

## **PRE TRAINING REVIEW STUDENT INFORMATION BOOKLET**

### **WHAT IS A PRE-TRAINING REVIEW? WHY IS IT IMPORTANT?**

If you're enquiring about a Proactive Training Course chances are you have already done some form of research into us as your potential course and training provider.

One of the key steps you will take now is to attend a Pre-Training Review.

The purpose of the Pre-Training Review is to help you with your final decision making **BEFORE** enrolling with Proactive Training.

In fact, all students at Proactive Training must attend a Pre Training Review in order to be invited to commence training.

The things you can expect at a Pre-Training Review Session include:

### **COURSE INFORMATION**

You will be provided in depth detail regarding your potential course. Along with practical details like location and session duration you will also be provided with details regarding how you will be taught and assessed.

This includes:

- Delivery modes and methods
- Topics covered in the course
- Key projects and assessments
- View sample assessments and the level of work required

### **RECOGNITION OF PRIOR LEARNING**

If you have any previous qualifications or significant experience in the industry of your potential course, you may be eligible for Recognition of Prior Learning (RPL).

This is where we review your current skills and qualifications and identify if you already have sufficient competency in any of the units for your potential course. If you do, we can complete an RPL and this will save you from having to complete the delivery and assessment for relevant units.

### **CAREER GUIDANCE**

You may receive information on the kind of jobs this course could lead to. Some have very specific job outcomes, others broader.

This will be discussed with you so that you have all the information you need to make a decision regarding your potential course.

We will also discuss potential opportunities for further study and, if possible, identify follow-on courses that you may wish to consider post-completion of this potential course.

## **LANGUAGE, LITERACY AND NUMERACY**

Each course or qualification requires differing capabilities when it comes to:

- Capacity for independent learning
- Reading comprehension
- Communicating in a written form
- Communicating orally

The Pre-Training Review allows you to understand what level is required for each of these areas. It will let us know if there are areas that you may require additional support in or if you may need to do further study prior to the course you are enquiring about and what options there are for you.

## **DIGITAL CAPACITY**

Parts of the course you are interested in enrolling in may encompass an online component.

At the Pre-Training Review we will discuss:

- Whether you have access to a computer or other device and regular internet access.
- Your existing capacity to communicate online.
- What steps we can take to overcome any barriers in these area

## **ASK QUESTIONS**

A range of people will be available at the Pre-Training Review for you to ask any and all questions you have. We will always have someone available who has in-depth knowledge and understanding of government subsidies, fees and payment plans to answer your questions.

Our industry-expert Trainers will also be able to answer any questions you have about the course, the industry or just general career advice.

The Pre-Training Review is one of the most vital sessions you will attend when deciding on a course or Training Provider. This is the time to get as much information as you need to make an informed decision.

Remember, the Pre-Training Review is for information gathering – there is no pressure to commit to a course or even select your Training Provider until you are fully comfortable with your choice!

## **SUBSIDIES AND FUNDING**

Proactive Training is approved to access funding under the Skills First Program. This means that, if eligible, the Federal and/or Victorian Government may partially or fully subsidise the cost of your training.

There are strict eligibility criteria for the Skill First Program; you can complete a pre assessment here to see if you maybe eligible.

At Pre-Training Review we will let you know if you are eligible for a government subsidy, if there are any fees payable, and provide you with comprehensive details regarding how accessing a government subsidy will impact your future access to government subsidies and funding.

