



# DOMESTIC STUDENT HANDBOOK

**2024-2025**

**Provider No. 40636**

Kool Kids Training College Pty Ltd aft  
Kool Kids Training College No. Trust  
ABN 341 598 636 08

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# Kool Kids Training College (KKTC)

KKTC (RTO No 40636) is a specialist training college offering CHC30121 Certificate III in Early Childhood Education and Care and CHC50121 Diploma of Early Childhood Education and Care qualifications.

We take our responsibility for training and developing future educators in the early learning sector very seriously. There is nothing more important than the development and nurturing of children.

We are focused on quality, and we deliver resources and training materials that have been written 'in house' from an early learning perspective. We support this with a commitment to high levels of contact and centre-based mentoring for our students.

We provide a supportive environment for our students so that they can achieve their professional and personal goals. We support our students with centre-based training and we commit to a visit schedule of being in centre for on the job training every 3-4 weeks. We firmly believe this model featuring a commitment to regular centre-based mentoring and phone/email support in between visits gives each student the opportunity to evolve and develop in an environment which supports their aspirations and career path in our sector.

## Our training features:

- ✓ All theory is delivered through our learning management system and then the practical is assessed in a Long Day Care setting (*you do not have to attend class – it is all workplace based training*)
- ✓ All units of theory are delivered through what we believe to be the best learning platform on the training market. All units have been written by KKTC and the learning experience is dynamic with video content, case studies and great resources (YouTube videos, downloadable guides and engaging learning materials)
- ✓ As soon as our students submit an assessment it will be delivered to their KKTC Trainer and Assessor for marking so the experience of progression with training is best in sector (no waiting for assessments, mailing, scanning etc)
- ✓ KKTC focus heavily on the practical skills development so not only are the assessments designed to aid theoretical skills but it is the practical knowledge that our college focusses heavily on with our Trainers and Assessors active with Educational Leaders in centre to ensure you are being supported with the practical training.

### Head Office



106 Queen Street  
Southport QLD 4215



1300 048 133



admin@kktc.com.au

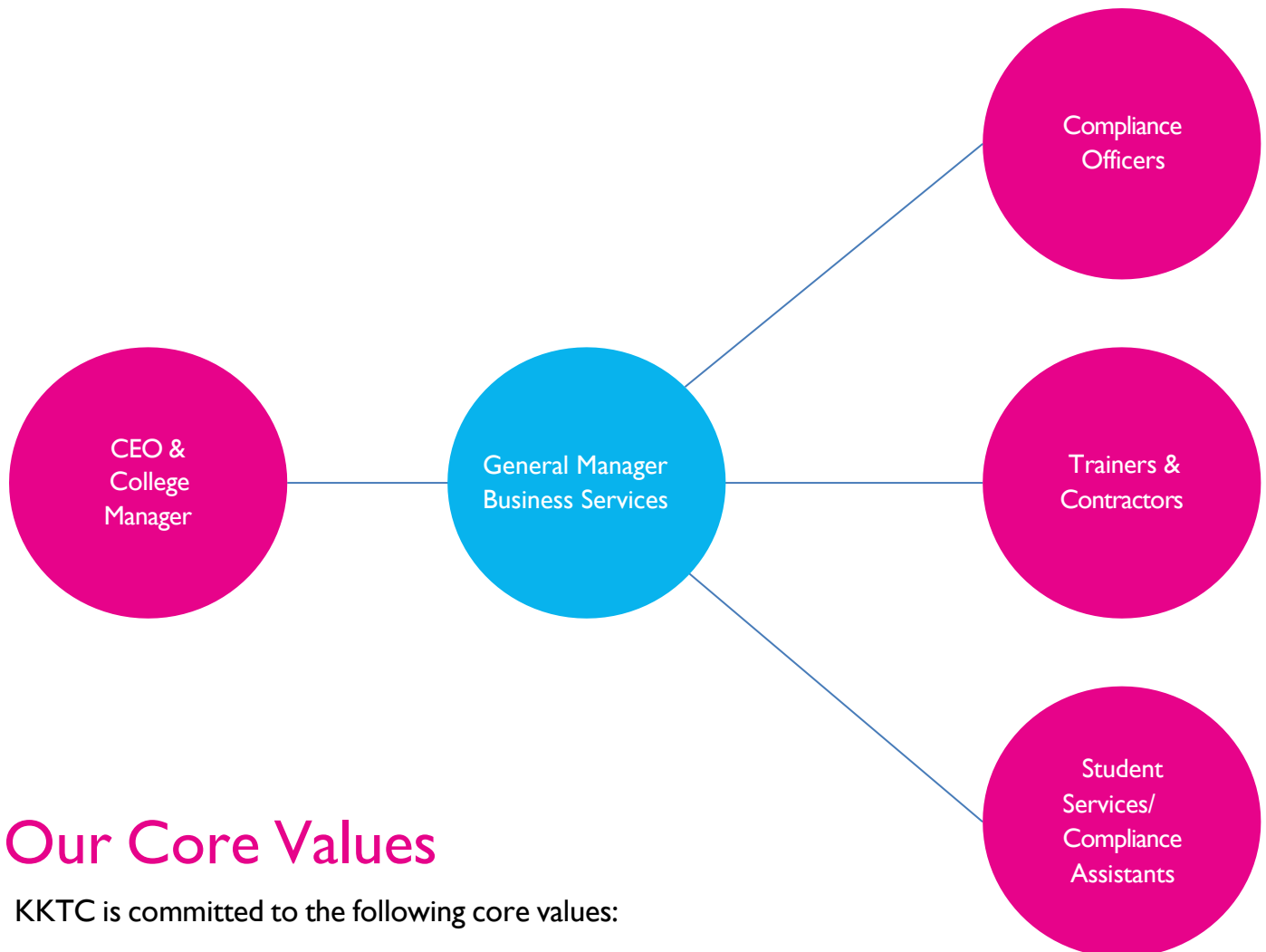
Monday – Friday 8:30am to 4:30pm  
AEST (excluding public holidays)

Nationally Accredited Registered Training Organization  
We train in QLD, NSW, SA and Melbourne  
RTO 40636  
CRICOS Code 03515D

KKTC is currently offering:

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care

## KKTC Organisational Chart



## Our Core Values

KKTC is committed to the following core values:

- ✓ Professionalism: we are passionate and determined to support the growth of the Early Childhood Education and Care Industry.
- ✓ Team: we are committed to each other.
- ✓ Quality: what we do, we do well instilling the best work practices and knowledge of the Early Childhood Education and Care industry into everything we do.
- ✓ Trust: we are trusted by our students.
- ✓ WOW: we deliver WOW every day – to be the best we offer the best curriculum and learning environment whilst having fun at every opportunity.

# Early Childhood Education and Care Training Packages

In January 2022, a new training package for Early Childhood Education and Care qualifications came into effect: CHC30121 Certificate III in Early Childhood Education and Care and CHC50121 Diploma of Early Childhood Education and Care.

## New Training Packages:

### CHC30121 Certificate III in ECEC

- 17 units
- 160 work hours\*
- 12 – 18 months duration

### CHC50121 Diploma of ECEC

- 15 units
- 280 work hours\*
- 12 – 18 months duration
- Entry requirement:
  - must have CHC30113 or CHC30121 Cert III in ECEC)

## Superseded Training Packages:

### CHC30113 Certificate III in ECEC

- 18 units
- 120 work hours
- 12 months duration

### CHC50113 Diploma of ECEC

- 28 units
- 240 work hours
- 2 years duration
- No entry requirement

# Australian Vocational Education and Training

Australia's Vocational Education and Training (VET) sector is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions. Australian governments (Federal and State) provide funding, develop policies, and contribute to regulation and quality assurance of the sector. Industry and employer groups contribute to training policies and priorities, and in developing qualifications that deliver skills to the workforce.

