NECA TRAINING

Student Handbook 2026

Your guide to NECA Training - from enrolment to completion, and everywhere you can get help along the way.

REGISTERED TRAINING ORGANISATION

RTO 91632

DELIVERY

ACT · NSW · QLD · TAS · WA

VERSION

2.6 · July 2026

ONLINE

www.necatraining.com.au

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The information in this handbook is current at the time of publication. NECA Training will make all reasonable efforts to notify students of any significant changes that may affect their training or enrolment.

NECA Training is a Registered Training Organisation (RTO 91632) regulated by the Australian Skills Quality Authority (ASQA) and delivers nationally recognised training under the Australian Qualifications Framework (AQF).

Continuous Improvement

This document is subject to continuous improvement. Amendments may be made on an ad hoc basis and will include changes required as a result of:

- feedback from stakeholders
- validation outcomes
- changes to legislative or regulatory requirements
- changes to NECA Training policies and procedures.

Feedback

We value your opinion and welcome suggestions on how we can improve this document. Please send your feedback to **support@necatraining.edu.au**.

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1 Welcome to NECA Training

NECA Training (RTO 91632) delivers nationally accredited, non-accredited and 'NAT Course' training and assessment predominantly for the electrical, communications and broader construction industries. Our offerings include pre-apprenticeships, apprenticeships and post trade training courses.

We are registered with the Australian Skills Quality Authority (ASQA).

We currently deliver training across five states and territories - the Australian Capital Territory (ACT), New South Wales (NSW), Queensland (QLD), Tasmania (TAS), and Western Australia (WA).

About This Handbook

This handbook is your guide to training with NECA Training. It covers everything you need to know - from enrolling and understanding your fees, to what happens during your training, your rights and responsibilities, and where to get help if you need it.

Whether you are thinking about enrolling or already studying with us, this handbook is for you. It is available on the NECA Training website before you enrol, and every student receives a copy.

If your training is funded by a state government program, there may be additional information that applies to you - you will find that in the appendices at the back of this handbook.

Keep this handbook for reference throughout your training. If anything is unclear, ask your trainer or contact NECA Training - our contact details are in Section 15.

What is accredited training?

An accredited training course includes unit/s of competency and is recognised across Australia. It is listed on the National Register at **training.gov.au**. This means your achievement is portable - employers and other training providers across the country will recognise it.

What is non-accredited training?

A non-accredited course is a course that is required by industry but does not include accredited unit/s of competency.

2 Enrolling with NECA Training

Before You Enrol

Before you commit to a course, NECA Training will give you the information you need to decide if the course is for you. This includes:

- what the course covers and what you will learn
- how the training will be delivered (in the classroom, online, in the workplace, or a combination)
- the assessments requirements
- how long the course takes
- what fees and charges apply, and when payment is due
- what support services are available to you
- any licensing or occupational licence requirements associated with the course
- work placement requirements, where the course requires workplace-based evidence collection
- the refund arrangements that apply to your enrolment (see Section 7)
- your rights and responsibilities as a student

This information is available on the NECA Training website (**www.necatraining.com.au**) and through the enrolment portal.

If you are enrolling in government-funded training in NSW, ACT, or QLD, there are additional things NECA Training is required to tell you before you enrol. Our team will walk you through these.

Is This Course Right for You?

Before your enrolment is finalised, NECA Training will help you decide whether the course is a good fit. This may include:

- a conversation about your existing skills and competencies
- an assessment of your language, literacy, numeracy, and digital skills (sometimes called an LLND assessment)
- a discussion about any support you might need to succeed in the course

This is not a test you pass or fail - it is about making sure you are enrolling in the right course and that NECA Training can give you the support you need to complete it. If a course is not the right fit, NECA Training will discuss your options with you.

What You Will Need to Provide

To complete your enrolment, you will need to provide:

- your personal details (name, date of birth, contact information)
- a Unique Student Identifier (USI) - see below
- any information required for data reporting to government bodies
- evidence of eligibility, where required for your chosen course

Your Unique Student Identifier (USI)

Every student in nationally recognised training needs a Unique Student Identifier (USI). A USI is a government-issued reference number that creates a secure online record of your Vocational Education and Training (VET) records. You keep the same USI for life.

What you need to know:

- You must have a verified USI before NECA Training can issue you with any qualification or statement of attainment.
- Your USI will not appear on your certificate or statement of attainment - it is linked to your records behind the scenes.
- Your USI gives you access to an online record of all your nationally recognised training, no matter which training provider delivered it. You can access your records at any time through **usi.gov.au**.

How to get a USI: If you do not already have a USI, you can create one yourself at **usi.gov.au**. It is free and only takes a few minutes. You will need a form of identification (such as a driver's licence, Medicare card, or passport). If you need help getting a USI, NECA Training's administrative team can assist you.

If you have forgotten your USI: Visit **usi.gov.au** and follow the prompts to recover your USI. You will need the same identification you used to create it.

A note about exemptions: In very limited circumstances, the law allows a student to be exempt from the USI requirement. If an exemption applies to you, NECA Training will explain what this means before your enrolment is completed - including that your results will not appear on the national online record.

Enrolment Confirmation

Once your enrolment is complete, you will receive confirmation of your enrolment, including the details of your course and how to contact NECA Training. If anything changes after you have enrolled, NECA Training will let you know as soon as possible.

3 Your Training

How Training is Delivered

NECA Training uses different methods to deliver training, depending on the course content and what works best for student learning. Your training may include:

- **Classroom training** - face-to-face instruction at a NECA Training campus or training venue
- **Practical workshops** - hands-on skills practice using industry-standard equipment and simulated work environments
- **Workplace-based training** - training delivered at your employer's workplace
- **Online learning** - activities and resources delivered through NECA Training's online learning systems
- **Blended delivery** - a combination of two or more of the above

The delivery method for your course is explained to you at the start of your training.

Your Training Arrangements

Before your training begins, NECA Training will make sure you understand your training arrangements - including what you will learn, how training will be delivered, your assessment requirements, and the expected timeline.

If you are completing a full qualification, an apprenticeship or traineeship, or government-funded training, you will receive a formal training plan. Your training plan sets out the qualification or units of competency you are working towards, how the training will be delivered, when and where training will take place, the assessments you will need to complete, and the responsibilities of NECA Training, you, and (if applicable) your employer. If you are an apprentice or trainee, your employer will also be involved in developing your training plan (see Appendix A).

> If you have questions about training arrangements, ask your trainer.

Your Trainers

All NECA Training trainers and assessors hold the qualifications and credentials required by the Australian Government's Credential Policy. They also maintain up-to-date industry skills and knowledge, so the training you receive reflects current industry standards and workplace practices.

Training Locations

NECA Training delivers training at campuses and venues across the ACT, NSW, QLD, TAS, and WA. Your enrolment confirmation will tell you where your training will take place.