**IT IS IMPORTANT TO NOTE:**

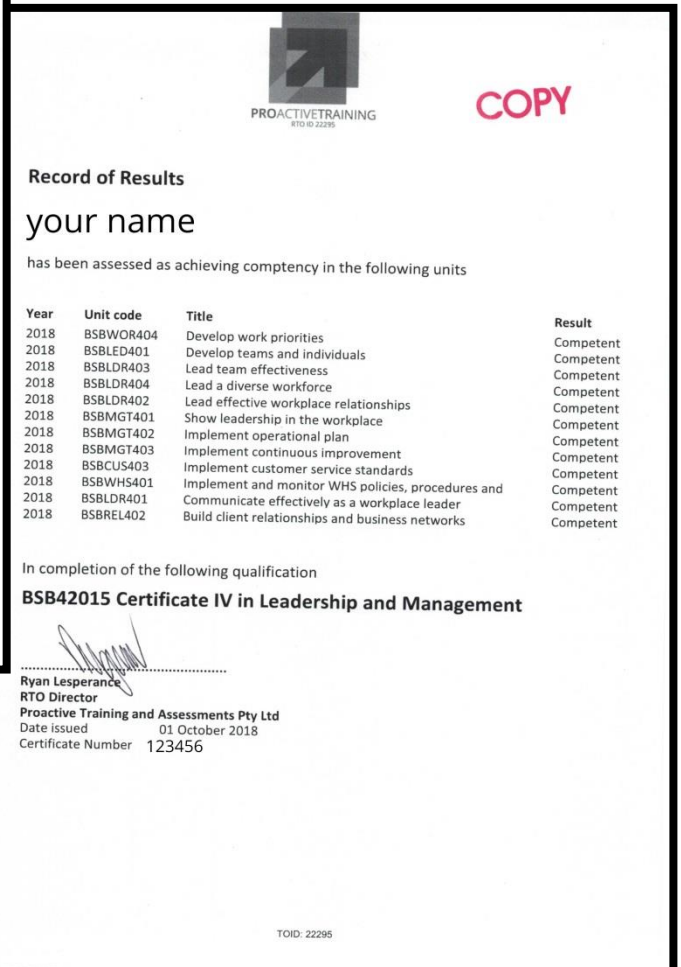
You can enrol in a maximum of two government-subsidised courses in one year (including courses on the approved Foundation Skills List). This maximum doesn't include pre-apprenticeships for individuals who want to enrol in an apprenticeship.

You can undertake up to two government-subsidised courses at one time (including courses on the approved Foundation Skills List).

You can only ever begin a maximum of two government-subsidised courses at the same qualification level. This restriction does not apply to courses on the Foundation Skills List, Victorian Certificate of Education (VCE)/Victorian Certificate of Applied Learning (VCAL) or to students starting training again in the same qualification (at the same or a different provider).

**TO HELP US DETERMINE YOUR ELIGIBILITY...**

Since leaving high school have you received a certificate that looks similar to this?



## VIEWING YOUR USI TRANSCRIPT

Providing access to your USI account and your transcript may assist us to process your enrolment.

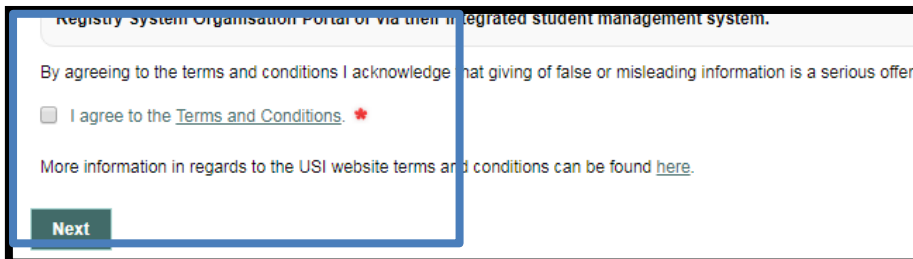
You can set up access for Proactive to view USI transcript.

### HOW TO SET UP ACCESS PERMISSIONS FOR PROACTIVE TRAINING

1. Go to: <https://www.usi.gov.au/>
2. Click on Student Login

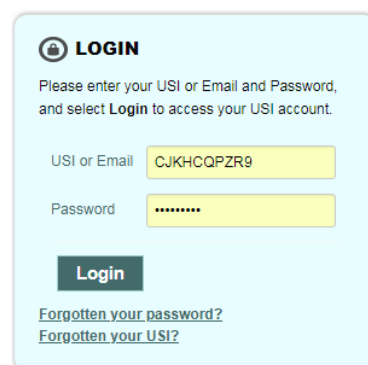


3. Tick to agree to terms and conditions and click NEXT

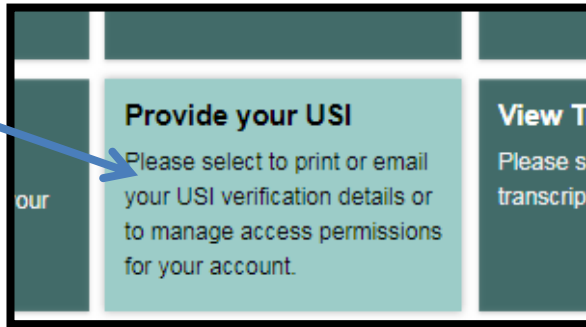


4. Click **Create USI** and create your account. If you have created an account previously go straight to **step 5**

5. Enter your USI and password in space provided.



6. Once you are logged in click on Provide your USI



7. In the section: SET UP ACCESS TO YOU USI ACCOUNT/PERMISSIONS

Click

**Add Organisation**

8. In the box marked Organisation Code type in our RTO code : **22295** and click search

Organisation Name	Organisation Code	ABN
Proactive Training RTOID 22295	22295	62145008279