A Registered Training Organisation (RTO) is a vocational organisation which provides students with training that result in Qualifications or Statements of Attainment. These are recognised and accepted by industry and other educational institutions throughout Australia. All RTOs in Australia and the qualifications they are registered to deliver are listed on a national database, [www.training.gov.au](http://www.training.gov.au)

KKTC uses the ASQA Standards to ensure nationally consistent, high-quality training and assessment across Australia's vocational education and training (VET) system. The standards protect the interests of all students in Australia's VET system.

## Student Responsibilities

1. Students must not help or receive assistance from another student unless the assistance is authorized by the RTO-CEO.
2. Students must be responsible for their own equipment and advise the RTO trainer immediately if the equipment becomes lost or stolen as sharing equipment between students is not permitted.
3. Students must not bring any materials into the examination room other than those specified by the RTO trainer.
4. Students are expected to respect other teaching can take place freely, safely and without impediment due to the misconduct of others.
5. Students are to respect the trainers delivering the training and follow any reasonable requests the trainers may direct as part of the learning.
6. Disruption to other students or failure to participate by any student will see that student disciplined.
7. Disciplinary procedure will include a formal warning, in extreme cases the student may be withdrawn from their enrolment by the RTO.
8. If disciplinary action is taken, the RTO CEO will notify the student of the reason for the action.
9. A verbal warning will be given to the student and documented on their student file.
10. Where the behavior continues after the verbal warning, the RTO-CEO will counsel the student and a written warning will be provided to the student. A copy of this warning will be noted and kept on their student file,
11. In the event that the behavior continues beyond the written warning, the student will be removed from the training program. Notification of removal will be made in writing and a noted copy will be placed on the student file.
12. If the student wishes to express a complaint in relation to the disciplinary action taken, the student has the opportunity to follow the RTO's complaints procedure (Refer to Complaints Procedure).

# Confidentiality

At all times, strict confidentiality is to be observed. Students must not discuss, at any time, any issues raised at disciplinary meetings, or any other issues raised with them with any other student or other persons outside the Training College. If this confidentiality clause is broken it may result in instant disqualification from training.

Students are also to remember the confidentiality of the staff and children they will encounter during the vocational placements.

# RTO Responsibilities

1. Students must be treated fairly, with dignity and with due regard to their privacy
2. Students are to be regarded as innocent of the alleged misconduct until they have either admitted to it or been found by proper inquiry to have so behaved
3. Past misconduct is not evidence that Students have behaved in the same manner again
4. Each case is dealt with on its own merits and according to its own circumstances with the provision that the first instance of misconduct will be penalized more leniently than subsequent instances of misconduct

All letters and requests will be kept on the student file



## SA Working with Children Checks

You need a Working with Children Check if you work, or intend to work, as an employee or volunteer, in a child-related area.

Anyone over 14, who does child-related work more than seven days a year, must have a Working with Children Check. It is an offence to do child-related work without a Working with Children Check.

Working with Children Checks are valid for five years, regardless of where you work.

[Who needs a Working with Children Check](#)

### Before you apply

Confirm that you do not have an existing Working with Children Check.

You can conduct a [Working with Children Check search](#) to check whether you or an employee has a valid Working with Children Check.

The search needs to include the applicant's Unique ID. If you do not have access to this number, you can perform a search to [get your Unique ID](#). You will need the email address that you used on your application.

If you're not sure whether you have a Working with Children Check, you can contact the Screening Unit.

If you apply for a Working with Children Check, you will not also need a vulnerable person-related employment check, or a general employment probity check.

### How to apply

You can apply for a Working with Children Check if you work, or intend to work, as an employee or volunteer in a child-related area. You can apply for a new Working with Children Check if your existing check will expire within six months.

[Apply for a screening check](#)

## QLD Blue Card

Volunteers, employed staff, and trainee students need a blue card if their work includes, or is likely to include:

- working as an educator in an education and care service, or
- carrying out work at an education and care service premises while children are being educated and cared for at the premises, or employment where the usual functions include, or are likely to include, providing education and care in the course of a commercial service, other than an education and care service.

There is no fee incurred when obtaining a volunteer Blue Card. Fees do apply for educators in paid employment.

## VIC Working With Children Check

The Working with Children Check is a screening process for assessing or re-assessing people who work with or care for children in Victoria.

The process involves a detailed look at the criminal history and relevant professional conduct findings of applicants to ensure assisting to protect children from sexual or physical harm.

### What you'll need to do

- Prove your identity with documents using your phone. We'll show you which ones. Fill out an online form
- Pay if you need to
- Consent to passing your info on to do your check.

### How to apply

Visit

<https://service.vic.gov.au/services/working-with-children>

## NSW Working with Children Check

The Working with Children Check (WWCC) is a requirement for anyone who works or volunteers in child-related work in NSW. It involves a National Police Check (criminal history record check) and a review of reportable workplace misconduct.

Results of a National Police Check can take up to 4 weeks to be received.

The outcome of a check is either a clearance to work with children or a bar against working with children. If cleared, the check will be valid for 5 years, however applicants are continuously monitored.

If you're applying because you're a paid employee or self-employed, there's a fee for the WWCC. If you're a volunteer, a student on a professional placement, potential adoptive parents or an authorised carer, you won't need to pay the fee. You can apply online for your WWCC.

Visit

<https://wwccheck.ocg.nsw.gov.au/Apply>

# Individual Support

We aspire to teach, motivate and inspire students to reach their highest stage of personal development and growth. Throughout your training, you'll have the opportunity to be taught and mentored by qualified early childhood sector leaders.

Monitoring of student welfare and supporting students who may be having problems/issues that with progression in their training is part of our training focus. We will endeavor to assist you to resolve any problems which could impede your successful completion of your training. Career counselling with regards to further training and employment pathways is also part of the support our staff are empowered to offer you during your time with the College.

Where necessary, KKTC will make arrangements or provide referrals for students requiring language, literacy and/or numeracy support programs to address special learning needs.

We will also advise on possible sources of support regarding career counselling, medical services or other services.

## Language, Literacy and Numeracy

LLN evaluations are part of the enrolment application process. The evaluation is based upon the criteria or industry requirements/tasks to assist in identifying areas where the RTO may need to provide extra Assistance to the student so students can achieve the best outcome in the course.

All KKTC trainers will do their best to ensure that all Learners are supported throughout their learning and will assist students with barriers including difficulties with language, literacy, and numeracy skills (LLN) to achieve competency against the relevant criteria.

Where necessary, KKTC will arrange or provide referrals for students requiring language, literacy and/or numeracy support programs to address special learning needs.

We will also advise on possible sources of support regarding career counselling, medical services or other services.