NSW

- 122 Hume Highway, Chullora NSW 2190
- Unit 3 5-9 High Street, Queanbeyan East NSW 2620
- Gundary Centre, 32 Campbell Street, Moruya NSW 2537

ACT

- 49 Tennant Street, Fyshwick ACT 2609

QLD

- Construction Training Centre, 460–492 Beaudesert Road, Salisbury QLD 4107
- 20–24 Kerry Road, Archerfield QLD 4108

Site Parking

If you are an apprentice attending trade training at the NECA Training Chullora or Fyshwick campuses, you are not permitted to park your personal vehicle on-site. Complying with site rules, including this parking restriction, is a condition of attending training (see Section 8 - Your Rights and Responsibilities). On-site parking is restricted because:

- The limited parking available on-site at these locations is reserved for staff, trainers, and approved visitors.
- Unauthorised vehicles create access and safety hazards for everyone using the site.
- Public parking is available in designated areas near each campus.

Exemptions: In exceptional circumstances - for example, a medical condition, disability, or other documented need - you may apply for an exemption. If you believe you qualify, submit a written request to your Operations Manager before your next block of training. Parking on-site at Chullora or Fyshwick without an approved exemption is not permitted under any circumstances.

Attendance

Attending your training is important. Your course may include classroom sessions, practical activities, workplace training, and assessments - and you need to be there to participate and progress.

If you cannot attend a scheduled training session for any reason, contact your trainer or NECA Training as soon as possible. If you cannot contact us yourself, ask someone to do it on your behalf.

Contact details for absence notification:

State	Phone	Email
NSW (Sydney)	02 9188 4424	**skills@necatraining.edu.au**
ACT, South Coast NSW, TAS, WA	02 6280 6533	**courses-act@necatraining.com.au**
QLD	07 3276 7950	**courses-qld@necatraining.edu.au**

Keeping Your Details Up to Date

If any of your personal details change during your training, let your trainer or NECA Training's administrative team know straight away. This includes your name, home or postal address, phone number, email address, and emergency contact details.

4 Assessment

What is Competency-Based Assessment?

All training delivered by NECA Training is competency-based. This means your assessments are designed to find out whether you can demonstrate the skills and knowledge required by the course.

For each course, you will either be assessed as:

- **Competent (C)** - you have demonstrated that you meet the required standard
- **Not Yet Competent (NYC)** - you have not yet demonstrated all the skills and knowledge required

A result of Not Yet Competent is not a fail - it means there are areas where you need to improve before you can be assessed as competent. Your assessor will give you feedback on what you need to work on and you will have the opportunity to be reassessed.

Your course fee or funded place covers up to three attempts at each assessment task. Some units have more than one final assessment task. In that case, you get three covered attempts at each one. If you are still assessed as Not Yet Competent after three attempts, you can ask for another attempt, but you will first need to show us what you have done to close the gap, such as extra study or practice.

Further attempts at a final assessment may involve a fee, depending on your course and how your training is funded (see Section 6 and the appendix for your funding program). If you needed a reasonable adjustment that was not made, or there was a problem with the assessment itself, your next attempt will not be charged. Asking for a reasonable adjustment never costs anything, and appealing a result is always free.

How You Will Be Assessed

Assessment methods vary depending on the course. You may be assessed through:

- direct observation of your practical skills (your assessor watches you perform a task)
- written, oral, or online questions
- practical tasks and simulated exercises
- workplace evidence and third party reports
- portfolios of evidence
- a combination of these methods

At the start of your course, your trainer will explain the assessment requirements, including what tasks you need to complete and when they are due. If anything about the assessment process is unclear, ask your trainer - it is better to ask early.

Assessment Principles

Every assessment at NECA Training is designed to be:

- **Fair** - assessment accommodates your needs, including implementing reasonable adjustments where appropriate and enabling reassessment where necessary
- **Flexible** - your assessment is appropriate to the context, training product and assesses skills and knowledge relevant to the training product regardless of how or where you acquired them
- **Valid** - assessment includes practical application components that enables you to demonstrate the relevant skills and knowledge in a practical setting
- **Reliable** - assessment evidence is interpreted consistently by assessors and outcomes are comparable irrespective of which assessor is conducting the assessment

Reasonable Adjustment

If you have a disability, learning difficulty, or other circumstance that affects how you can participate in assessments, talk to your trainer. NECA Training can make reasonable adjustments to assessment processes to accommodate your needs. Adjustments do not change what you need to demonstrate, but they can change how you go about demonstrating it.

Plagiarism and Academic Integrity

All assessment work must be your own. Plagiarism means submitting someone else's work as your own, including AI*, and it is taken seriously at NECA Training. Consequences may include being asked to resubmit, a result of Not Yet Competent, or disciplinary action depending on the circumstances.

* Use of artificial intelligence (AI) tools

AI tools such as ChatGPT, Google Gemini, Microsoft Copilot, and similar products can generate text, answer questions, and produce written content. Submitting AI-generated content as your own work is a form of plagiarism. The purpose of your assessments is to demonstrate that you have the skills and knowledge required - not that an AI tool can produce an answer.

This does not mean you can never use AI tools during your training. Your trainer will tell you how AI tools may be used for specific tasks. The rules may differ between tasks.

If you are unsure about what counts as your own work - whether that involves AI tools, reference material, or working with others - ask your trainer before you submit.

Assessment Results and Appeals

Your assessment results are recorded by NECA Training as you work through and complete your course. For most courses, you can view your outcome for each assessment task in NECA Training’s online learning management system. If you disagree with an assessment result, you have the right to appeal. The appeal process is explained in Section 12 of this handbook (Complaints and Appeals), and the full details are in NECA Training's Grievances, Complaints and Appeals Policy (GCA-001-POL).

5 Recognition of Prior Learning and Credit Transfer

You may already have skills, knowledge, or qualifications from previous training, work, or life experience that are relevant to your course. NECA Training offers two pathways to recognise what you already know, so you do not have to repeat learning you have already completed.

Recognition of Prior Learning (RPL)

RPL is a process where an assessor reviews evidence of your existing skills and knowledge - gained through formal study, work experience, volunteering, or other life experience - and measures it against the requirements of the unit of competency you are enrolled in.

How it works:

- You tell NECA Training you are interested in RPL. You can do this at enrolment or at any point during your training.
- NECA Training explains the process, the evidence you will need, and any fees that may apply.
- You gather your evidence. This could include work samples, references from supervisors, licences, previous training records, photos of completed work, or other relevant material.
- A qualified assessor reviews your evidence against the unit requirements.
- You receive your result in writing. If assessed as Competent, the unit is credited to your record. If assessed as Not Yet Competent, you can provide additional evidence, complete gap training, or enrol in the full unit.

Important things to know about RPL:

- RPL is available for any unit on NECA Training's scope of registration.
- Your evidence must be relevant, of sufficient quality, and current.
- RPL is an assessment process - a qualified assessor makes the judgement, the same as any other assessment.
- Fees may apply for RPL. You will be told about any fees before the process begins.
- If you disagree with an RPL outcome, you can appeal through the complaints and appeals process (see Section 12).

