



RTO NUMBER: 52923

# STUDENT HANDBOOK

## 2024



Specialising in Mobile Plant and High Risk  
Training and Assessing

Student Handbook  
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## Company Statement

Cape Training and Assessing is a professional, Registered Training Organisation, specialising in the provision of theory and practical vocational training to the civil construction and mining industries.

Our organisation delivers Nationally Recognised Training to students; both self-funded and employer funded.

We are committed to providing quality training and being recognised for:

- Customising course delivery to organisational or individual requirements.
- Selection and training of personnel to maintain high standards.
- Rigorous monitoring of course delivery quality and assessment processes.
- Working diligently with our clients to achieve required competency levels.
- Commitment to continuous improvement and best practice standards.

Cape not only provides training and assessment services to the Southwest, but also in the Great Southern and Pilbara regions.

Cape also supports local community activities through sponsorship, fund raising and other community-orientated activities.

As an RTO, Cape has agreed to operate within the Principles and NVR Standards for Registered Training Organisations 2015. This includes a commitment to recognise the training qualifications issued by other RTO's.

This statement is issued to indicate our commitment to Vocational Training and Assessment and our standards of service and exciting future growth.

## Quality Statement

The primary goal of Cape Training and Assessing is to provide quality Nationally Recognised Training and Assessment services to assist people in gaining formal recognition and certification.

Cape Training and Assessing provide clients with:

- Nationally recognised programs.
- Well-resourced training facilities and equipment.
- Training and assessment resources reflecting industry needs and current trends.
- Personalised training by qualified and professional staff with relevant and current experience in industry.

Cape aims to be a leader in vocational training and assessment services in the region by providing the facilities, resources and personnel for the delivery and assessment of quality training programs.

## Client Service

We have sound management practices to ensure effective client service. We have client service standards to ensure timely issue of student assessment results and certification. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Our quality focus includes a policy on recognition of prior learning, refunds, appeals and access and equity. Where necessary, arrangements will be made for those clients requiring literacy and/or numeracy support programs. We will take every opportunity to ensure that this information is disseminated, understood, and valued by personnel and clients.

**For full versions of the Policy and Procedures, please contact Cape admin.**

## Pre-Enrolment Information

**It is very important that you read and understand the information provided in this handbook before you enrol. This handbook provides you with valuable information, including our Code of Practice, Fees and Refunds and your right to appeal a decision or make a complaint.**

Recruitment of students will always be responsible, ethical, and consistent with any training package requirements. Cape Training and Assessing are committed to non-discrimination in any form and always comply with equal opportunity and anti-discrimination legislation.

There may be prerequisites before commencing a program due to health and safety or language, literacy, and numeracy (LLN) requirements, licensing, or the nature of the program.

## Enrolment Information

Prior to commencing your course, you will be required to complete an enrolment form. Please ensure you have filled in and returned your course enrolment form to administration and that your contact details are correct.

As of 1 January 2015, the Australian Government introduced the Unique Student Identifier (USI) initiative, which allows students to access all their training records and results from one online location. USI number is a unique number that is allocated to anyone studying nationally recognised Vocational Educational Training (VET) in Australia. When students register for VET, they are required to provide their USI number to the Registered Training Organisation (RTO) so that the RTO can report the student's training information to the National Centre for Vocational Education Research (NCVER) on completion of training.

**Please note :** *Cape Training and Assessing are not permitted to issue any Statements of Attainment or Qualifications to a student who has not supplied their USI or given permission to Cape Training and Assessing to apply on their behalf.*

The enrolment process will also ask you to complete a questionnaire regarding general information your previous education / training, please ensure you complete all sections of the enrolment form.

You will also see as part of the enrolment process a request for you to sign a declaration enabling Cape to share the statistical data from the questionnaire and your personal details regarding your USI and enrolment with the Third-Party Agencies. Cape would like to ensure the security of your personal details will be maintained. Under no circumstances will financial details, including bank account or credit card details be shared.