# Language, Literacy and Numeracy Support

- LLN evaluations are part of the enrolment application process. The evaluation is based upon the criteria or industry requirements/tasks to assist in identifying areas where the RTO may need to provide extra Assistance to the student so students can achieve the best outcome in the following areas, Learning, Reading, Writing, Oral Communication and Numeracy.
- All KKTC trainers will do their best to ensure that all Learners are supported throughout their learning and will assist students with barriers including difficulties with language, literacy and numeracy skills (LLN) to achieve the best outcome.
- KKTC to distribute Language, Literacy and Numeracy Assessment with the Enrolment Form prior to course commencement.
- KKTC will review the Language, Literacy and Numeracy Assessment and identify any difficulties the student may have during the course.
- If the student does not have the skills required to complete training and assessment, a KKTC Trainer will determine whether the student needs extra assistance/support before they start the course.
- If we feel the student may have rushed the Language, Literacy and Numeracy because they haven't realised the importance of the assessment, we will offer the student another attempt.
- If the results have improved, then we continue with the enrolment process, if the results are still not at the level, they need to be the results will be passed to the College Manager for assessment.
- The College Manager at that time will review the language, Language, Literacy and Numeracy Assessment and determine the next step. If required, the student may be referred to an external service if KKTC is unable to assist the student.

## Further resources to help

1. Reading and Writing Hotline  
<https://www.readingwritinghotline.edu.au/>
2. Scoop Education  
<https://www.scoop.it/>
3. Free Education Resources  
<https://www.education.com/resources/ela/>
4. Language and Learn Free Resources  
<https://www.languageandlearn.com.au/library/free-resources-for-online-learning-learning-to-read-spell/>
5. Reading Writing Centre  
<https://readingwritingcentre.education.qld.gov.au/resources>
6. Carsondellosa Resources  
<https://www.carsondellosa.com/free-resources/subject/reading-writing/>
7. Literacy Hub  
<https://www.literacyhub.edu.au/>

Where necessary, KKTC will arrange or provide referrals for students requiring language, literacy and/or numeracy support programs to address special learning needs.

We will also advise on possible sources of support regarding career counselling, medical services or other services.

# Who Needs a USI and Why?

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI you will not receive your qualification or statement of attainment.

Since 1 January 2015, USI will give you access to an online record of the training you have done. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Getting a Unique Student Identifier (USI) is quick, easy and free. Follow the steps below to create your USI. Find out how to create a USI on behalf of another person.

1. Have a valid form of ID (we accept many forms of ID. If you do not have one of these forms of ID contact your education or training provider for assistance).
2. Go to the USI Registry System.
3. Agree to the terms and conditions (if you have previously agreed to the terms and conditions, you might not see this step).
4. Select Create USI.
5. Select your evidence of identity document (see the types of ID you can use).
6. Enter your personal details exactly as they appear on your form of ID. If the name you use for business or official purposes is not the name on your form of ID, you can choose to enter this in the preferred name field.
7. Enter your contact details, including at least two contact methods.
8. Confirm your identity. The USI Registry System will check and confirm your identity using the 'Documentation Verification Service' (DVS).
9. Secure your account with a USI password and check questions.

<https://www.usi.gov.au/students/get-a-usi>

Using below link you will be able to apply for your USI

<https://portal.usi.gov.au/student/TermsAndConditions?ReturnUrl=%252fstudent%252fUsi%252fForgotten%252fSuccess>

## Managing Your Information

It is imperative that if any of your details change that you notify KKTC as soon as possible. Or if you find any error in the records please advise us immediately so that the changes can be made. Examples of information that may change:

- Current Address Changes
- Change of contact number
- Change of email address

## Plagiarism, Collusion, and Cheating Definitions

- Plagiarism is to take someone's words or ideas or other materials and present them as your own
- Collusion is an understanding or agreement between two or more people to intentionally cooperate to gain an unfair advantage in assessment and may include: unauthorized and unacknowledged joint authorship in an assessment task, unauthorized and unacknowledged copying or use of material prepared by another person for use in assessment.
- Cheating is to seek to obtain an unfair advantage in an theoretical or practical assessment. The RTO requires students to submit work that is their own, and considers that plagiarism, collusion and cheating constitute academic misconduct for which penalties may be applied.

## Use of Artificial Intelligence

If a student uses artificial intelligence software such as ChatGPT, Open AI and similar programs to generate answers for assessments that they represent as their own ideas, research and/or analysis, then they are NOT submitting their own work. This as per the paragraphs above is cheating and may constitute academic misconduct for which penalties may be applied. If a student uses AI generated material in the preparation of their assessment submission, this must be appropriately acknowledged and cited in the material. KKTC Trainers and Assessors use AI checking software to identify work that is not the student's own and cases of such cheating are escalated through to the College CEO.

## Credit Transfer

Credit Transfer applies when you have recently completed formal studies with another education provider and already been assessed as competent in a unit that is listed within your course.

Credit Transfers can be granted when the unit has exactly the same code and title. KKTC will recognise AQF and VET qualifications and VET Record of Results (Credit Transfer) issued by any other RTO.

# Reasonable Adjustment

Reasonable adjustment is a term used to describe actions or changes which may be required to enable staff and student participation on the same basis as other staff and students. Lack of provision of reasonable adjustment might constitute discrimination.

Adjustments might be necessary where the interaction between the learning and working environment and certain student/staff personal characteristics or circumstances has a negative impact on staff/student participation or achievement. Such characteristics and circumstances include having a disability, career responsibilities, cultural or religious obligations, being Indigenous, having English as a second language.

There is no set definition of what is a 'reasonable' adjustment. Each situation needs to be considered in its own circumstances and on its own merits.

**A range of teaching and learning strategies will be used to deliver the competencies:**

- Theory units
- Practical Assessments/tasks
- Case studies and where possible real situations
- Learning Resources
- Demonstrations
- Interaction with others
- Webinars

**Delivery of this qualification will be:**

- Face to Face delivery
- Online learning Assessment
- Supervised Workplace
- Self study

**Assessment methods:**

- Observations
- Simulated Environments
- Assessments Practical tasks
- Knowledge Questions
- Case Studies



## Recognition of Prior Learning

RPL is an assessment process so therefore must adhere to the requirements of assessment. As part of the RPL assessment. The RPL process applies to all students who:

- Are enrolled in courses (including government subsidised funding, fee for service, and
- international, leading to a nationally recognised Vocational Education and Training (VET) qualification or statement of attainment; and
- Seek recognition for skills and knowledge previously gained through experience in the workplace, volunteer work, social or domestic duties or through formal and informal studies.
- 

## Students Complaints and Appeals Policy and Procedures

Kool Kids Training College is committed to providing a fair, transparent, and prompt process for dealing with student complaints and appeals. We understand the importance of addressing concerns effectively to maintain the quality of education and student satisfaction. This policy outlines the procedures for lodging, processing, and resolving complaints and appeals.

### Definitions

**Complaint:** A complaint is a formal expression of dissatisfaction with any aspect of the RTO's operations, including teaching, assessment, support services, or administrative procedures.

**Appeal:** An appeal is a request for a decision made by the RTO, related to academic matters or disciplinary actions, to be reviewed.

### Principles

- **Accessibility:** All students have the right to lodge a complaint or appeal without fear of retribution or disadvantage.
- **Confidentiality:** All complaints and appeals will be handled confidentially to protect the privacy of all parties involved.
- **Transparency:** Procedures for lodging, processing, and resolving complaints and appeals will be clear and well communicated.
- **Impartiality:** All complaints and appeals will be addressed fairly and without bias.
- **Procedure-** Lodging a Complaint or Appeal

Students wishing to make a complaint or lodge an appeal should do so in writing within 10 business days of the incident or decision in question. This can be done via email [admin@kktc.com.au](mailto:admin@kktc.com.au) or through our [online portal link below](#).

