 Mosrael Place Rowville Victoria 3178 Phone: 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain Caroline Springs Punthill Caroline Springs 1 - 7 Caroline Springs Boulevard Caroline Springs VIC 3023	Western Australia Perth (Branch Office) Balcatta Shop 7, Ground Floor, 386 Wanneroo Road, Westminster, WA 6061 Phone: 1300 889 167 Freemantle Fremantle Chamber of Commerce 16 Phillimore St Fremantle WA 6959 Cannington Richmond Wellbeing 29 Manning Road Cannington, WA 6107	South Australia Regency Park Location The Construction Industry Training Centre (CITC) 491-499 South Road, Regency Park, SA 5010
New South Wales North Paramatta Uniting Venues 18 Masons Drive, NSW 2151 Penrith Sydney International Regatta Centre Gate A Old Castlereagh Road Castlereagh NSW 2749	Queensland Brisbane - The Construction Skills Training Centre 878 Beaudesert Road Coopers Plains, 4108 QLD Gold Coast - Housing Industry Association, Unit 4/2 John Duncan Court, Varsity Lakes, QLD 4227 Sunshine Coast- Dicky Beach Surf Club, 1a Coochin St Dicky Beach, 4551	

Full Range of Services Offered by ExelTrain Pty Ltd

Sufficient One on One Training

Our courses are limited to a small number of clients to ensure that all who attend are given sufficient one on one contact with our Trainer and Assessor. Courses are available on a weekly basis & we can be flexible with dates to cater for your needs.

Courses

ExelTrain Pty Ltd trading as ExelTrain and Test and Tag Training RTO No. 40604 delivers nationally recognised training courses as well as non –accredited short courses.

LLN (Language, Literacy and Numeracy)

ExelTrain will ensure to provide detailed information on all training and assessment services including additional support services that we offer so that prospective students are aware that if they require a specific service, we can assist them or ensure to guide them to the appropriate external service that could offer assistance. This will help prospective students to make an informed decision prior to enrolment.

For any prospective student who indicates any learning difficulties an LLN test is sent prior to enrolment to establish their specific learning or support needs.

ExelTrain and Test and Tag Training's student enrolment form has question specifically designed to gather information on any additional support service that the student may need at the time of enrolment and on the course day so that our trainers and assessor can ensure to provide appropriate support.

Following are the link to the relevant websites that can provide information on the appropriate external service that could offer assistance. Please visit the links for additional information, if required.

- <https://www.idaaustralia.org/>
- <http://www.acal.edu.au/>
- <https://ala.asn.au/>

Nationally Recognised Courses

ExelTrain Pty Ltd has all the training resources for all the units as listed on our scope of registration, which are as follows:

- UEECD0007 - Apply work health and safety regulations, codes, and practices in the workplace
- UEERL0003 - Conduct in-service safety testing of electrical cord connected equipment and cord assemblies
- BSBESB402- Establish legal and risk management requirements of new business ventures

This ensures that all students are trained on nationally recognised training literature.

Course Information

Nationally Recognised Training Courses

Please refer to our website or click on the below link for specific course information which are as follows:

<https://www.exeltrain.com.au/test-and-tag-course>

<https://www.testandtagtraining.com.au/test-and-tag-business-course>

<https://www.testandtagtraining.com.au/courses>

Non - Accredited Training Courses

ExelTrain Pty Ltd trading as ExelTrain and Test and Tag Training delivers non-accredited short courses which are as follows:

<https://www.testandtagtraining.com.au/courses> - refer to the short course information section.

<https://www.testandtagtraining.com.au/refresher-course>

<https://www.testandtagtraining.com.au/plug-top-replacement-course>

<https://www.testandtagtraining.com.au/3-phase-test-tag>

Note – ExelTrain Pty Ltd RTO No. 40604 trading as ExelTrain and as Test and Tag Training have two specific websites which are as follows:

<https://www.exeltrain.com.au/>

<https://www.testandtagtraining.com.au/>

Terms and Conditions

Course fees include training materials, refreshments, and lunch (for full day courses)

Enrolment and Payment Terms and Conditions

To ensure that your enrolment is confirmed in the course, please complete the enrolment form online along with the full payment at least 5 working days prior to the course.