> **If your training is government-funded**
> There may be additional requirements for RPL depending on your state. For example, QLD-funded students cannot receive 100% RPL for a government-subsidised qualification, and there are specific evidence requirements your assessor must follow. Your Operations Manager will explain any state-specific requirements that apply to you.

Is RPL the Right Pathway for You?

It is important for candidates to understand that RPL is not a shortcut to gaining a qualification. To be assessed as Competent through RPL, you still need to provide enough evidence to show that you meet the requirements of each unit of competency. This is the same standard that applies to every other student, and a final decision about your competency can only be made once that evidence has been collected and assessed.

How long RPL takes depends on the kind of evidence you have. If you have substantial evidence from formal study - for example, completed training or qualifications - RPL can be faster than learning a unit through standard delivery. However, if you are relying on a large portfolio of informal evidence, such as on-the-job experience or work samples gathered outside formal study, considerable time and effort is often needed to identify, collect, and match that evidence against the unit requirements. In these cases, the process may take longer than completing the unit through normal classroom training and assessment.

For this reason, it is worth carefully weighing up whether RPL or a standard training and assessment pathway is the better option for you. This is particularly important where some time has passed since you gained the skills, knowledge and experience you are now seeking recognition for, as you may also need to show that your skills and knowledge are still current. If you are not sure which pathway suits your situation, your trainer or Operations Manager can help you work it out.

Credit Transfer

Credit transfer is different from RPL. Where RPL involves an assessor reviewing evidence of your skills, credit transfer is about recognising units of competency or qualifications you have already been formally awarded by another registered training organisation.

How it works:

- You provide NECA Training with your certificate, statement of attainment, or a verified VET transcript from your USI account.
- NECA Training verifies the document and checks whether the units you have completed are equivalent to units required in your current course.
- If the units match (or are mapped as equivalent in the national training package), you receive credit - you do not need to repeat those units.

Important things to know about credit transfer:

- There is no fee for credit transfer.
- You can apply for credit transfer at enrolment or at any time during your training.
- Credit transfer is based on your formal records - you do not need to provide additional evidence or undergo an assessment.

- In some cases, licensing or regulatory requirements may mean credit transfer cannot be granted even where the units are equivalent. If this applies to you, NECA Training will explain why.

How to get your VET transcript: Log in to your USI account at **usi.gov.au**. Your transcript is a verified record of all the nationally recognised training you have completed. It is a useful document to have when applying for credit transfer or RPL.

RPL and Credit Transfer - Which One is Right for You?

	RPL	Credit Transfer
What it recognises	Skills and knowledge from work, study, or life experience	Formally awarded qualifications and units from another RTO
Evidence required	A portfolio of evidence assessed by a qualified assessor	Your certificate, statement of attainment, or USI transcript
Is there a fee?	Fees may apply - you will be told before it starts	No fee
Who makes the decision?	A qualified assessor	Administrative verification
When can I apply?	At enrolment or at any time during your training	At enrolment or at any time during your training

If you are not sure which option suits your situation, talk to your trainer. They can help you work out the best path forward.

6 Fees and Charges

How to Find Your Fees

The fees for your course depend on the type of training, the qualification, and whether your training is funded by a government program. NECA Training publishes fee information on the NECA Training website at **www.necatraining.com.au** and through the enrolment portal.

Before you enrol, or before you pay any fees, NECA Training will tell you the total fees for your course (including any additional charges), when payment is due and what payment methods are accepted, whether any government subsidies or entitlements apply to you, and the refund policy (see Section 7).

Reassessment fees: Your course fee or funded place covers up to three attempts at each final assessment task. If you need a further attempt after that, a reassessment fee may apply, depending on your course and how your training is funded. The current amount is published with the rest of your fee information on the website. Reassessment fees do not apply to QLD government-subsidised students.

If you are facing financial hardship or other difficult circumstances, you can ask us to waive or reduce a reassessment fee, or to arrange a payment plan - just speak to us before your reassessment. A waiver covers the fee only - you will still need to show that you have worked on the areas you need to improve before you can sit the assessment again.

How Your Prepaid Fees Are Protected

NECA Training caps how much you can pay for your training in advance. You will never be asked to pay more than $1,500 towards any one course before the training has been delivered. If your course costs more than $1,500, your fees are split into instalments that fall due as your training progresses, so your prepaid balance never goes above $1,500.

Because NECA Training never holds more than $1,500 of your money in advance, your prepaid fees are better protected. If you would like to know how payments for your course will be scheduled, ask us before you enrol.

If your employer is paying for your training under a commercial agreement with NECA Training, such as an invoice to an ABN, those payments are managed under that agreement, and the $1,500 cap does not apply.

Government-Funded Training

If you are enrolled in training funded by the NSW, ACT, or QLD government, your fees may be different from the standard fee-for-service rates. The fee arrangements for government-funded training are explained in the appendices:

- NSW Smart and Skilled - see Appendix B
- ACT Government-Funded Training - see Appendix C
- QLD Skills Assure - see Appendix D

NOTE: All training currently delivered in Tasmania and Western Australia is delivered on a fee-for-service basis - no state government funding is currently accessed by NECA Training in these states.

Other Funding Opportunities

From time to time, government agencies, industry bodies, or other organisations may provide funding to subsidise or fully cover the cost of specific NECA Training courses. These arrangements are separate from the standing government-funded programs described above and are typically available for a limited period or for specific student groups, qualifications, or regions.

When these funding opportunities are available, NECA Training will publish the details - including eligibility, the courses covered, and how to access the funding - on the relevant NECA Training website course pages. If you are unsure whether a funding opportunity applies to you, please contact us before you enrol.

Payment Difficulties

If you are experiencing financial difficulty and are concerned about paying your fees, talk to your Operations Manager. NECA Training will consider flexible payment arrangements where possible.

No Fee for Credit Transfer

There is no charge for applying for credit transfer. If you hold a qualification or statement of attainment from another training provider that is equivalent to units in your course, NECA Training will process the credit transfer at no cost to you (see Section 5).

7 Refunds

NECA Training's refund arrangements are designed to be fair and transparent. The full details are set out in the Refund Policy (REF-001-POL) which is available on our website. This section gives you a summary of what you need to know.

Short Courses, Skill Sets, and Fee-for-Service Training

If you need to withdraw from a fee-for-service course, the refund you receive depends on when you notify NECA Training in writing:

When you notify NECA Training	Refund
7 or more calendar days before the course starts	**100% of the fee you paid**
Less than 7 calendar days before the course starts	**No refund**
After the course has started	**No refund**
You do not attend and do not notify NECA Training	**No refund**
Incorrect charge or overpayment identified	**100% of overpayment (no application required)**

“In writing” means a completed Refund Application Form, a Withdrawal and Deferral Request Form, a letter, or an email to your NECA Training contact address. The 7-day period is counted in calendar days (including weekends). Where your course covers multiple units, the refund rules apply at the unit level.