<https://kktc.assessment.com/webforms/66848/new>

The complaint or appeal should clearly describe the issue, including dates, locations, and any parties involved, as well as the desired outcome.

### Definitions & Principles

- **Acknowledgement:** The student will receive an acknowledgment of their submission within 7 business days.
- **Assessment:** The complaint or appeal will be reviewed impartially by a designated officer or committee, which may involve discussions with all parties involved.
- **Resolution:** Efforts will be made to resolve complaints within 10 business days and appeals within 20 business days. If a resolution requires more time, the student will be informed of the delay and updated regularly.
- **Outcome:** The student will be informed of the decision in writing, including reasons for the decision and any actions to be taken.
- **Appealing the Outcome**

### Continuous Improvement

Feedback from complaints and appeals will be used to improve our services and operations. This policy and procedure will be reviewed annually to ensure effectiveness and compliance with regulatory standards.

## Records

All complaints and appeals records will be securely stored and maintained as per Kool Kids Training College's records management policy.

## Support - Trainer/Assessors and Students

KKTC is committed to delivering quality education and training. If students are experiencing any difficulties during their program of study they are advised to talk with their Trainer and Assessor to request assistance. KKTC's CEO at any time can be contacted should the matter not be resolved or support offered to the student's satisfaction. KKTC is 100% committed to the students' education and overall experience whilst enrolled with the RTO.

## Enrolment Process

Upon request, enrolment forms are forwarded to prospective students or a face to face consultation with the prospective student will be scheduled. The enrolment kit contains the following information:

1. All enrolment forms which are required for a particular course including the LLN. Furthermore, the college will provide a link to an application form for a Working with Children check / BlueCard depending on the State.
2. Course Guide/Fees information (which includes information regarding courses including course fees)
3. Students will be given the opportunity of full fees up front or entering a payment plan (if the amount is above the minimum amount for a payment plan.) Note – when KKTC collects student fees in advance it accepts payment of no more than \$1500 from each individual student.
4. Students will be provided with information regarding the refund policy and procedures, (refer to the Refund Procedures contained in this handbook and available on the college website)
5. Students will complete pre-enrolment checklist on enrolment
6. Receipts are issued for all monies received
7. Copy of enrolment form and any learning support forms placed in student file
8. Any refunds given are clearly documented on the student's file and signed by student to verify receipt of refund due, as required in the refund policy.
9. Special Needs – these are observed/ discussed during the enrolment process. These may include LLN or other support services. If relevant an interview is arranged. At this interview, a Student Interview Form is completed and if applicable a Special Needs/Reasonable Adjustment form is completed and forwarded to Trainer & Assessor for action. Copies to be kept in students' file. PLEASE NOTE: Students must obtain a Working with Children / Blue Card within 6 weeks of commencing their studies or else their enrolment with KKTC may be cancelled.

## What You Need to Undertake Training with KKTC



Desktop computer or laptop or an iPad



Internet connection



KKTC Logbook to record Vocational Placement Hours



Ability to travel to a nominated early learning centre for practical observations



Working With Children/ Blue Card (Depending on State)

## QLD Government Subsidised Training

### What is the Certificate 3 Guarantee?

The Certificate 3 Guarantee supports eligible individuals to complete their first post-school certificate III qualification and increase their skills to move into employment, re-enter the workforce or advance their career.

It also supports school students to access training and Queensland's Year 12 graduates to transition to employment by providing fee-free training in high priority qualifications.

To be eligible to enrol in the Certificate 3 Guarantee, prospective students must:

- be aged 15 years or older
- be no longer at school (except for school students in Years 10, 11 and 12 undertaking a VET in School (VETiS) program — see the VETiS fact sheet for more information)
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training. In addition to the standard eligibility requirements, specific restrictions and/or exemptions may apply to participation in certain subsidised qualifications.
- Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package and will be detailed in the Queensland Tr

## What is Higher-Level Skills?

The Higher-Level Skills program provides a government subsidy to support eligible individuals to access subsidised training in selected certificate IV or above qualifications, and priority skill sets.

The aim is to assist individuals to gain the higher-level skills required to secure employment or career advancement in priority industries or to transition to university to continue their studies. Employers may also be able to access training to address workforce development needs.

To be eligible to enrol in the Higher-Level Skills, prospective students must:

- be aged 15 years or older
- be no longer at school
- permanently reside in Queensland
- be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- not hold, and not be enrolled in, a certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training. In addition to the standard eligibility requirements, specific restrictions and/or exemptions may apply to participation in certain subsidised qualifications.
- Any additional eligibility requirements will be based on industry advice or requirements under the relevant national training package
- KKTC reserves the right to not grant suspensions or extensions to students during the course
- KKTC have a time frame of 12 months for the CHC30121 Certificate III in Early Childhood Education and Care and 24 months for the CHC50121 Diploma of Early Childhood Education and Care qualification.
- KKTC has a Progression Policy that students must adhere. Refer to progression policy in this handbook

## Student Employment Survey

KKTC will send out a student training and employment survey within 3 months of completing or discontinuing training. Students will be required to complete this form and return it to the KKTC compliance team.

## User Choice

The User Choice program provides a public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees.

The program provides the flexibility for apprentices, trainees and their employers to select a preferred training provider (registered training organisation or RTO) from a list of Skills Assure Suppliers (SAS) for the delivery of accredited training to meet their specific needs. SAS are registered training providers who have contract with the Department of Youth Justice, Employment, Small Business and Training to deliver funded training.

Which apprenticeships and traineeships are funded under User Choice?

Not all apprenticeships and traineeships attract government funding. The funding priority will determine the level of public funds contributed to training regardless of whether the qualification is an apprenticeship or traineeship.

Refer to the [User Choice funding and pricing page](#) for more information. Can

I start an apprenticeship or traineeship if I am still at school?

Yes you can. School-based apprenticeships and traineeships (SATs) are available in many occupations in Queensland. A SAT is undertaken as part of the high school studies, combining school, employment and training.

SATs receive funding for their training aligned to the priority level of the qualification and are exempt from paying student fees under the User Choice program while they are still at school.

Parties to the training contract for a SAT should be aware that there are a number of conditions that apply to a school-based training contract.

View more information on [school-based apprenticeships and traineeships](#) to ensure it is the right training pathway for you.

Am I eligible for a funded place in the User Choice program ?

To be eligible for a government contribution towards the costs of training, an apprentice or trainee must have entered into a training contract for a qualification that is funded by

the department and be registered in the department's registration system DELTA. The contract commencement date or recommencement date must be on or after 1 July 2010, and the training provider selected to deliver the training must hold a SAS status for the nominated qualification.

The government contribution for a User Choice funding contribution is detailed in the apprentice or trainee's letter of registration from the department, and is subject to student eligibility and their selection of an eligible SAS to deliver their training.

Are there any rules I should be aware of in relation to funding?

Apprentices and trainees can only receive one government contribution for a User Choice funded qualification at any single point in time, i.e. a student is not funded to undertake two apprenticeships or traineeships at the same time.

In addition, apprentices and trainees, including SATs, can only receive a maximum of two government funding contributions under the current User Choice program.

There are other rules specifically related to funding for SATs, so students and their parents/guardians should discuss their intentions with their school's vocational education and training coordinator prior to signing up as a SAT. Australian Apprenticeship Support Network providers are another good source of information.

Will I be expected to pay fees and charges to my training provider?

Usually students are required to pay a co-contribution fee.