Payment

Payment can be made via credit card (either by phone or via the website), cheque, or electronic funds transfer (EFT) and must be paid prior to the commencement of the course. Payment details are provided on the website and on the invoice.

Fees and Refunds (Withdraw, Cancel and Transfer)

In the event of the course being cancelled or postponed by more than 4 weeks, all fees will be refunded.

To withdraw from a course prior to commencement and obtain a full refund, students need to contact our administration office least five (5) working days prior to the start of the course. In the event of a withdrawal within five (5) working days prior to the start of the course, 50% of the course fee will be refunded.

No refunds can be made for cancellations received less than 24 hours prior to course commencement. In the event of cancellation by the student and or the employer, where full payment has not already been received ExelTrain Pty Ltd reserves the right to recover full course fees (100% course fees are payable).

Students who wish to transfer their booking for a later course must do so at least 5 days prior to their scheduled course date; in this case course fees will be transferred to the next course.

Students are only permitted to transfer on one occasion. An administration fee of \$50 + (GST) may apply in case of withdrawal (cancellation and or transfer), application of these will be dealt on a case-by-case basis.

Please contact our head office for more information. Funds will be held for a maximum of 12 months. No refund will be given for withdrawal after the course has commenced. For online course/s once the user has logged in, the course will be deemed as commenced and no refunds will apply.

ExelTrain Pty Ltd Policies and Procedures

ExelTrain Pty Ltd RTO No. 40604 must comply with the ASQA's VET Standards for NVR RTOs. We have developed appropriate policies and procedures. If you wish to access any of our RTO policies and procedures, then contact our head office for further information on 1300 848 302 for Test and Tag Training and 1300 393 587 for ExelTrain. Our RTO staff will be more than happy to provide all the relevant details.

Additional Support Services

ExelTrain Pty Ltd has developed additional support services strategies to ensure that we can assist all our students with any learning needs to help them achieve their learning goals and objectives. For more information contact our friendly staff on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain.

Facilities & Equipment

ExelTrain's state of the art training facility is located at our head office and is fully equipped with all the necessary practical training equipment for each of the training courses. ExelTrain Pty Ltd has all the necessary facilities and equipment across all our training venues and locations.

For the test and tag courses - Portable Appliance Testers (PAT'S)

ExelTrain Pty Ltd will train students on the most popular [Portable Appliance Testers](#) available in the Australian market. This ensures that organisations that already have testers can have staff trained in the use of those units.

Qualifications Pathway

After completing our Nationally Recognised Test and Tag courses you will be awarded with Statements of Attainment for completing the following units:

- **UEECD0007 - Apply work health and safety regulations, codes and practices in the workplace.**
- UEERL0003 - Conduct in-service safety testing of electrical cord connected equipment and cord assemblies.

which are units of competencies from the UEE - Electrotechnology Training Package.

For more information on pathways to qualifications that contain these units visit the following links:

- <https://training.gov.au/Training/Details/UEECD0007>
- <https://training.gov.au/Training/Details/UEERL0003>

For more information on pathways to qualifications that contain this unit visit the following link:

Assessment

As a Registered Training Organisation, we will be conducting assessments for all our courses. All courses have assessment criteria that is provided to students when they start the course. We follow our assessment policy and procedure to ensure that all our assessments are conducted in a fair and equitable manner that are that is valid, fair, flexible, and reliable and follow the principle of assessment and rules of evidence as required by the standards.

Reassessment

Reassessment fees apply depending on the type of course that you have completed previously and the associated course fees for that particular course. Please contact our head office for further information as this will be dealt on a case-by-case basis depending on the type of reassessment you are required to complete again. Please note fully course fees are payable if you are required to attend the full course again.

VSN – Victorian students only under the age of 25

The VSN is a student identification number that is assigned by the Department of Education & Early Childhood Development. The number is unique to each student & will be used as a key identifier on student's school records until reaching the age of 25.