If your contact details change during the duration of your course, please notify your trainer or administration.

## Fees and Charges

Participation in training is subject to payment of all fees and charges. Please refer to the course information for the course fees.

**Please note that we do not offer the VET FEE HELP Scheme,** however we may be able to offer a payment plan under special circumstances. Please ensure you contact us prior to enrolling in any course to discuss your eligibility.

We are a bulk biller for CTF (Construction Training Fund), therefore if you are eligible to this subsidy the price of your training will be discounted according, please ask administration for more information.

Training cannot commence until any upfront payments have been received. Please ensure payment is received by the due date on the invoice to ensure your place on the course is not forfeited.

Cape does not accept payment of more than \$1,500.00 from individual clients prior to course commencement. Any course fees over this amount will require a \$1,500.00 deposit (paid prior to commencing) with the balance of the course fee paid within 1 day of commencing the course.

All fees and charges must be fully paid before Cape issues your certification (Statement of Attainment) on a competent or successful result.

Payments can be made by cash, direct debt or eftpos. Please note a 1.9% surcharge will be applied to in-person eftpos payments, and 2.2% applied to over-the-phone payments.

The course fee is generally inclusive and there are no additional charges. It is not expected that you will need to purchase any additional materials to successfully complete your chosen program.

However, if Cape needs to bring in specialist support to help you through the course, fees may apply, but this will be decided and agreed to prior to any course commitment.

## Refund Policy

Should Cape Training and Assessing cancel any course/training program, students are entitled to full refund or transfer funds to future or other training programs.

If the student needs to cancel their booking, they are required to let us know the day before at the latest. Cape will often need hire machinery to run courses, which is generally booked in as soon as the student has booked in to ensure availability. If the student cancels their booking on the day or doesn't show at all, they will still be required to pay the full course amount as Cape will still incur the machinery hire costs.

Cancellation notice provided	Charge	Refund
1 or more working days	No cancellation fee	100% of the course fee
Less than 1 day	100% of course fee	No refund
Failure to attend	100% of course fee	No refund

Refunds may be negotiated based on personal hardship or sickness upon provision of substantiation of the claim. Pro-rata refunds may be organised by agreement between students and Cape.

Students applying for a full refund must submit in writing to Cape their withdrawal from the training 2 days prior to the course commencement to avoid loss or partial loss of fees.

### Refunds will not apply in the following circumstances:

- If the student cancels or withdraws enrolment after the start of the course in which they are enrolled.
- If the student takes unauthorised leave during the course.
- If the student is disqualified due to unsatisfactory attendance, performance, or behaviour.
- If the student is in breach of any Cape Training and Assessing policies.

### Processing of Refunds

Refunds will be processed no later than 30 days after approval of written request for a refund. Unless otherwise directed, the refund shall be paid directly to the person who contracted Cape services. Students will be notified in writing of the amount they will be refunded, and details of any fees deducted.

Refunds will be made by electronic banking transfer, to the students nominated bank account. Account details will need to include:

- Name of the bank
- Name of account holder
- BSB number
- Account number

## Legislative Requirements

Cape Training and Assessing is subject to a variety of legislation which can impact on our training and assessment practises as well as general business practices. This legislation includes:

- Standards for Registered Training Organisations 2015
- Equal Opportunity Act 1984
- Working with Children (Criminal Record Checking) Act 2004
- Occupational Safety and Health Act 1984
- Australian Human Rights Commission Act 1986
- Human Rights (Sexual Conduct) Act 1994
- Sex Discrimination Act 1984
- Disability Discrimination Act 1992
- Disability Standards for Education 2005
- Racial Discrimination Act 1975
- Age Discrimination Act 2004
- Privacy Act 1988 including the National Privacy Principles (Regulations 2013)
- Copyright Act 1968
- Copyright Amendment (Online Infringement) Act 2015
- Copyright Amendment (Digital Agenda) Act 2000
- Archives Act 1983
- Fair Work Act 2009
- Student Identifiers Act 2014
- Workplace Gender Equality Act 2012
- Independent Contractors Act 2006
- Mining Regulations 1981 (WA)

All legislation can be accessed via [www.legislation.gov.au](http://www.legislation.gov.au) and [www.slp.wa.gov.au](http://www.slp.wa.gov.au). Cape will monitor changes to this legislation and where those changes affect Cape operations, staff, clients, or stakeholders we will notify all personnel concerned.