Course Cancelled by NECA Training

If NECA Training cancels a scheduled course, you will receive a full refund automatically - you do not need to apply. Where possible, NECA Training will offer you a place in an alternative course. NECA Training only cancels a scheduled course in limited circumstances - for example, where:

- there are not enough enrolments to run the course viably
- the trainers, facilities, or equipment needed cannot be secured
- running the course would create a safety risk that cannot be managed
- a regulator or funding body directs us to cancel the course
- an event beyond our control prevents delivery
- the training product has been superseded or removed from the National Register

If your course is cancelled, NECA Training will notify you promptly in writing, explain the reason, and set out your options. You can choose between transferring to an equivalent scheduled course, receiving a full refund of all fees paid, or deferring your enrolment to a future course where one is scheduled. The choice is always yours - you can take the refund even if a transfer or deferral is available.

Special Circumstances

If something unexpected and beyond your control prevents you from continuing your training, you can raise this with the Operations Manager. NECA Training may consider a refund outside the standard rules. You will need to provide documentation to support your claim.

Transferring to Another Course

Transfer request timing	Transfer fee
7 or more calendar days before commencement	**No fee**
Less than 7 calendar days before commencement	**10% administrative transfer fee may apply**

A transfer is not a refund - your original fee is credited to the new course.

Government-funded students

If your training is funded by a state government program, the refund rules of that program apply instead of the standard rules above. See Appendices B–D.

When a Refund Is Not Available

There are some situations where a refund is not available. If you have received recognition of prior learning (RPL) resources or services, no refund applies regardless of the RPL outcome. If you complete your training but do not achieve the qualification or credential after assessment, no refund applies - fees cover the delivery of training and assessment services, not a guarantee of a particular result. NECA Training does not accept liability for any loss or damage suffered in the event of withdrawal from a course.

How to Apply for a Refund

Submit a written request using a Refund Application Form, a Withdrawal and Deferral Request Form, or a letter or email. NECA Training will acknowledge your application within 2 business days. Once approved, the refund will be processed within 7 calendar days using the same payment method you originally used.

If You Disagree with a Refund Decision

You have the right to lodge a formal appeal through NECA Training's complaints and appeals process (see Section 12) within 20 business days of receiving notification of the decision. The appeal will be reviewed by the Chief Executive Officer, who was not involved in the original decision.

8 Your Rights and Responsibilities

Your Rights as a Student

As a NECA Training student, you have the right to:

- ✓ **Fair and respectful treatment** - to be treated with courtesy, dignity, and respect by all NECA Training staff and students, regardless of your background, ability, or circumstances.
- ✓ **A safe and inclusive learning environment** - to learn in an environment that is free from discrimination, harassment, bullying, and vilification.
- ✓ **Clear information** - to receive accurate and timely information about your course, assessment requirements, fees, support services, and your rights and obligations.
- ✓ **Quality training and assessment** - to receive training that is engaging, well-structured, and delivered by qualified trainers, and to be assessed fairly.
- ✓ **Support** - to access training support and wellbeing support services throughout your training (see Section 9).
- ✓ **Reasonable adjustments** - if you have a disability or other circumstance that affects your participation, NECA Training will make reasonable adjustments to support you.
- ✓ **Privacy** - to have your personal information handled in accordance with the Privacy Act 1988 and kept secure (see Section 11).
- ✓ **Recognition of your existing skills** - to have your prior learning and existing qualifications recognised through RPL and credit transfer (see Section 5).
- ✓ **A voice** - to raise concerns, make complaints, or suggest improvements without fear of retaliation (see Section 12).

Your Responsibilities as a Student

As a NECA Training student, you are expected to:

- **Treat others with respect** - treat all students, trainers, and staff with courtesy and fairness. Do not behave in a way that could offend, harass, intimidate, bully, or vilify others.
- **Follow safety practices** - follow all work health and safety instructions and practices. Report any hazards or safety concerns to your trainer immediately.
- **Attend and participate** - attend scheduled training sessions and participate actively. If you cannot attend, notify NECA Training as soon as possible (see Section 3).
- **Complete your own work** - do all assessment tasks honestly and submit only your own work. Do not plagiarise, cheat, or submit AI-generated content as your own (see Section 4).
- **Follow directions** - follow any reasonable direction given by a NECA Training staff member.
- **Follow the Code of Conduct** - abide by NECA Training's standards of behaviour, including not consuming alcohol or drugs on premises, not carrying prohibited items, and not damaging or misusing NECA Training property.

- **Put your phone away during class** - mobile phones must not be used during training sessions unless your trainer specifically allows it. Phones must be on silent and stored away. Smartwatches and other devices must not be used to bypass this rule. If you are expecting an urgent call, let your trainer know before the session starts.
- **Dress appropriately and wear required PPE** - when attending NECA Training, you must wear appropriate work clothing and PPE as directed, including steel cap boots and long pants. You may be excluded from practical activities if you do not meet safety dress requirements.
- **Do not park on-site** - if you are an apprentice attending trade training, do not park your personal vehicle at the NECA Training Chullora and Fyshwick campuses unless you have an approved exemption (see Section 3).
- **Keep your details up to date** - notify NECA Training promptly if your personal or contact details change.
- **Communicate and respond** - respond to emails and requests from NECA Training regarding your attendance, assessments, or training progress in a timely manner.
- **Respect privacy** - do not share other students' personal information or records.

Classroom Expectations: When you attend training at a NECA Training campus, your trainer may provide you with a Classroom Expectations document that sets out the specific rules for that training environment.

Employer notification: If you are an apprentice, trainee, or employer-sponsored student, your employer may be notified of attendance issues, conduct concerns, or other matters that affect your training.

Discrimination, Harassment, and Bullying

NECA Training has zero tolerance for discrimination, harassment, sexual harassment, bullying, and vilification. These behaviours are prohibited whether they occur in the classroom, at a training venue, in the workplace, online, or in any other setting connected with your training.

You are protected from discrimination on the basis of your age, disability, race, colour, national or ethnic origin, sex, sexual orientation, gender identity, intersex status, marital status, pregnancy, family responsibilities, religion, political opinion, or any other attribute protected by law.

> If you experience or witness any of these behaviours, report it to NECA Training staff or by email to **wellbeing@necatraining.edu.au**. NECA Training will take your report seriously and will not disadvantage you for raising a concern in good faith.

What Happens if Conduct Standards Are Not Met

If a student's behaviour breaches the standards set out in this section, the consequences will depend on the nature and seriousness of the behaviour. This may include a formal discussion, a written warning, notification to your employer, removal from a training session, suspension, or in serious cases, removal from the training program.

9 Support Services

NECA Training is here to help you succeed. If you are having difficulty with your training - or with anything else that is affecting your ability to participate - support is available and you are encouraged to ask for it early.

What Support is Available?

- **Language, literacy, numeracy, and digital skills (LLND) support** - if you need help with reading, writing, maths, or using computers and online systems, NECA Training can arrange additional support.
- **Additional tutoring and learning assistance** - if you are struggling with course content, your trainer can arrange extra help or adjust the way material is delivered.
- **Reasonable adjustments** - if you have a disability, learning difficulty, or other circumstance that affects your participation, NECA Training can make adjustments to support you.
- **Wellbeing support** - if you are dealing with personal or emotional concerns, NECA Training can connect you with our internal and external support services. This is voluntary and confidential.
- **Cultural support** - NECA Training is committed to creating a culturally safe environment for Aboriginal and Torres Strait Islander students and for students from culturally and linguistically diverse backgrounds.