9. Next to search results Click Add

10. Finally on the MANAGE PERMISSIONS - SET PERMISSIONS page tick View Transcript and click Save

**PERMISSIONS**

View Transcript

View Details

Update Details

Expiry Date \*  Select ▼

[Cancel](#) **Save**

## PRE-TRAINING REVIEW FAQ'S

### 1. Is this a test?

No. The pre training Review is not about passing or failing it is about identifying your current skill level so we know where you may need the most support.

### 2. Where can I learn more about my rights and responsibilities?

There is the student handbook you can read and download it from our website: [www.proactivetraining.com.au](http://www.proactivetraining.com.au) at any time.

On the website you will also find information about our standard fees for this course as well our complaints procedure if you have any issues with the trainer or our performance.

### 3. What will I gain from the training?

Your Employer is providing you the opportunity to train at the workplace and gain a formal recognition for your skills. This may help with future job roles.

This is a nationally recognised qualification, which will allow you to demonstrate you have the skill and knowledge to work in this industry.

### 4. Who are Proactive Training?

We are a Registered Training Organisation and are contracted by the Government to deliver this training. You can learn more about us on our website: [www.proactivetraining.com.au](http://www.proactivetraining.com.au)

### 5. Who pays for the training?

All of these training activities are funded by the Victorian Government under the Skills First Program and the Federal New Apprenticeship Program. It is important for you to note that accessing Skills First funding is limited by any training you are currently undertaking or have undertaken in the past and you will be asked as part of this process to declare any funding you have accessed to the best of your knowledge.

If you are **NOT** eligible for funding subsidies we will discuss options with you and or your employer.

### 6. What does training look and feel like?

Your training will take the form of:

- Site visits from your trainer
- Face to face instruction away from work
- Some self-paced reading and research
- Some work based activities that your supervisor will be asked to confirm you did
- Your trainer will also be onsite from time to time to observe you in the workplace
- You will also be able to contact your trainer between class sessions for any questions and support

### 7. When will training occur?

Your Employer will give you time each month to attend classes. Your trainer may also contact you by phone to see check on your progress.

### 8. What is a Training Plan?

The training plan includes all the units in the course and the expected dates of starting and finishing- this is not set in stone and can be changed. Once you and your employer have sighted and signed your Training Plan we can duplicate and give you copy for your records.

When you work through all the units on your training plan you will receive a full Certificate.

**9. What about training I have already done?**

If you believe you have already completed training or have current skills that will help you complete part of the course sooner, talk to your trainer and they will tell you what evidence you need to provide. Please note that previous training may affect your eligibility for funding see the section on Subsidies and Funding on page 3.

**10. Is this training mandatory?**

No. If you wish to cancel or withdraw from training or change dates just let your trainer know and we will contact you to discuss your options.

If you withdraw before finishing all the units you will receive a statement of attainment for all the units you did finish.

**11. Why do you need my mobile and email address?**

There are a number of reasons you may need to be contacted outside of prescribed training sessions:

- You may be asked to provide information to your trainer via email
- From time to time we may ask you for your feedback on the training and your thoughts about the training, materials etc....
- You may also be called by the government to complete a survey about your training so they can evaluate our performance.

**12. Why do you need to see my ID and Medicare Card?**

Your ID and Medicare card will be used to help us determine your eligibility for any funding subsidies and allow us to assist you with creating a USI number if required.

As a Registered Training Organisation we are obliged under the Privacy Act **NOT** to share your information with anyone else other than the relevant government bodies.

## PRIVACY INFORMATION

### USI PRIVACY NOTICE

#### Consent for collection, use or disclosure of personal information

The following is provided to you on behalf of the Student Identifiers Registrar (Registrar).