## Quality Management Focus

Cape Training and Assessing have a commitment to providing a quality service with a continuous improvement focus. The organisation values feedback from trainers, industry representatives and students. Students are encouraged to complete our feedback form at the completion of their course.

## Marketing and Advertising

Cape Training and Assessing markets their vocational education and training products with integrity, accuracy, and professionalism; avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

## Language, Literacy and Numeracy

There is minimum Language, Literacy and Numeracy (LLN) requirement to ensure a successful completion of any course. You may be asked to complete an LLN assessment prior to enrolment and the results will be discussed with you only if there is an indication you may need some additional support. Learning support can be supplied and will be a collaborative process between the student and Cape.

Cape Training and Assessment uses the Australian Core Skills Framework

<https://docs.employment.gov.au/documents/australian-core-skills-framework> to determine learning foundation skill levels and where support may be needed.

## Access and Equity

All students will be recruited in an ethical and responsible manner and consistent with the requirements of the curriculum of the National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with equal opportunity legislation.

Cape Training and Assessing is committed to provided opportunities to all people regardless of their background. Trainers and Assessors apply the principle of reasonable adjustment where it is relevant and appropriate. Cape adheres to a Learner support policy when working with clients who have challenges. Please do not hesitate to contact Cape for further information on reasonable adjustment practices.

## Competency Based Training

Cape Training and Assessing is registered to deliver and assess Nationally Recognised Training under the Vocational Education and Training Quality Framework. Cape provides competency-based training and assessment towards accreditations (Statement of Attainment/Qualifications) which are issued under the Australian Qualifications Framework (AQF)

Competency is defined as:

*"Competency is the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments"*

Training is structured to meet the competency standards of the VET Training Package. Information on the Units of Competency which make up the course will be provided during your training, so that you can establish what you will be assessed on. Upon successful completion, participants will be qualified to receive either a Statement of Attainment or a full qualification, depending on what has been studied and completed.

The understanding that different methods of learning and assessment work for different people, Cape offers options for your study (where feasible) so that you can take advantage of the method which best suits your individual requirements.

### Combination of Training Methods – Structured, Flexible and Blended

- On the job training – structured training sessions with trainer
- Off the job training – Structured training sessions with several other clients
- Self-paced study – learner manuals provided for study at home with video conferencing support
- Video Conference face to face learning with ZOOM technology or similar

## Assessment (Including Recognition of Prior Learning - RPL)

Assessment is a process of collecting evidence and making judgements on whether competency has been achieved. To achieve a "Competent" outcome you must have satisfactorily completed all the requirements of your unit of competency.

Assessment, within competency-based approaches to learning, is criterion referenced. This means it identifies an individual's achievement of required outcomes. Assessment methods used may include;

- Recognition of Prior learning (RPL)
- Demonstration, observation, and simulations
- Work documented experience or portfolios of evidence
- Workbook activities
- Written and/or oral questionnaires



If participants have been unsuccessful in meeting the assessment criteria, they will be given an opportunity to be either re-trained or re-assessed within a reasonable timeframe. This is collaborative process between the assessor and the participant.

Participants can achieve Recognition of Prior Learning (RPL), either through having previously undertaken training, work practice, or through their life experience which may be relevant to the particular course of training they undertake. An interview with the Assessor will be organised on application for RPL from the student, who will review the evidence of previous training, work practices and/or life experiences to ascertain eligibility for RPL process.