How to Access Support

- **At enrolment** - the enrolment process includes questions about your support needs. If you identify a need, NECA Training will have support in place before your training starts.
- **During training** - tell your trainer, your Operations Manager, or the administrative team.
- **Self-referral** - raise it with any NECA Training staff member at any time. You do not need a formal process to ask for help.

Disclosing a Disability

If you have a disability, you are encouraged to let NECA Training know - but it is completely your choice. Disclosure is voluntary and your information is treated confidentially. If you do disclose, NECA Training will work with you to identify what adjustments may help.

Internal Support Services

The support services described in this section are provided by NECA Training and are available to every student. Where you have an ongoing support need, NECA Training will work with you to document the support strategies in a Student Support Plan, developed with you and reviewed as your needs change.

Internal support services can be accessed on request by speaking with your trainer, Operations Manager, or any NECA Training staff member. Your request will be treated confidentially and there is no cost to you for accessing support.

External Support Services

Service	Contact	What they offer
Lifeline	13 11 14 **lifeline.org.au**	24/7 crisis support and suicide prevention
Beyond Blue	1300 22 4636 **beyondblue.org.au**	Anxiety, depression, and mental health support
Black Dog Institute	**blackdoginstitute.org.au**	Mental health education, resources, and clinical support
Headspace	1800 650 890 **headspace.org.au**	Mental health support for young people (12–25)
13YARN	13 92 76 **13yarn.org.au**	Crisis support for Aboriginal and Torres Strait Islander peoples
QLife	1800 184 527 **qlife.org.au**	LGBTQIA+ peer support and referral
1800RESPECT	1800 737 732 **1800respect.org.au**	Sexual assault, domestic and family violence support
Fair Work Ombudsman	13 13 94 **fairwork.gov.au**	Workplace rights, pay, and employment conditions

10 Keeping You Safe

NECA Training takes the safety of every student seriously. Whether you are in a classroom, a workshop, at a workplace, or learning online, you have the right to a safe learning environment - and you have a role to play in keeping it safe for everyone.

Workplace Health and Safety

As a student, you must:

- follow all safety instructions given by your trainer or any NECA Training staff member
- use personal protective equipment (PPE) when required - including steel cap boots, safety glasses, gloves, and any other equipment specified by your trainer
- use tools and equipment correctly and only as instructed
- report any hazard, incident, near miss, or unsafe condition to your trainer immediately
- keep your workspace clean and tidy
- not interfere with or misuse anything provided for health and safety

You also have the right to refuse to do something you believe is unsafe. If you have a genuine safety concern, tell your trainer or Operations Manager straight away - you will not be penalised for raising a safety issue.

Electrical Safety

NECA Training operates electrical testing areas where you will complete practical tasks using electrical equipment. These areas have specific safety rules, including isolation procedures, tested and tagged equipment, and supervised access. Your trainer will explain the safety requirements for each practical session. You must not enter electrical testing areas unsupervised or use equipment unless you have been instructed to do so.

If You Are Under 18

NECA Training is committed to the safety and wellbeing of all students, including those under the age of 18. All NECA Training staff who work with students under 18 hold the required Working with Children Check (or equivalent) for the state in which they work. NECA Training will not tolerate any form of abuse, neglect, bullying, or inappropriate behaviour towards students under 18.

How to report a concern: You can report a child safety concern to your trainer, any NECA Training staff member, or the HR Manager via **wellbeing@necatraining.edu.au**. You can also ask a parent, guardian, or another trusted adult to report on your behalf. All reports are treated seriously and handled confidentially.

If you are a parent or guardian

NECA Training provides parents and guardians of students under 18 with the Child Safe Policy and the HR Manager's contact details at enrolment. You are welcome to contact the HR Manager at any time.

Drugs and Alcohol

NECA Training prohibits the use of illegal drugs and the consumption of alcohol on all NECA Training premises. If you attend training while under the influence of alcohol or drugs, you will not be permitted to participate in your training and may be asked to leave the premises. This is a safety issue - if you are impaired, you are a risk to yourself and to others.

If you are concerned about your own substance use, or if you are worried about another student, you can speak to your trainer or contact one of the support service providers listed in Section 9.

Reporting a Safety Concern

If you see something unsafe, or if you are involved in an incident, report it to your trainer immediately. **In an emergency, call 000 first**, then notify your trainer or the nearest NECA Training staff member.

11 Privacy and Your Records

NECA Training collects personal information about you as part of the enrolment and training process. This section explains what information is collected, why, who can see it, and what your rights are.

What Information Does NECA Training Collect?

When you enrol and during your training, NECA Training collects information including your name, date of birth, contact details, USI, citizenship and residency status, school level completed, prior education and employment status, disability status and support needs (only if you choose to disclose), Indigenous status, language background, and your enrolment, training, assessment, and attendance records.

This information is collected because NECA Training needs it to manage your enrolment, deliver your training, issue your qualifications, and meet reporting requirements set by government agencies.

Who Can See Your Information?

Your personal information is only shared with people and organisations that have a legitimate reason to access it:

- **NECA Training staff** - involved in your training, assessment, and administration - only the information they need to do their job.
- **ASQA** - the national VET regulator - for audit, compliance, and regulatory purposes.
- **NCVER** - NECA Training is required by law to report your enrolment and training data to NCVER for research, statistical analysis, and to populate your national VET transcript.
- **State and territory government agencies** - where your training is government-funded, your information is reported to the relevant state funding body.
- **Your employer** - if you are an apprentice, trainee, or employer-sponsored student, your employer may receive information about your training progress. NECA Training will ask for your consent before sharing this information, except where required to by law.

NECA Training will not share your personal information with anyone else unless you give written consent or unless required to by law.

How Long Are Your Records Kept?

- **Certificates and statements of attainment** - records of qualifications issued to you are kept for 30 years.
- **Assessment records** - records of assessments you have submitted are kept for at least 7 years after your enrolment ends, in accordance with NECA Training's Retention Schedule.

- **Enrolment and training records** - kept in accordance with NECA Training's Retention Schedule.

Accessing Your Own Records

You have the right to access your own personal information held by NECA Training. To request access, contact **privacy@necatraining.edu.au**. You can also access your national VET record through your USI account at **usi.gov.au**. If you need a replacement certificate or statement of attainment, a fee may apply.

Correcting Your Information

If any of your personal information held by NECA Training is incorrect, out of date, or incomplete, you have the right to ask for it to be corrected. Speak with a NECA Training staff member for further assistance.

Making a Privacy Complaint

If you believe your personal information has been mishandled, you can lodge a privacy complaint in writing at **privacy@necatraining.edu.au**. If you are not satisfied with the response, you can refer the matter to the Office of the Australian Information Commissioner (OAIC) at **oaic.gov.au**.