You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- Is collected by the Registrar as authorised by the *Student Identifiers Act 2014*.
- Is collected by the Registrar for the purposes of:
  - Applying for, verifying and giving a USI;
  - Resolving problems with a USI; and
  - Creating authenticated vocational education and training (VET) transcripts;
- May be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - The purposes of administering and auditing VET, VET providers and VET programs;
    - Education related policy and research purposes; and
    - To assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with usis and for the collection, preparation and auditing of national VET statistics;
  - Researchers for education and training related research purposes;
  - Any other person or agency that may be authorised or required by law to access the information;
  - Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- Will not otherwise be disclosed without your consent unless authorised or required by or under law.

The consequences for not providing the Registrar with some or all of your personal information are that the Registrar will not be able to issue you with a USI.

#### PRIVACY POLICIES AND COMPLAINTS

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on [usi@education.gov.au](mailto:usi@education.gov.au) or telephone 1300 857 536, international enquiries +61 2 6240 8740. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.



You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

## **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**

Proactive Training is required to provide the Department with student and training activity data. This includes personal information collected in the Proactive Training enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

Proactive Training 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>.

In accordance with section 11 of the Student Identifiers Act 2014, Proactive Training will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

### **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 Proactive Training; 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).

## **NATIONAL VET DATA PRIVACY NOTICE**

Under the Data Provision Requirements 2012, Proactive Training RTO ID 22295 is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Proactive Training RTO ID 22295 for statistical, administrative, regulatory and research purposes. Proactive Training RTO ID 22295 may disclose your personal information for these purposes to:

Commonwealth and State or Territory government departments and authorised agencies; and NCVER.

- Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
- Populating authenticated VET transcripts;
- Facilitating statistics and research relating to education, including surveys and data linkage;
- Pre-populating RTO student enrolment forms;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and
- Administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

## **PROACTIVE TRAINING PRIVACY POLICY**

### **PRIVACY AND CONFIDENTIALITY**

Proactive Training will comply with Privacy legislation (Victorian Information Privacy Act 2000 and the Australian Privacy Principles (Privacy Act 1988)) in relation to the collection and management of personal information ensuring personal information is safeguarded, confidentiality is respected, and our records are secure.

### **WHAT INFORMATION DO WE COLLECT?**

Personal information that may be collected and will be held confidential on our database could include:

- Your contact details such as address, telephone number, and the name and address of any other contact person such as partner or parent, and information such as birth date
- Any essential medical information for the purposes of identifying and providing services, for example information about disability
- Information in relation to your selection process and outcomes, enrolment details and outcomes of training

## **ENSURING CONFIDENTIALITY**

To maintain confidentiality and privacy of information:

- You may access your personal information in line with these procedures, and the records procedures outlined in this handbook
- Folders and files containing confidential information will only be accessible to authorised users
- No public access or unauthorised access to the office computers will be allowed. We will ensure security of records, for example by locking filing cabinets and doors where records can be accessed.

## **COLLECTING, HANDLING AND USING INFORMATION**

In collecting, handling and using personal information Proactive Training will:

- Only collect personal information directly related to the service delivery, employment or participation, and will treat it as confidential
- Inform you of the nature of the information held by us and how it is to be used
- Not disclose any information we hold to third parties without written consent to the disclosure unless the disclosure is required or authorised by law, except in emergencies
- Obtain written informed permission prior to any photographic, video or other identifying images of students, staff and organisations being taken and used, for example in marketing materials
- File written permission in the relevant personal file, and abide by all conditions imposed
- Allow you to view your own records, personal file, folio of work and any personal information we hold (with supervision by the training manager or delegate) and amend any incorrect records
- Inform you about their obligations under privacy legislation through the student handbook and these procedures
- Treat any breaches of confidentiality and privacy seriously, supporting staff and students to access our complaints mechanisms

## **WE USE INFORMATION COLLECTED TO:**

- Perform administrative tasks
- Inform you about our services or those of other organisations
- Develop products and services that may be of help to you
- Comply with the requirements of regulatory and registering bodies
- Assist in the resolution of complaints and appeals.

## **WE PROVIDE ACCESS AS FOLLOWS:**

- Anyone about whom we hold personal information may request access to the information we hold. This must be done in the presence of a Proactive Training

team member who will allow records to be copied but not removed. You may also request us to amend this information if our records are inaccurate

- Only upon receipt of written consent from you, will Proactive Training team member provide a third party with your personal details.
- Access to your records may be provided where the Standards for Registered Training Organisations or an officer of the law require Proactive Training to do so.