The VSN only applies to students under the age of 25 who reside in the State of Victoria. For more information please visit www.vcaa.vic.edu.au or download the information booklet [The Victorian Student Number](#)

Unique Student Identifier - USI

From 1st of January 2015 each student will need a Unique Student Identifier (USI) to obtain their certificate or qualification from their registered training organisation, when studying nationally recognised training in Australia. This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. A USI gives you access to your online USI account which will help keep all your training records together.

Students are requested to please provide us with their USI (Unique Student Identifier) number when completing their enrolment form. The USI number is made up of 10 characters (letters and numbers), if you don't have a USI then please go to www.usi.gov.au or <http://www.usi.gov.au/create-your-USI/> to create one and then complete your enrolment form. If you would like us to create your USI number for you then you must complete a USI permission form and provide us with the relevant details. If you need any further information on USI then please visit the www.usi.gov.au website or contact our office on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain during business hours. Please refer to the following link for more information on the USI student privacy information and the terms and conditions at <https://www.usi.gov.au/students/student-terms-and-conditions>

USI Search function to learn more about this please visit <https://www.usi.gov.au/training-organisations/using-usi-registry-system/existing-usi-search-locate-usi>

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

Important – Please note that we need to verify your USI number before we can issue you with your nationally recognised Statement of Attainment.

Please note that as per the new VET Data Policy requirement we as an RTO are required to inform **the student that their training activity will not be included in the National VET Provider Collection and that the training activity will not appear on their Authenticated VET Transcript** unless the student provides their USI under section 5.6.

Certificate, Issuing Statement of Attainment

As an RTO registered training organisation, we issue a nationally recognised Statement of Attainment to students on successful completion of the following unit/s:

- **UEECD0007 - Apply work health and safety regulations, codes and practices in the workplace.**
- **UEERL0003 - Conduct in-service safety testing of electrical cord connected equipment and cord assemblies.**

In an event where a student has lost their original certificate and wish to get another copy, they should contact our administration office and we shall be able to re-issue another copy of their certificate **at no additional cost** for the first re-issuance. Any second or third re-issuance of a Statement of Attainment will incur a cost of \$25 only as administration charge, as applicable.

Not Yet Competent

Students who are deemed NYC (Not Yet Competent) will be informed about their assessment outcome. A NYC letter is sent to the student that outlines the options that the student has in order to achieve their competency at a later date. Reassessment fees apply depending on the type of course that you have completed previously and the associated course fees for that particular course. Please contact our head office for further information as this will be dealt on a case-by-case basis depending on the type of reassessment you are required to complete again. Please note fully course fees are payable if you are required to attend the full course again.

RPL (Recognition of Prior Learning) and Credit Transfer

Students who may wish to apply for RPL (Recognition of Prior Learning) or credit transfer need to contact our compliance department at our head office on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain for more information prior to enrolment. Each application is dealt individually on a case-by-case basis and prospective students are informed of the individual procedure that may apply should they wish to pursue either of the above process.

Access and equity

ExelTrain Pty Ltd RTO No. 40604 trading as ExelTrain and Test and Tag Training has a documented access and equity policy and procedure in place that demonstrates Test & Tag Training's commitment to providing all students with equal opportunity to pursue their training and development. This policy and procedure is to be used by Test & Tag Training to integrate access and equity principles into all training and assessment activities it conducts or is conducted on its behalf. This also includes information on how students can have access to their own learner records if required. For more information on this policy and procedure please contact our head office on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain.

Complaints and Appeals

ExelTrain Pty Ltd believes that a student who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The student has the right to present the complaint formally as well as in writing. We will manage all complaints fairly, equitably and efficiently as possible. We will ensure to take appropriate corrective action to deal with the identified issues and causes of complaints and appeals.

Complaint: A Complaint is an expression of grievance or dissatisfaction about a matter related to our training and assessment service. It may be about the training, delivery or assessment; the quality of the training; student support and materials; discrimination; and sexual harassment, or any other matter that may concern them.

Appeal: In the case where a complainant is not satisfied with the outcome of a complaint, or if they wish to appeal against an assessment decision or any other decision made by us where the complainant is not happy with the outcome of the decision and would like to appeal against it then they will be given every opportunity to appeal the matter further with Test & Tag Training. If they are still not satisfied with the outcome, an external third party may be used to mediate.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what He / She is accused.
- All parties are told about the decision and the reasons for the decision.