12 Complaints and Appeals

NECA Training wants to know if something is not right. If you have a concern about any aspect of your training, your assessment, the way you have been treated, or any decision that affects you, you have the right to raise it - and NECA Training will take it seriously.

You will not be penalised, disadvantaged, or treated unfairly for making a complaint or lodging an appeal in good faith.

Raising a Concern Informally

If you have a concern, the quickest way to resolve it is often to speak directly with the person involved - for example, your trainer or a member of the administrative team. If the concern is not resolved informally, you can lodge a formal complaint or appeal.

Making a Formal Complaint

You can make a formal complaint about any matter relating to NECA Training's operations. To lodge a complaint, complete a Complaint and Grievance Lodgement Form (GCA-001-FRM-001), send an email to **complaints@necatraining.edu.au** or letter to your Operations Manager.

What happens next:

- NECA Training will acknowledge your complaint in writing within 2 business days.
- Your complaint will be investigated fairly. You will be kept informed of progress.
- NECA Training will aim to resolve your complaint within 20 business days.
- You will receive the outcome in writing within 5 business days of a decision being reached.
- If resolution takes longer than 60 calendar days, NECA Training will explain the delay in writing and provide regular progress updates.

You may involve a support person at any stage of the process.

Appealing a Decision

You can appeal any decision that adversely affects you, including assessment results, enrolment decisions, fees, refunds, withdrawal decisions, and disciplinary outcomes. Complete an Appeal Lodgement Form (GCA-001-FRM-002) within 20 business days of receiving notification of the decision.

For assessment appeals, if the appeal is upheld, a different assessor will conduct a reassessment. For other appeals, the review will be conducted by a person who was not involved in the original decision.

Independent Review

If you are not satisfied with the outcome of your internal appeal, you can request an independent review. NECA Training will arrange for an external, independent reviewer to examine your case at no cost to you.

External Escalation

You have the right to refer your complaint or appeal to an external body at any time. Key contacts:

Organisation	Phone	Website
ASQA (Australian Skills Quality Authority)	1300 701 801	asqa.gov.au
Australian Human Rights Commission	1300 656 419	humanrights.gov.au
Office of the Australian Information Commissioner	1300 363 992	oaic.gov.au
Fair Work Ombudsman	13 13 94	fairwork.gov.au

State-specific escalation contacts:

State	Organisation	Phone
NSW	NSW Department of Education (Smart and Skilled)	1300 772 104
NSW	Anti-Discrimination NSW	1800 670 812
ACT	Skills Canberra	(02) 6205 8555
ACT	ACT Human Rights Commission	(02) 6205 2222
QLD	QLD Dept of Trade, Employment and Training	1300 369 935
QLD	Queensland Training Ombudsman	1800 773 048
QLD	Queensland Human Rights Commission	1300 130 670
TAS	Equal Opportunity Tasmania	1300 305 062
WA	Equal Opportunity Commission of WA	(08) 9216 3900

13 Certificates and Qualifications

What You Receive on Completion

When you successfully complete your course, NECA Training will issue you with AQF certification documentation:

- **Accredited full qualification** - you will receive a testamur (the formal certificate) and a Record of Results listing all the units of competency you achieved.
- **Accredited individual unit/s** - if you achieve one or more nationally accredited units but not a full qualification, you will receive a Statement of Attainment listing the unit/s.
- **NAT Courses** - you will receive a Statement of Attainment listing the unit/s.
- **Non-accredited training** - you will receive a Certificate of Completion.

Your certification documents are nationally recognised - they are valid across Australia.

When You Will Receive Your Documents

NECA Training will issue your certification documents within 30 calendar days of you successfully completing all requirements and paying all agreed fees. If you withdraw before completing your course, a Statement of Attainment for any completed units will be issued within 30 calendar days.

Your USI and Your Records

Your USI links to a national online record of all your nationally recognised training, which you can view at any time at **usi.gov.au**. Keep in mind that your USI transcript is not updated in real time. Training providers, including NECA Training, report training activity to the national data collection periodically - not as each unit or qualification is completed. This means there can be a significant delay between finishing your training and your results appearing on your USI transcript, sometimes until after the next annual national reporting cycle.

This delay is normal and does not affect your qualification. The testamur or statement of attainment issued by NECA Training is your official evidence of completion, and it is valid from the day it is issued (see “What You Receive on Completion” above). If a licensing body, employer, or another training provider needs proof of your training before your USI transcript has been updated, use your certification documents.

Replacement Certificates

If you lose your certificate or your name has legally changed, you can request a replacement, a fee may apply.

14 Withdrawal and Deferral

Sometimes circumstances change and you may need to pause or stop your training. NECA Training provides two options: deferral (a temporary pause) and withdrawal (a permanent exit).

Deferral - Taking a Break

If you need to pause your training temporarily, you can request a deferral. Your enrolment is not cancelled and you can come back to continue where you left off.

- You can request a deferral at any time by submitting a Withdrawal and Deferral Request Form (WDR-001-FRM-001) or by sending us an email.
- The standard maximum deferral period is 12 months. Extensions may be approved in exceptional circumstances.
- When you return, your training plan and support arrangements will be reviewed and updated.
- If you do not return by the end of your approved deferral period and do not respond to reminders, NECA Training may process your enrolment as a withdrawal.

If your training is government-funded, state-specific deferral rules may apply. Your Operations Manager will explain any requirements.

Withdrawal - Leaving Your Course

If you decide to leave your course permanently, you can withdraw at any time. Before accepting your withdrawal, the Operations Manager will talk with you about your options. You are not required to accept any alternative - the decision is yours.

What happens when you withdraw:

- You will be informed in writing of any fee or refund implications (see Section 7).
- If you have completed any units, NECA Training will issue you with a Statement of Attainment within 30 calendar days.
- If you are an apprentice or trainee, your employer and the relevant State Training Authority will be notified.
- Your right to appeal is preserved (see Section 12).

When NECA Training May Withdraw You

In limited circumstances, NECA Training may initiate a withdrawal. This can only happen on one of the following grounds:

- **Disciplinary exclusion** - where you are excluded from training under the Student Disciplinary Policy, with the decision approved by the Chief Executive Officer.
- **Not starting your training** - where you have not commenced training within 12 months of enrolling and no approved deferral or exceptional circumstance is in place.
- **Prolonged non-engagement** - where you have stopped engaging with your training and have not responded after NECA Training has made documented attempts to contact and support you.
- **Training product changes** - where your training product has been superseded or removed from the National Register, it cannot be completed within the permitted timeframe, and you have declined to transfer to a replacement product or another provider.

A withdrawal initiated by NECA Training is always a last resort. Before any decision is made, the Operations Manager will consider alternatives with you - including deferral, extra support, changes to your training plan, or transfer to another training product.

If you are withdrawn, you will be notified in writing, a Statement of Attainment for any completed units will be issued within 30 calendar days (see Section 13), and you have the right to appeal the decision (see Section 12).