In some cases though, a training organisation may provide either a partial or full exemption for a student in respect to the co-contribution fee. SATs are not required to pay a co-contribution fee while they are still at school, but may be required to pay fees once their training contract has been converted to full-time or part-time post school.

Prior to enrolment, your training provider should provide details on all fees and charges, including full costs, method of collection, refunds and exemptions.

Visit the [Queensland Skills Gateway](#) to choose a qualification, learn about the training available, and the training providers that can assist you.



# Victorian Government Subsidised Training

**Skills First – This training is delivered in partnership with Wadonga Tafe.**

Skills First is made up of:

- High-quality training that students and industry can trust, aligned to industry and workforce needs
- A real voice for industry in training
- Funding for high needs learners who need additional support to engage with and succeed in education and training
- Access to targeted, relevant training for students in regional areas.

Skills First supports students:

Whether you're an apprentice, a worker seeking retraining, a learner needing extra support or a regional student looking for a course in your local area.

Since January 2017, Skills First has given students of all ages, high-quality training in skills employers are looking for. We want your training to lead to a job, not just a certificate.

Under Skills First there is:

- more support for apprentices and trainees
- more options for older workers to retrain and upskill as our economy changes
- a commitment to high quality training
- better support for disadvantaged students.

Check your eligibility and find a course

Before we designed Skills First we surveyed thousands of students like you. We are determined to make it easier for students to find the information they need to help them find the right courses that lead to real jobs.

The best place to start when you want to commence training is to find out if you are eligible for a government-subsidised training place. You will also want to research and choose the training provider that is going to meet your training needs.

[Search for the most up-to-date list of Victorian training providers and courses](#) or get more information about occupations, fees or eligibility.

To be eligible\* for Victorian Government Subsidised Training (Skills First), individuals must:

- Be an Australian citizen, Australian permanent resident (includes humanitarian visa holder), or a New Zealand citizen
- No longer attending secondary school
- Not hold a Diploma or higher level Australian issued qualification, excluding those completed at secondary school.

\* Other conditions may apply depending on individual circumstance. You will be required to demonstrate your eligibility for Skills First funding which will be confirmed by Wodonga TAFE at the time of admission.

# South Australian Government Subsidised Training

## Traineeships

Traineeships provide structured learning and paid employment to achieve a nationally recognised qualification at the certificate III level or above. You can complete a traineeship in 1 to 2 years.

Traineeship positions may be full time or part time.

Trainees are paid according to the entry-level salary of the position

### Traineeship eligibility

Eligible candidates for a traineeship are:

- aged 17 and older
- a South Australia resident
- an Australian citizen, permanent resident or have an appropriate work visa.
- Previous employees who have recently accepted a Targeted Voluntary Separation Package are not eligible to apply.

Eligible applicants must:

- undertake [Responding to Risks of Harm, Abuse and Neglect – Education and Care \(RRHAN-EC\) child protection training](#)
- be able to gain a Department of Human Services (DHS) child-related employment screening before being employed.
- undertake vocational qualification training requirements
- undertake training and professional development activities as per the contract of training and training plan
- meet all other employment and participation conditions including travelling independently to and from the workplace, training sites and other sites as determined
- adhere to the [Code of Ethics for the South Australian Public Sector](#)

## NSW Fee Free Traineeships

Fee free traineeships are available to NSW trainees – including school-based trainees whose training:

- is funded under the NSW Government’s Smart and Skilled Program
- commenced on or after 1 January 2020.

This fee structure applies to new entrant trainees only.

NSW Existing-worker trainees are not eligible to a government subsidy under any Smart and Skilled Program for the qualification that supports their traineeship. The definition of an existing worker according to State Training Services is someone who “has been employed within an enterprise continuously for more than three months full time or more than 12 months casual or part-time or a combination of both, immediately before commencement of the training contract.”

If you have previously commenced your Smart and Skilled traineeship training before 1 January 2020 and are returning to a traineeship after 1 January 2020, you will be eligible for fee free for the remainder of your training if your traineeship course or your employer has changed.

Each student is limited to a maximum of commencing three fee free traineeships under this initiative.

### Consumer Protection Strategy

When choosing to access a training place subsidised by the NSW and Commonwealth Governments under the Smart and Skilled Program, it is important for you to get an understanding of this program from the NSW Government website.

For more information on Smart and Skilled visit the NSW State Government website at <https://smartandskilled.nsw.gov.au/>

# Request to Suspend Training

A suspension is a temporary postponement of a training for a period of time agreed by both the College and the Student.

Students may apply to suspend their training by submitting a suspension request form through the college learning management platform.

At the discretion of the College Manager this suspension request may be accepted or rejected. Students will be given the opportunity to provide justification for their request in the suspension request form and must state in the form the requested length of suspension. Suspensions will not be granted for any period in excess of 3 months unless there are justifiable circumstances.

A suspension will not be approved in the following circumstances:

- where a suspension is sought for disciplinary reasons;
- where the College has reasonable grounds to believe the student is guilty of willful and serious misconduct; or
- where the College has issues or concerns with the students' performance or behaviour.

## Cancellation Policy

### Queensland

**Certificate 3 Guarantee, Higher Level Skills and Fee for Service Students:**

If a student wishes to cancel their enrolment with KKTC, they must provide the request to the KKTC Student Services via the online portal.

The student will then be required to access and complete a Cancellation Form on their online student Dashboard to finalise their cancellation.

**NOTE:** Students who cancel their enrolment may be required to wait a period of 3 months before being permitted to enrol with KKTC again.

### New South Wales

#### **Smart and Skilled Students:**

If a student wishes to cancel their enrolment with KKTC, they must provide the request to the KKTC Student Services team via the online portal.

The student will then be required to access and complete a Cancellation Form on their online student Dashboard to finalise their cancellation.

## **Victoria**

Free TAFE Students:

If a student wishes to cancel their enrolment with KKTC, they must provide the request to the KKTC Student Services team via the online portal.

The student will then be required to access and complete a Cancellation Form on their online student Dashboard to finalise their cancellation.

## **South Australia**

If a student wishes to cancel their enrolment with KKTC, they must provide the request to the KKTC Student Services team via the online portal.

The student will then be required to access and complete a Cancellation Form on their online student Dashboard to finalise their cancellation.

## **Traineeship and Apprenticeship Students – All States**

If a Trainee or Apprentice wishes to cancel their Traineeship or Apprenticeship with KKTC their employer, they must provide the request to their employer and notify their KKTC Trainer and Assessor. The student and the employer will then be required to complete a State-specific Cancellation Form to finalise their cancellation. This form must be signed and sent back to KKTC for processing.

## Student Progression Policy (Applies to non trainees only)

Students need to be actively progressing with their training. The college monitors progression through automated and non automated reviews and a failure to comply with the colleges' expectations will result in the college compliance team notifying the student of a need to show cause within 5 days as to why their enrolment should not be cancelled.

Examples of students' non-progression could be any of the following:

- Not attending a minimum of one day a week vocational placement as part of the training
- Non-completion of a unit every 3-4 weeks
- Not being actively engaged with the training program
- Not adhering to training plan time frames and requirements
- Not collaborating in a positive working relationship with the KKTC Trainer (e.g not notifying their trainer in the event of not being able to submit a unit on time, not being engaged in the course i.e not attending class if the student is a class based student, not attending practical placement if the student is undertaking vocational hours in a centre, not returning calls or email from a trainer or not working on theory within the College learning management system for an extended period of time).