To lodge a formal complaint or provide feedback, please download the Complaints and Appeals Form at <https://www.testandtagtraining.com.au/student-information>

You can then submit this by email to admin@testandtagtraining.com.au

Alternatively, you can submit in writing to

Test & Tag Training
8 Mosrael Place, Rowville, VIC 3178

For more information please refer to our full policy and procedure on complaints and Appeals on our website www.testandtagtraining.com.au or alternatively you may wish to contact our head office on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain for more information.

Student's Rights and Responsibilities

As a prospective student you will be required to provide your personal information to us prior to enrolment so that we comply with our reporting requirements as a Registered Training Organisation (RTO). You will be required to complete our enrolment form to fulfil your obligation as a student. Your personal information is collected by us as an RTO to ensure that we can comply with the AVETMISS, VSN, and ASQA Data reporting requirements as an NVR RTO.

You will ensure to attend the course on time and will complete all the necessary course requirements and assessment requirements as outlined in the assessment criteria to successfully achieve the competency so that you can be awarded with a Statement of Attainment.

We recommend that you visit our website (www.testandtagtraining.com.au) to get more information on our RTO policies and procedures so that you are familiar with the following:

- ExelTrain and Test and Tag Training Refund Policy and Procedure
- Complaints and Appeals Policy and Procedure

For all other policies and procedures please contact our office on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain.

Legislation and how it affects you as a student.

Upon request, ExelTrain Pty Ltd will provide the student with detailed information about legislation, which may significantly affect their participation in vocational education and training. The following table provides information on legislation that has an impact on the role and responsibilities of participants as students.

As a Registered Training Organisation, ExelTrain Pty Ltd is committed to complying with Commonwealth and State legislation and regulatory requirements relevant to its operations. ExelTrain has developed policies and procedures to assist in maintaining compliance with the relevant legislation and regulations, and is required under the terms of its registration as an RTO to ensure that information is given to clients about current legislation that significantly affects their participation in VET, and in particular in regard to:

- Occupational health and safety (OH&S) and or Workplace Health and Safety (WHS)
- Workplace harassment, victimisation, and bullying
- Anti-discrimination, including equal opportunity and racial vilification
- Disability discrimination
- Access and Equity/ Equal Opportunity
- Copyright
- Vocational education and training
- Privacy Act
- Consumer Protection Law

Occupational health and safety (OH&S) Act basically states

- workplaces must be maintained and used in a safe manner.
- work practices should be safe and not endanger self and others; and
- both the owner (PCBU) Person Conducting Business and or Undertaking.
- **In Victoria** - OHS Act (The *Occupational Health and Safety Act 2004*) and the new Occupational Health and Safety Regulations 2017 and Equipment (Public Safety) Regulations 2017 commenced on 18 June 2017.
- **In Western Australia** - Safety and health in Western Australian workplaces is regulated by the *Occupational Safety and Health Act 1984* (the OSH Act) and the Occupational Safety and Health Regulations 1996 (the OSH regulations) supported by codes of practice and guidance notes.
- In all other states and territory other than the two listed above - the new WHS Act 2011 have been implemented in all jurisdictions except Victoria and Western Australia, operator at any workplace have a duty of care to ensure the occupational health and safety of all.
- For all practical purposes, it simply means that we all need to be aware of workplace health and safety issues and where something doesn't seem right, or there is a potential risk, then the appropriate person is informed. As a student you can report the matter to your Trainer and Assessor or contact our head office.

Workplace harassment, victimisation, and bullying

- Federal and state anti-discrimination/equal opportunity laws protect you from harassment and victimisation. ExelTrain Pty Ltd and all staff will observe the laws in relation to the above to protect all staff and students at all times. This means that as a student you will ensure to follow the law in relation to protecting everyone.