15 Useful Contacts and Links

NECA Training Contact Details

State	Phone	Email	Office Address
NSW (Sydney)	02 9188 4424	skills@necatraining.edu.au	122 Hume Hwy, Chullora NSW 2190
ACT, South Coast NSW, TAS, WA	02 6280 6533	courses-act@necatraining.com.au	49 Tennant St, Fyshwick ACT 2609
QLD	07 3276 7950	courses-qld@necatraining.edu.au	Construction Training Centre, 460–492 Beaudesert Rd, Salisbury QLD 4107

Specialist contacts

Complaints and appeals: complaints@necatraining.edu.au
Privacy (access and complaints): privacy@necatraining.edu.au
Child safety and wellbeing: wellbeing@necatraining.edu.au

Key Online Resources

Resource	What it is	Website
training.gov.au	The National Register - search for qualifications and training providers	training.gov.au
usi.gov.au	Create, find, or manage your USI and access your VET transcript	usi.gov.au
ASQA	The national VET regulator - information about your rights as a student	asqa.gov.au
NECA Training	Course information, fees, enrolment, policies, and forms	necatraining.com.au

For external support services (mental health, crisis support, cultural support, workplace rights), see the table in Section 9. For complaints and appeals external escalation contacts, see the tables in Section 12.

APPENDIX A Information for Apprentices and Trainees

This appendix applies to you if you are enrolled with NECA Training under an apprenticeship or traineeship. Everything in this handbook (Sections 1–15) still applies to you. This appendix covers the additional things you need to know.

A.1 Your Training Contract

As an apprentice or trainee, your training is governed by a training contract - a formal agreement between you, your employer, and the relevant State Training Authority.

- Your training contract must be approved by the relevant State Training Authority before your training can be fully recognised.
- NECA Training delivers the training and assessment component. Your employer provides the on-the-job training and work experience component.
- If your training contract is cancelled or suspended, this will affect your enrolment with NECA Training and will likely extend the time you will be training with us.
- If your Training Contract is terminated, we cannot guarantee your continuing enrolment with any future Training Contract requests.
- If you change employers, your enrolment arrangements will change. Your Operations Manager will guide you through the process. Please let us know if you are planning to change employers (refer to section A.2 below).

All enrolments at NECA Training are subject to approval, availability, and compliance with relevant regulatory requirements.

A.2 Changing Your Employer

During your apprenticeship or traineeship, your employment circumstances may change. If you change employers, a new training contract will need to be put in place with your new employer and approved by the relevant State Training Authority before your training can continue to be recognised.

Changing both your employer and your RTO at the same time can lead to significant delays in completing your apprenticeship or traineeship. A new RTO must reassess the training and assessment you have already completed, re-establish your training plan, and may apply different delivery schedules - all of which can extend your contract completion time.

To help keep your training on track, if you change employers you can ask your new employer to nominate NECA Training as the preferred RTO on your new training contract. This allows NECA Training to continue delivering your training and assessment without interruption, recognise the progress you have already made, and support you to complete your qualification within the expected timeframe.

If you are changing, or thinking about changing, your employer, contact your Operations Manager as early as possible. They will guide you through what needs to happen so your training continues as smoothly as possible.

A.3 Technical Training (Attending 'Tech')

Attendance at technical training is a compulsory part of your apprenticeship. Technical training is treated as a workplace environment - you are expected to arrive on-time and conduct yourself professionally, just as you would on a job site.

Your training plan sets out when your technical training days are scheduled. You must attend all scheduled sessions. Absences must be supported with appropriate documentation and communicated to NECA Training as soon as possible. Your employer will be notified of any lateness or absences.

When you attend technical training, you will be provided with a Classroom Expectations document that sets out the specific rules for that training environment, including mobile phone use, dress code, and workshop safety requirements. You will be asked to sign an acknowledgement.

A.4 On-the-Job Training and Workplace Evidence

A significant part of your apprenticeship involves developing your skills on the job. NECA Training uses profiling tools to record your on-the-job competency development throughout your apprenticeship. To ensure progression you must:

- Keep your workplace evidence records up to date. A completed profile is a mandatory requirement for progressing to the final units in your qualification and, where applicable, for obtaining your occupational licence.
- Work with your employer and your trainer to ensure your workplace evidence accurately reflects the tasks you are performing.
- If you are unsure about the process for submitting your workplace evidence, ask your trainer for help straight away.

> **For QLD apprentices and trainees**
> Your on-the-job competency must be verified for each unit by a qualified person at your workplace, signed by you, and signed by your assessor - all three signatures are required before NECA Training can claim payment for that unit.

A.5 Workplace Supervision

Your employer is responsible for ensuring that your workplace supervision meets the requirements of your training contract, the relevant industry standards and WHS legislation. For licensed trades, your supervisor must hold an equivalent or higher qualification and a current licence. If you have

concerns about your workplace supervision or safety, talk to your trainer or Operations Manager.

A.6 Apprenticeship Qualifications

NECA Training delivers apprenticeship and traineeship qualifications in the electrical and telecommunications industries. A current list of qualifications, including qualification codes and titles, is published on the NECA Training website at **www.necatraining.com.au**.

A.7 Fees for Apprentices and Trainees

How your apprenticeship or traineeship fees work depends on which state your training is funded under:

- **NSW** - Government Smart and Skilled funding covers the costs associated with the RTO's training delivery and assessment. See Appendix B.
- **ACT** - Government funding covers the majority of the costs, with course fees invoiced to the employer. See Appendix C.
- **QLD** - you may pay a co-contribution fee. See Appendix D.

APPENDIX B

NSW Smart and Skilled Students

This appendix applies to you if your training is funded under the NSW Government's Smart and Skilled program.

B.1 What is Smart and Skilled?

Smart and Skilled is the NSW Government's program for subsidised vocational education and training. Under Smart and Skilled, the NSW Government provides a subsidy toward the cost of your training. Depending on your qualification and circumstances, you may pay a reduced fee or no fee at all.

B.2 Your Fees

For NSW-based students, government funding currently covers all of the costs associated with the training delivery and assessment. However, additional charges may apply in some circumstances, such as RPL and re-assessment fees. Up-to-date fee information is available on the NECA Training website.

Your funded place covers up to three attempts at each final assessment task. If you need a further attempt after that, a re-assessment fee may apply at the rate published on the NECA Training website. You will be provided further detail about this before you enrol.

B.3 Consent to Share Your Information

Before your enrolment can proceed, NECA Training must obtain your consent to share your personal information with the NSW Department of Education. This is a requirement of the Smart and Skilled program. If you do not provide consent, NECA Training cannot complete your enrolment in subsidised training.

B.4 Your Consumer Protection Rights

As a Smart and Skilled student, you have additional consumer protection rights. NECA Training has a designated Consumer Protection Officer whose contact details are set out below. Your rights include receiving quality training, accurate fee information, access to the complaints process, and the ability to refer unresolved complaints to the NSW Department of Education at any time.

Consumer Protection Officer: **complaints@necatraining.edu.au**. You can also phone your local NECA Training office (see Section 15) and ask for the Consumer Protection Officer.