If the above is evident in the students' training program, then the college reserves the right to enact the following steps:

1. Issue a 'show cause' email advising that the students' enrolment is to be cancelled in the event that the student does not respond within 5 days outlining their plans to re-engage with their training program.
2. Students have a further 5 days to contact the college to respond to the pending cancellation email. Should no written correspondence within this time frame be received from the student, their enrolment will be cancelled.

Noting that if the student does contact the college regarding the pending cancellation email within the 5 day period, the College Manager may request the student to attend a meeting with their trainer to review their training plan and discuss in detail their recommitment and future training with KKTC. KKTC reserves the right to initiate cancellation of their enrolment should the college not be satisfied with their conduct at this review meeting.

### NOTE

The above progression policy is intended to be a once only process and should the student after going through this process not actively progress with their training as per the commitment made in the review meeting then the college reserves the right to cancel their enrolment.

# Student Vocational Placement

KKTC will assist in gaining a suitable vocational placement and request all students discuss placement options and requirements with their relevant trainer or College Manager.

KKTC will take out necessary insurance to cover such students while working in an early learning centre.

For a student to qualify for vocational placement they will need to have a general understanding of the current unit being assessed. It is the responsibility of the student to organise their time to fit within the working hours offered by the vocational placement facility.

The duration of vocational placement varies from state to state but generally is minimum 160 hours for the CHC30121 Certificate III in Early Childhood Education and Care and minimum 280 hours for the CHC50121 Diploma of Early Childhood Education and Care. Depending on the course, after a student has completed 160 / 280 hours of vocational placement, if a student is deemed not competent by our Vocational Placement Coordinator, the student may be required to undertake extra hours. KKTC Policy requires KKTC Vocational Placement students to complete one full day per week of work in an early learning centre for the duration of the course.

Before the student starts vocational placement, they will need to sit together with the placement Centre Director and go through the vocational placement checklist. The Centre Director will then explain expectations for when the student is in the vocational placement centre. Every student must sign acceptance of vocational placement conditions.

The “Vocational Placement Workbook” will be issued to the student to take to the vocational placement facility and the supervisor of the student will sign off each task.

## First Aid – HLTAID012

This unit describes the skills and knowledge required to provide a first aid response to infants, children, and adults. The unit applied to education and support of staff working within an education and care setting who are required to respond to a first aid emergency, including asthmatic and anaphylactic emergencies.

This unit of competency may contribute towards approved first aid, asthma and anaphylaxis training under the Education and Care Services National Law, and the Education and Care Services National Regulations (2011).

KKTC delivers First Aid via an external contractor.

## User Choice (Traineeship & Apprenticeship)

The User Choice 2021-2024 program provides a public funding contribution towards the cost of training & assessment services for eligible Queensland apprentices and trainees.

The program aims to provide funding aligned to the skills needs of industry and respond to changing government priorities.

The three-year policy from 1 July 2023 recognises that employment-based training aligned to skills shortages is a critical priority for the Queensland Government.

### How does the program work?

The User Choice program supports the delivery of accredited entry-level training to apprentices and trainees. The program works in conjunction with the Commonwealth Australian Apprenticeships System, under which apprentices and trainees (also known in some jurisdictions as 'Australian apprentices') enter into legally binding training contracts with their employers and receive structured training to achieve a nationally recognised qualification. The User Choice program provides a public funding contribution towards the cost of training and assessment for eligible Queensland apprentices and trainees, with funding paid directly to the approved training supplier, subject to the conditions set out in the VET Skills Assure Supplier Agreement.

### Insufficient Funds Fee

Students must always have sufficient funds for all direct debits. In the event that a student has insufficient funds, and the payment is unable to be processed, the training college will charge a nominal fee as detailed on the college website.

## User Choice Contribution Fees

- a) Student contribution fees are the non-government financial contribution to the cost of the training and assessment services provided by the Skills Assure Supplier (SAS) - the fee is paid to the SAS.
- b) The SAS must detail its fees and charges policy, including full costs, method of collection, refunds, and exemptions prior to enrolment and provide access to this written policy to apprentices and trainees.
- c) The SAS must retain evidence of student contribution fees charged and collected for all students, except for those students deemed as fully exempt. In addition, evidence must be retained for all students whose circumstances have been deemed as totally or partially exempt from student contribution fees.
- d) Student contribution fees under the User Choice program are set at \$1.60 per nominal hour for each unit of competency/module to be calculated at the commencement of the unit of competency/module. Student contribution fees may be adjusted annually and all SAS will be informed by the department of any changes to the student contribution fees.
- e) The SAS must not charge more than the student contribution fee amounts contained in this policy, except as required periodically by the department.
- f) The SAS may only charge less than the student contribution fee if in accordance with sections 2.6.2 or 2.6.3 of the QLD Govt User Choice 2012-2024 Policy – see [https://desbt.qld.gov.au/data/assets/pdf\\_file/0021/7824/user-choice-policy.pdf](https://desbt.qld.gov.au/data/assets/pdf_file/0021/7824/user-choice-policy.pdf)

## Partial Exemption – Tuition Fees

KKTC will charge 40 percent of the student contribution fee where the participant falls into one or more of the following exemption categories:

- (a) The participant was or will be under 17 at the end of February in the year in which the KKTC provides training, and the participant is not at school and has not completed year 12
- (b) The participant holds a Health Care Card or Pensioner Concession Card issued under Commonwealth law, or is the partner or a dependent of a person who holds a Health Care Card or Pensioner Concession Card, and is named on the card
- (c) The participant issues the PQS with an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependent, is entitled to concessions under a Health Care Card or Pensioner Concession Card
- (d) The participant is an Aboriginal or Torres Strait Islander person. Acceptable evidence is as stated on the Training Contract and AVETMISS VET Enrolment Form.



# Queensland User Choice Students Contribution Fee

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care

For User Choice students (participating in an Apprenticeship or Traineeship programs) where a student contribution has been paid by the student, employer, or a third party the following refund policy will apply:

Students who have paid contribution fees and who cancel their enrolment after their training program has commenced (ie after their training plan has been completed and the first unit of competency issued) will be entitled to a prorated refund based on the remaining nominal hours contained in the units of competency. This will apply from the date that the student advises that they will not be continuing. Where the Employer has paid the contribution fees (i.e on behalf of the student) the same principles apply.

If the student can demonstrate that hardship or personal circumstances led to their withdrawal, the student will be offered a full credit toward the course in-lieu of a refund. Refunds are to be paid within 14 days from the time of writing to the college requesting a refund.

Refunds are provided in accordance with KKTC Refund policy.

## Traineeships – New South Wales

The NSW Skills List identifies which traineeship qualifications receive a government subsidy.

The subsidy is available to trainees who are new entrants, but not those who are existing workers.

As a new-entrant trainee, you are eligible for a government subsidy for your traineeship qualification, even if you already have a Certificate IV or higher qualification.

If you did a traineeship at school, this will not affect your eligibility for Smart & Skilled subsidised training after you leave school.

You can search for apprenticeship and traineeship qualifications that are subsidised under Smart & Skilled in the course finder. Training costs for Existing Worker Traineeships are invoiced to the employer.

Existing Worker Traineeship Requirements are:

- Australian Citizen or Resident
- Worked more than 3 months full time or 12 months part time with their current employer.

If you are eligible for the Fee Free Apprenticeship Strategy, you or your employer will not be required to pay the fee for your apprenticeship qualification, depending on the relevant industrial award. Ask your employer if they are responsible for paying your student fees.