Access and Equity/Equal Opportunity / Social Justice / Anti-Discrimination/ Racial Vilification/Disability legislation

Access and Equity principles include:

- Equity for all people through the fair and appropriate allocation of resources
- Equality of opportunity for all people without discrimination
- Access for all people to appropriate quality training and assessment services
- Increased opportunity for people to participate in training.
- This means that ExelTrain Pty Ltd and its entire RTO staff must treat all students, clients, suppliers, staff, and the public in general in a fair, equitable and non-discriminatory manner. ExelTrain's RTO staff are responsible for ensuring that they always operate in a fair and equitable manner. This also means that students are also responsible for ensuring that they always behave in a fair and equitable manner.

Copyright

In Australia, copyright law is set out in the Copyright Act 1968 ExelTrain Pty Ltd and all RTO staff will observe the Copyright laws in relation to the production of training materials and with regard to students work. Students must ensure that all work that they complete must be their own work.

Vocational education and training - National Vocational Education and Training Regulator Act 2011

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.

Upon request, ExelTrain Pty Ltd will provide RTO staff members with detailed information about legislation, which may significantly affect their roles in vocational education and training. The following table provides information on legislation that has an impact on their role and responsibilities as an ExelTrain RTO staff member. This also means that as students of the RTO you are required to follow the national standards as stipulated by the governing body ASQA.

Privacy Act

Essentially means that any information (particularly about a "personal matter") example a student's personal information or another staff members personal information cannot be disclosed to any third party without their

prior written permission. Please refer to Privacy Act, the Australian Privacy Principles and the enrolment privacy notice below.

If you would like to discuss in more detail, contact us on 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain or visit the following website links for more information.

Enrolment Privacy Notice (this information is on our website www.testandtagtraining.com.au/studentinformation).

<https://www.testandtagtraining.com.au/enrolment-privacy-notice-vic>

<https://www.testandtagtraining.com.au/enrolment-privacy-notice-other> (for other states)

Victorian Government VET Student Enrolment Privacy Notice

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data

[ExelTrain Pty Ltd] is required to provide the Department with student and training activity data. This includes personal information collected in the [ExelTrain Pty Ltd] enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI). [ExelTrain Pty Ltd] provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: <http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>.

For Further information about the way the Department collects and handles personal information, including access, correction and complaints go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>

Use of your data

The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning.

A student's USI may be used for specific VET purposes including the verification of student data provided by [ExelTrain Pty Ltd]; the administration and audit of VET providers and programs; education-related policy and research purposes; and to assist in determining eligibility for training subsidies.

Disclosure of your data

As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory

The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey participation.

You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information please contact [ExelTrain Pty Ltd] in the first instance by phone 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain or email enquiries@testandtagtraining.com.au

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to: <http://www.education.vic.gov.au/Pages/privacypolicy.aspx>.

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>.

Legal and Regulatory

As a Registered Training Organisation (RTO) ExelTrain Pty Ltd is governed by ASQA (Australian Skills Quality Authority) and is required to provide the VET (Vocational Education and Training) regulator and other Commonwealth and or state and territory regulatory departments with regards to students and training activity data. This includes personal information collected in the ExelTrain Pty Ltd on the enrolment form for AVETMISS Data reporting to the National Centre for Vocational Education Research (NCVER) and Unique Student Identifier (USI) to be collected and handled in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth) as per the Commonwealth and Federal legislation.

Collection, Use and disclosure of your data

The use of your data will be in accordance with the Privacy Act 1988 which includes thirteen Australian Privacy Principles (APPs) as applicable, The data collected, stored, used and disclosed will be for a range of VET related purposes which include but are not limited to administration, monitoring, audit, education related, research purpose and to meet our reporting and legislative requirements to all the above mentioned regulatory bodies (ASQA, NCVER, USI).

Survey participation

You may be contacted to participate in a survey conducted by NCVER or a state or territory department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs.

Consequences of not providing your information

Failure to provide your personal information may mean that it is not possible for you to enrol in VET. Failure to provide USI and related information for USI verification purposes can prevent us from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course. Failure to provide us with USI search permission will prevent us from locating your USI which needs to be verified.

Access, correction, and complaints

You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached. For further information please contact [ExelTrain Pty Ltd] in the first instance by phone 1300 848 302 for Test and Tag Training and 1300 393 587 for EXELTrain or email enquiries@exeltrain.com.au or enquiries@testandtagtraining.com.au.