The NSW Department of Education's Consumer Protection Strategy is available on the Smart and Skilled website at **education.nsw.gov.au/skills-nsw**. NECA Training's Consumer Protection Policy (CPP-001-POL) is available on the NECA Training website.

B.5 Your Refund Rights

Refund arrangements for NSW Smart and Skilled students are governed by the NSW Fee Administration Policy. For details, contact your Operations Manager or refer to the refund information provided at enrolment.

APPENDIX C

ACT Government-Funded Students

This appendix applies to you if you are an Australian Apprentice funded through the ACT Government's apprenticeship program.

C.1 How ACT Funding Works

The ACT Government provides funding to NECA Training to deliver your apprenticeship qualification.

For ACT-based students, government funding covers the majority, but not all, of the costs. The deficit is made up through course fees and other funding. The course fees for ACT-based students are invoiced to their employer each semester and are published on the NECA Training website.

Your funded place covers up to three attempts at each final assessment task. If you need a further attempt after that, a re-assessment fee may apply at the rate published on the NECA Training website. You will be provided further detail about this before you enrol.

Fee concessions

If you hold a current health care card or pension card at the start of your training, you may be eligible for a fee concession reimbursement of up to $500. If you are under 18, a parent or guardian's card may be used. Your Operations Manager (ACT) can tell you whether you are eligible.

C.2 Your Initial Skills Assessment

Before your training begins, NECA Training will conduct an initial skills assessment, including an assessment of your language, literacy, and numeracy skills.

If your RPL and credit transfer results mean you already hold 80% or more of the qualification, NECA Training will discuss with you and your employer whether continuing with the qualification is still the right option.

C.3 Your Training Plan

NECA Training will develop a training plan with you and your employer before your training commences. Your training plan must be signed by all parties. You and your employer will each receive a copy within 10 business days. Your training plan is reviewed at least once every 12 months.

APPENDIX D

QLD Skills Assure Students

This appendix applies to you if your training is funded under the Queensland Government's Skills Assure program.

D.1 What is the Skills Assure Program?

The Skills Assure program is the Queensland Government's framework for subsidised vocational education and training. The programs available depend on your circumstances:

- **Career Start** - for entry-level training (Certificate III and below), including apprenticeships and traineeships
- **Career Boost** - for higher-level training (Certificate IV, Diploma, Advanced Diploma), including apprenticeships and traineeships
- **School-Based Apprenticeships and Traineeships (SATs)** - for students completing an apprenticeship while still at school
- **Free Apprenticeships for Under 25s** - eligible apprentices under 25 may pay no co-contribution fee

D.2 Eligibility

To enrol in QLD government-funded training, you must meet the eligibility criteria for your program. Generally, this means you must be a permanent Queensland resident, an Australian or New Zealand citizen (or hold an eligible visa), no longer at school (unless enrolling in a SAT), and meet the qualification and entitlement requirements for your specific program. NECA Training will verify your eligibility before enrolment.

Before your enrolment can be finalised, NECA Training will conduct an AISS (Apprenticeships/All Students Info - Self Service) search to check your prior qualifications and current enrolments, and will verify any applicable restrictions or exemptions under the Queensland Subsidised Training List (QSTL).

NECA Training will also conduct a pre-enrolment assessment (PEA) with you via interview or conversation to determine your suitability for the program, the qualification, and potential employment outcomes. The PEA also identifies any learning support needs or reasonable adjustments required.

D.3 Your Training Entitlement

Under the Skills Assure program, you are entitled to a limited number of government-subsidised training places. NECA Training will confirm your entitlement and explain when your subsidised training places will be used up before your enrolment is finalised.

D.4 Co-Contribution Fees

As a QLD-funded student, you pay a co-contribution fee - your share of the training cost. The Queensland Government pays the rest. Your co-contribution is your total share of the cost, so there is no separate fee for re-assessment. If you are still Not Yet Competent after your covered attempts, you can ask for another attempt by showing what you have done to close the gap, at no extra cost.

- **General training students** - the co-contribution fee is set by NECA Training and published on the website.
- **Apprentices and trainees** - the fee is fixed at $1.60 per nominal hour per unit.
- **Concessional rates** - if you hold a current health care card or pension card (or are under 18 and a parent/guardian holds one), you may be eligible for a concessional rate of 40% of the standard fee.
- **Free Apprenticeships for Under 25s** - eligible apprentices under 25 pay no co-contribution fee.

Refunds for QLD-funded students: Full refund of co-contribution fees if you withdraw before training has commenced. Proportionate refund based on units not yet started if you withdraw after commencing. No co-contribution fee is charged for gap training.

Where an employer has been charged fees beyond the co-contribution fee and government subsidy, those charges are refundable to the employer in accordance with the Refund Policy (REF-001-POL).

D.5 Your Rights as a QLD-Funded Student

You have the right to receive accurate information about your eligibility, fees, and training entitlements, to be consulted through a pre-enrolment assessment, to access inclusive support services, and to make a complaint. You can escalate unresolved complaints to the Queensland Department of Trade, Employment and Training (1300 369 935) or the Queensland Training Ombudsman (1800 773 048) at any time.

Before you enrol, NECA Training will provide you with a qualification or skill set fact sheet, a privacy notice, and the refund policy. NECA Training will also confirm your training entitlement and explain when your subsidised training places will be used up. You may be asked to complete Queensland Government surveys about your training goals, experience, and outcomes.

NECA Training will provide you with a Privacy Notice that meets the requirements of the Queensland Privacy Principles. Your personal information will be handled in accordance with the Information Privacy Act 2009 (QLD) and the SAS Agreement.

If your training program requires a workplace placement or workplace-based assessment where a security clearance is needed, NECA Training will advise you of this requirement before your enrolment is finalised.

APPENDIX E

TAS and WA Fee-for-Service Students

This appendix applies to you if you are training with NECA Training in Tasmania or Western Australia.

E.1 Fee-for-Service Training

All NECA Training delivery in Tasmania and Western Australia is on a fee-for-service basis. There are no state government funding programs in TAS or WA that apply to NECA Training's courses. This means you (or your employer) pay the full course fee. The standard fee information, refund arrangements, and payment options described in Sections 6 and 7 apply to you. Current fees are published on the NECA Training website. Your course fee covers up to three attempts at each final assessment task. If you need a further attempt after that, a re-assessment fee applies at the rate published on the NECA Training website.

E.2 Everything Else Applies

All of the rights, responsibilities, support services, safety requirements, and processes described in the core handbook (Sections 1–15) apply to you in full. The national standards that regulate NECA Training apply in every state, including TAS and WA.

E.3 Contact Details

TAS and WA enquiries: 02 6280 6533 / **courses-act@necatraining.com.au** (routed through the ACT office).

WA training venue: Suite 5, 375 Charles Street, Perth WA 6006.

TAS delivery: Training in Tasmania is delivered at employer and workplace sites - contact the ACT office to discuss your training arrangements.

NECA TRAINING

Building Australia's Future

REGISTERED TRAINING ORGANISATION

RTO 91632

ONLINE

www.necatraining.com.au

DOCUMENT

SHB-001-HBK · Version 2.6 · July 2026

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