# Victorian Government Funded Training

## Skills First

### Eligibility for Vocational Education and Training (VET) government-funded training

To be eligible for Victorian and Commonwealth government-subsidised training, you need to be either an Australian citizen, a New Zealand citizen or holder of a Permanent Visa, and:

- have a physical presence in Victoria while undertaking the course, and
- not be attending school or registered for home schooling at the time of the course (excluding a School Based Apprentice/Trainee), and
- have not commenced or be scheduled to commence more than two *Skills First* subsidised courses and two *Skills First* subsidised skill sets in a year, and
- not be undertaking more than two *Skills First* subsidised programs – either courses or skill sets – at any one time, and
- not be undertaking a Foundation level course if a diploma or higher qualification is held or are participating in the Commonwealth Government's 'Skills for Education and Employment' program

### Eligibility for concessions on VET government-funded training

Students enrolling in a government-subsidised course up to certificate IV level who hold a current and valid Commonwealth Healthcare Card, Pensioner Concession Card or Veterans' Gold Card (or who are the dependent spouse or dependent child of a cardholder) at the time of enrolment are eligible for a concession on tuition and student services fees. You must provide proof at the time of enrolment that you are the card holder or the dependant spouse or dependant child of a card holder.

Australian Indigenous students will be eligible for a concession on tuition fees for any level course (excluding higher education courses) and will need to pay the concession student services fee and any material fees where applicable.

KKTC offers Skills First funded CHC30121 Certificate III in Early Childhood Education and Care and CHC50121 Diploma of Early Childhood Education and Care qualifications (including traineeships) in partnership with Wodonga Institute of TAFE – RTO3097.

For more information visit [www.skillsfirst.vic.gov.au](http://www.skillsfirst.vic.gov.au)

# South Australian Government Funded Training

Kool Kids Training College delivers the CHC30121 Certificate III in Early Childhood Education and Care and the CHC50121 Diploma of Early Childhood Education and Care in South Australia. Students may be eligible for Government Subsidy Funding – both in traineeships and vocational work-based enrolments (eligibility applies).

## Skilling South Australia

### SA Students Only

Skilling South Australia is a government initiative designed to boost employability and growth in the workforce, and help people gain technical skills and get qualifications to build their careers.

Students are encouraged to study a qualification in high-demand industries, including childcare, through Vocational Education and Training (VET), traineeships, and apprenticeships.

To be eligible for government subsidy funding under the Skilling South Australia Program, you must:

- live or work in South Australia, and be
  - an Australian or New Zealand citizen, or
  - an Australian permanent resident, or
  - the holder of an eligible visa

You must also be:

- 16 years or older and no longer at school, or
- enrolled in year 10, 11 or 12 and employed in a Training Contract that combines VET and school-based curriculum including SACE, or
- enrolled in 11, 12, or 13 and are 16 years of age or turning 16 years of age in the current year of that enrolment, and are undertaking SACE or equivalent.

For more details on eligibility requirements, visit: <https://www.skills.sa.gov.au/courses-careers/eligibility-explained>

## Training Record Book

The KKTC training record book allows parties the opportunity to discuss training and ensure the student is receiving the full range of work and progressing satisfactorily. Upon completion of each unit of competency, the training record will be signed by all parties to ensure all parties agree that the student is competent in the unit.

The KKTC logbook is where the student must document the required hours for their qualification – CHC30121 Certificate III in Early Childhood Education and Care (160hrs) and CHC50121 Diploma of Early Childhood Education and Care (280 hours).

## Additional Fees

The College notifies students in advance of attending first aid training that in the event of non-attendance, and without notifying the college in advance, the college may charge a \$50 non-attendance fee at its discretion.

The College also charges \$10 for issuing of a hard copy Certificate.

For the full list of fees visit the college fees section on the website. There may be an additional charge of \$10 if the student statement of attainment is lost and requires a re-issue.

# Refund Policy All States

## Fee For Service Students

- CHC30121 Certificate III in Early Childhood Education and Care
- CHC50121 Diploma of Early Childhood Education and Care

WITHDRAWAL REASON	AMOUNT REFUNDED
Withdrawal at least 1 week prior to the agreed start date	Full refund
Withdrawal at least 1-6 days prior to agreed start date	50% refund (enrolment fee retained by KKTC)
Withdrawal on the agreed start date	No refund
Withdrawal after the agreed start date	No refund
Course withdrawn by KKTC	Full refund
KKTC unable to provide the course for which the original offer was made	Full refund

# Refund Policy Queensland

## Government Subsidised Training Students

- Certificate 3 Guarantee - CHC30121 Certificate III in ECEC
- Higher Level Skills - CHC50121 Diploma of ECEC

WITHDRAWAL REASON	AMOUNT REFUNDED
Withdrawal at least 1 week prior to the agreed start date	Full refund
Withdrawal at least 1-6 days prior to agreed start date	50% refund (enrolment fee retained by KKTC)
Withdrawal on the agreed start date	No refund
Withdrawal after the agreed start date	No refund
Course withdrawn by KKTC	Full refund
KKTC unable to provide the course for which the original offer was made	Full refund

The refund policy and procedures applies to those students who pay their fees in advance.

Course fees to be refunded in full if:

- The course stops being provided after it starts but before it's completed.
- The course is not provided fully to the student because the college has a sanction imposed on it by a government regulator.

Refunds under the above conditions are paid in full to the student within 14 working days.

In making a contract to enrol in a course at KKTC the applicant acknowledges the following:

- That the information provided by the applicant in their application is complete and correct.
- Agrees to be bound by KKTC's rules and regulations and any amendments made to the rules and regulations.
- Agrees to undertake a testing requirement prior to any course entry, if deemed necessary by KKTC.
- Agrees to pay all fees required on or before the due date as notified in writing by KKTC or as per the invoice.
- KKTC will access these fees in accordance with the procedures established by the QLD State Government.
- KKTC reserves the right to accept or reject any application for enrolment at its discretion.
- KKTC reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary and in that event, shall refund all payments received from the applicant.

Should a student cancel their own enrolment then they may be entitled to a full refund. They must apply in writing to the CEO of KKTC (with supporting documentation) providing the following criterion is met:

- Fees and charges have been paid in full before the commencement of the training and the cancellation occurs during the enrolment period.

The above mentioned table outlines reasons why a refund may be requested and the amount of course fees that are refunded to the student by KKTC.

Process for making application for refund is as follows:

- Student must make application for refund in writing to the CEO outlining
- the reasons for requesting the refund.
- Refund requests for full or partial refunds must:
  - set out the reasons for the request;
  - and be accompanied by supporting documents as may be appropriate; and include:
    - date of the claim
    - full name of student
    - course in which the student was enrolled
    - basis for making the claim
    - amount claimed
    - address to which the refund is to be forwarded
    - student's payment details
    - student's signature; and
    - all documents relevant to consideration of the claim.

## Issuing of Qualifications

KKTC emails Certificates and Statements of Attainment to students who meet the required standards of a Qualification or Unit of Competency in accordance with the AQF and acknowledges that Certificates and Statements of Attainment are nationally recognised.

If you complete a unit/s of competency within a nationally recognised qualification you are eligible for a Statement of Attainment.

KKTC will email all AQF certification documentation to the student within 30 calendar days of the learner being assessed as meeting the requirements of the training course if the training program in which the learner is enrolled is complete.