Further information

For further information about Unique Student Identifiers, including access, correction and complaints, go to: <http://www.usi.gov.au/Students/Pages/student-privacy.aspx>

For further information on the Privacy Act 1988 go to <https://www.oaic.gov.au/privacy-law/privacy-act/>

For further information on the Australian Privacy Principles go to <https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles> and the 13 APPs <https://www.oaic.gov.au/agencies-and-organisations/guides/app-quick-reference-tool>

Consumer Protection Law

On **1 January 2011** the Australian Consumer Law (ACL) commenced.

The ACL includes:

- a national unfair contract terms law covering standard form consumer contracts
- a national law guaranteeing consumer rights when buying goods and services
- a national product safety law and enforcement system
- a national law for unsolicited consumer agreements covering door-to-door sales and telephone sales
- simple national rules for lay-by agreements; and
- new penalties, enforcement powers and consumer redress options.

The ACL applies nationally and, in all States, and Territories, and to all Australian businesses. The Australian Consumer Law (ACL) commenced on 1 January 2011 as a law of the Commonwealth and of each State and Territory. It applies in the same way to all Australian consumers and businesses. At the same time, the name of the *Trade Practices Act 1974* changed to the *Competition and Consumer Act 2010*. For more information on your rights and responsibilities under the consumer protection law visit the following website and go to the contact's page for information on each state and territory contact that may apply to you.

<http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm>

Other

ExelTrain Pty Ltd trading as ExelTrain and Test and Tag Training will ensure that all RTO students and staff will be informed as soon as practical in relation to any changes to the RTO and or its operations, RTO policies and procedures and any relevant legislation and or its training and assessments services.

Current Legislation (National and State Legislation)	
Australian Government	http://www.australia.gov.au/
Federal Register of Legislation	https://www.legislation.gov.au/
Fair Work Ombudsman Equal Employment Opportunity Act 1987	https://www.fairwork.gov.au/ https://www.legislation.gov.au/Details/C2004C00712
Human Rights Disability Discrimination Age Discrimination Racial Discrimination Sex Discrimination	https://www.humanrights.gov.au/ https://www.humanrights.gov.au/our-work/disability-rights https://www.humanrights.gov.au/our-work/age-discrimination https://www.humanrights.gov.au/our-work/race-discrimination Legislation https://www.humanrights.gov.au/our-work/legal/legislation <ul style="list-style-type: none"> ▪ Australian Human Rights Commission Act 1986 ▪ Age Discrimination Act 2004 ▪ Disability Discrimination Act 1992 ▪ Racial Discrimination Act 1975 ▪ https://www.legislation.gov.au/Series/C2004A03366 ▪ https://www.legislation.gov.au/Details/C2016C00880
Safe work Australia	http://www.safeworkaustralia.gov.au/sites/SWA
WorkSafe Victoria	https://www.worksafe.vic.gov.au/
Work Health and Safety Act 2011	https://www.legislation.gov.au/Details/C2016C00887
Privacy Act/Law Australian Privacy Principles	https://www.oaic.gov.au/ https://www.legislation.gov.au/Details/C2016C00979 https://www.oaic.gov.au/agencies-and-organisations/guides/app-quick-reference-tool
Consumer Protection Law	http://consumerlaw.gov.au/ https://www.accc.gov.au/consumers/consumer-protection
VSN	www.vcaa.vic.edu.au
USI (Unique Student Identifier)	https://www.usi.gov.au/
Language, Literacy and Numeracy (LLN Support)	<ul style="list-style-type: none"> ▪ https://www.ldaustralia.org/ ▪ http://www.acal.edu.au/ ▪ https://ala.asn.au/
Legal Aid States and Territory Bodies	https://www.nationallegalaid.org/
Copyright	https://www.legislation.gov.au/Details/C2016C00741 https://www.communications.gov.au/what-we-do/copyright
National VET Regulator	https://www.legislation.gov.au/Details/C2017C00009
Other important websites for Education and Training	
Australian Skills Quality Authority	http://www.asqa.gov.au/
Vocational Education and Training	www.training.gov.au