## INSTRUCTIONS FOR THE LEARNER

Proactive Training assessments are conducted in several parts:

A written assessment of knowledge through an open book questioning

An assessment of skill through discussion, demonstration and observation

Things to consider when undertaking your assessment

We recommend Learners use a variety of resources in researching and compiling their responses.

**Resources include but are by no means limited to:**

- Proactive Training Classroom Guidebooks
- Internet search engines
- Your own workplace policies and procedures and training resources

Try and keep your answers clear and to the point, and make sure you are answering the question. Re-read the question after you have drafted your response just to be sure you have covered off all that is needed. As a Learner you will be required to demonstrate to your trainer your competence, either on the job or in a simulated work environment.

**You can do this by way of:**

- Practical demonstrations and observations in a simulated environment or at your workplace
- Question and answer type activities such as quizzes and multiple choice questions
- Role-play situations that incorporate verbal questions and where appropriate written work
- Written work might include completing workplace forms or submitting workplace samples

Your assessor will verify that any work samples submitted as evidence are current and are your own work. For you to be deemed competent in a unit or module your assessor will ensure that you have acquired the supporting knowledge and skills to enable you to apply that knowledge and skill to industry standards and to new situations and workplaces.

Assessments are designed to be fair and non-discriminatory, and follow all the principles of assessment.

**Competence will involve:**

- Knowledge: The necessary underpinning theory for the task to be successfully completed
- Skill: Your performance of the task
- Attitude: The approach you have towards work and performance

## PRINCIPLES OF ASSESSMENT

This process aims to address all the principles of the assessment under the competency-based system:

- Validity
- Reliability
- Fairness
- Flexibility

## ASSESSMENT TECHNIQUES

Proactive Training resources adopt a holistic (whole approach) model of assessment. Holistic assessment techniques check the way a range of skills, knowledge and understanding are combined together to successfully complete workplace tasks.

This model of assessment is ideally suited to work with various persons, as work tasks are not always straightforward, and require the combination of knowledge, understanding, problem solving, practical skills, attitudes and ethics in order to respond to work situations. Holistic assessment involves:

- Actual practice and workplace tasks
- Tasks that require the integration of a range of competencies and associated underpinning knowledge and
- Understanding the use of analytical abilities to solve problems associated with the tasks through a combination of theory and practice

## ASSESSMENT PROCESS

Assessors should provide feedback and reinforcement as you progress through the activities and assessments.

Assessors can also decide to:

- Observe your performance more than once
- Ask you to do some additional tasks
- Ask you to demonstrate your skills in a slightly different way

If you are not successful the first time you are assessed, you can:

- Try again immediately or at another time
- Ask your Assessor, Supervisor or Trainer for more guidance
- Do some more practice

## APPEALS PROCESS

If you receive a Not Yet Competent assessment result you have the right to appeal.

## MORE INFORMATION

If you have any questions or issues about this assessment at any time, please seek assistance from your Assessor.

## PROVIDING FEEDBACK

After the assessment is completed, your assessor (where applicable) will discuss and confirm aspects of the performance with you. Results of the assessment are provided to you and, if necessary, advice is given about ways to address any shortcomings and a convenient time arranged for reassessment.

## LANGUAGE, LITERACY & NUMERACY

Before you enrol in a training program with Proactive Training, we need some information from you. These pre-training review questions help us understand your skills and if you may require extra support in the training program.

**Please read the instructions carefully before starting.**

- Your trainer will explain why we have this review. It is not a test; it helps us to find the right type of course for you.
- Please have a go at all the questions, ask your trainer for help if you need it, take your time and relax.
- If you can, please complete these questions on your own:
  - Task 1: Self-assessment
  - Task 2: Read and interpret a Policy Statement
  - Task 3: Numeracy
  - Task 4: Writing and Oral Communication

**After you have finished, the trainer will talk with you about:**

- What type of course might suit you
- If you need any extra help to do your course
- What you need to do next to start the course

## SURVEY PARTICIPATION

You may be contacted to participate in a survey conducted by NCVET 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 Proactive Training's Privacy Officer in the first instance by phone 03 9521 2553 or email [info@proactivetraining.com.au](mailto:info@proactivetraining.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>.