## Student Name on Certificate

It is a legal requirement for certificates to be issued with your legal name. A Certificate or Statement of Attainment is an important legal document and is also a legal endorsement of the completed qualification. Further, it is often the required qualification for acceptance or registration with a professional body. For these reasons, your name on your enrolment form (which is where we source details for qualifications) should reflect your legally recorded name.

We can accommodate requests for the use of a preferred name for normal student/trainee correspondence, but the records and certification must reflect your legally recorded name.

KKTC Qualification	University Degree	Credit	Other Information
CHC50121 Diploma of Early Childhood Education and care including CHC30113 Certificate III in Early Childhood Education and care CRICOS CODE 03515D	Griffith University 1095 Bachelor of Child and Family Studies CRICOS CODE: 069965K	Up to 70cp Conditions: For students not required to complete the compulsory English language course, and 60 CP for students required to complete the English language course	180cp/ 2 year
CHC50121 Diploma of Early Childhood Education and care CRICOS CODE 03515D	Southern Cross University Bachelor of Early Childhood Education CRICOS Code: 110055C	Credit granted: 8 units, of a total of 24 (33% of the course)	Subject to English language course proficiency requirements
CHC50121 Diploma of Early Childhood Education and care CRICOS CODE 03515D	Southern Cross University Bachelor of Education (Early Childhood/Primary) CRICOS Code: 110583A	Credit granted: 3 units, of a total of 32 (9% of the course)	Subject to English language course proficiency requirements
CHC50121 Diploma of Early Childhood Education and care CRICOS CODE 03515D	Southern Cross University Bachelor of Education (Primary) CRICOS Code: 110584M Bachelor of Education (Primary/Secondary) CRICOS Code: 110586J Bachelor of Education (Secondary) CRICOS Code: 110585K	Credit granted: 1 unit, of a total of 32 (3% of the course)	Subject to English language course proficiency requirements



# Privacy Policy

Department of Employment and Workplace Relations VET Data Privacy Notice

## Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

## How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

## How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

## How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage

- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact Kool Kids Training College using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>

## Surveys

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

## Contact information

At any time, you may contact Kool Kids Training College to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

## Schedule 2

### VET Data Use Statement

Under the National Vocational Education and Training Regulator (Data Provision Requirements) Instrument 2020 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts

- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Employment and Workplace Relations
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

## KKTC Diversity Statement

Kool Kids Training College supports a diverse range of student cohorts across different regions, encompassing various demographics and characteristics. Our typical cohorts consist of school-based students, Aboriginal and Torres Strait Islander peoples, return-to-workers, students, sea changers and semi-term unemployed. We support trainees and apprentices, as well as vocational placement students. These students' ages span from 15 to 65 years, representing a wide range of life experiences and backgrounds and 95% are female. Additionally, our student cohorts include individuals with caring responsibilities, such as parents caring for their own children or their parents.

To ensure individual support needs are met, we follow a comprehensive process in crafting individual learning plans for each student. During the induction and initial training sessions, students, supervisors, or workplace mentors engage in a collaborative discussion. This dialogue allows us to gain a deep understanding of the learner's requirements, learning pace, expectations, and areas where additional support is needed. By involving all relevant parties in this process, we can design personalized learning plans that empower students to succeed and overcome any challenges they may encounter.

## Employment Service Providers

KKTC has established relationships Employment Services Providers (i.e. Job Active and DES providers) to ensure placement and employment opportunities for job seekers and helping those transitioning back to work. We have received many referrals from these agencies and treat every referral with care and consideration.

To support students during vocational placements, we have implemented a comprehensive support system. Prior to commencing placements, students undergo preparation sessions that equip them with essential workplace skills, expectations, and guidelines. During the placement period, our trainers and student support team maintain regular communication with both the students and the employers to monitor progress and address any challenges that may arise. We also organise workplace visits to provide on-site support and assess the students' performance.

## Disability Support

We provide PD sessions that focus on understanding and supporting students with disabilities. Trainers receive training on identifying and addressing the unique needs of students with disabilities, including strategies for reasonable adjustments and accessible teaching methodologies such as.

- KKTC trainers will help in re-wording questions if necessary to support greater understanding and can do this in real time given the technology platform utilised
- KKTC trainers are active in providing additional support sessions for students with additional needs via online learning sessions
- KKTC trainers will proactively break tasks into more manageable sections to support deeper understanding. This can be done whilst the student views shared screens and 'live' assessments.
- KKTC trainers will train students who need to use 'voice to text' and dictation features to facilitate their assessment work and can provide 'reasonable adjustment' as needed, again in real time.

Our Trainers and Assessors let their students know that outside of the face to face visits every 3-4 weeks they are supported through additional Zoom sessions, Phone calls, SMS, Face Time Calls, simulated or role play situations and through instant messaging in the RTO's Cloud based platform, so they feel supported.

## Cultural Competency

To better cater to our diverse student body, our PD plan includes cultural competency training. We have had First Nation elders address our team conferences and we have recorded interviews for wider distribution for the team, notably new trainers to reinforce learnings to create a respectful and inclusive learning environment.

## Inclusive Teaching Practices

Inclusive teaching practices are core to everything we do at KKTC. Trainers undergo PD sessions that emphasize creating an inclusive and welcoming atmosphere for all students, irrespective of their backgrounds or learning styles. This includes understanding diverse learning needs and employing varied teaching methods to accommodate them.

## Mental Health First Aid

We acknowledge the significance of mental health in the lives of our students and staff. To ensure a supportive environment, our PD plan includes mental health first aid training. Trainers are equipped with skills to recognise and respond to mental health challenges, ensuring early intervention and appropriate support. Furthermore, the college has contracted with Joe Pane Australia's leading practitioner of training in the 5 core principles of Emotional Fitness that impact our capacity to handle life's challenges. Having an awareness of who you are, the stage of life you are at, having clarity of what matters most in your life, a healthy emotional vocab and clean perspective is what it means to be emotionally fit. KKTC is committed to training its team in Emotional Fitness principles and in the past 12 months has conducted two high end workshops on these principles.

## Age-specific Learning Needs

We also consider the unique learning needs of young and mature-aged learners. PD sessions focus on age-specific pedagogies, addressing the varying capabilities, preferences, and challenges of different age groups.

## Dyslexia Awareness

Considering the rising prevalence of dyslexia among students, we incorporate PD sessions to increase awareness of dyslexia and its potential impact on learning outcomes. Trainers receive strategies to identify and support students with dyslexia, enabling them to better address individual learning needs.

## Notification of Changes to Existing Services

- **Assessment of Impact:** Upon identification of a pending change, an assessment will be conducted to understand its impact on students, staff, and other stakeholders.
- **Development of Communication Plan:** A communication plan will be developed, specifying the timing, channels, and content of the notifications to be sent. This plan will aim to address any concerns pre emptively and provide guidance on the adjustments necessary due to the changes.
- **Execution of Notification:** Notifications will be disseminated via email, announcements on the RTO's website, social media platforms, and through direct communication in classes or meetings, as appropriate to the nature of the change.

## Content of Notifications

**Notifications will include, but not be limited to:**

- A detailed description of the change.
- The reasons for the change.
- The expected impact of the change on students and their training.
- Any actions required from students or stakeholders.
- Contact information for enquiries or further support.

## Support and Guidance

Following the notification, Kool Kids Training College will provide support and guidance to affected students and stakeholders to assist with the transition. This may include Q&A sessions, individual counselling, or additional resources as needed.

## Feedback and Continuous Improvement

Feedback on the process and impact of changes will be sought from students and stakeholders to continuously improve our communication and change management processes.