Assessment meets the NVR Standards for RTOs 2015 including Recognition of Prior Learning, Recognition of Current Currency, Credit Transfer and Mutual Recognition.

Please refer your enquiries to the Administration Team.

#### **RPL Procedure:**

- Request RPL kit.
- Have an interview with the assessor to discuss the process
- Return completed RPL Application Form with supporting evidence.
- Application is assessed within 14 days of receipt of completed application.
- Applicant is advised of outcome within 21 days of receipt of completed application.

#### **Credit Transfer**

Cape Training and Assessing recognise Australian Qualifications Framework (AQF) qualifications and Statements of Attainment awarded by other Registered Training Organisation's and it will apply appropriate credit transfers to any courses being undertaken.

Students are required to submit certified copies of the qualification and/or Statements of Attainment for verification in order for credits to be granted.

#### **Issue of Certification**

Qualifications and/or Statements of Attainment will be issued within thirty calendar days of successful completion of the training program and providing all agreed fees owed to Cape have been paid. Qualifications will meet the AQF requirements.

Certification documentation is issued directly to the student. With prior consent from the student, a copy of the authorised certification can be sent directly to an employer

#### **Complaints**

Cape's complaints policy will deal with all customer complaints in a professional and timely manner. Cape will work with the complainant to establish a resolution that is fair to all parties and accurately reflects Cape's Terms and Conditions and all relevant codes and guidelines.

In the event of a complaint students should:

- Attempt to resolve the problem with the person concerned.
- Seek the assistance of their trainer.
- Consult the Administration Team.

If the complaint is still unresolved, lodge a written complaint using the Cape complaints form available from the office. The Director will acknowledge the lodgement of the complaint in writing to the complainant and commence an investigation into the matter. If required, the Director will meet with the person concerned to discuss all aspects and work together to resolve the issue.

Outcomes of a complaint will be completed within 30 days of receiving the complaint, unless additional time is needed, in which case all parties will be in agreement of timeframe.

All records of complaints will be kept on file.

## Appeals

Cape Training and Assessing seek to prevent appeals by ensuring that students are satisfied with their training. Personnel are expected to be fair, courteous, and helpful in all dealings with students.

Cape's appeals policy allows Students to appeal an assessment decision made by the assessor.

- I. Participants will be given two (2) opportunities to complete an unsuccessful assessment, without further costs to themselves. The participant may request that an alternative assessor evaluate their evidence.
- II. The appeals procedure must be launched within seven business days of the participant being informed of the assessment decision.

Any query about an assessment result will be treated seriously, investigated thoroughly, and dealt with according to the merit of the query. The circumstances and results of any appeal are analysed by the Director who will meet with the student to discuss the outcome.

Cape will also advise students of external organisations to which they can further advance their appeal if they are not satisfied with the decision.

Outcomes of an appeal will be completed within 30 days of receiving the appeal request, unless additional time is needed, in which case all parties will be advised of timeframe.

## Discipline Policy

Students always must maintain appropriate behaviour and follow Cape Training and Assessing rules for on-site and off-site delivery. Consequences for breaches, or unsuitable or disruptive behaviour, will be imposed depending on the nature and severity of the breach. In the case of minor breaches, a warning will be given, and penalties imposed for subsequent breaches may result in suspension or expulsion. In the case of major or repeated breaches, the Director will immediately exclude the student from the premises of Cape. Pending investigation, the matter may be referred to the police.

All disciplinary matters will be handled by the Director.

### Major Breaches:

- Behaviour that interferes with another's ability to learn.
- Aggressive physical contact or verbal abuse.
- Harassment
- Bullying
- Academic misconduct.
- Deliberate damage to property.
- Engagement in unlawful activities.
- Criminal acts.

### Suspension/Expulsion

In the case of proven major breaches, the student may be suspended or expelled from their training course. Depending on the circumstances in cases of suspension, the Director may rescind the suspension, continue the suspension, and/or impose other appropriate penalties.

## Dress Codes

A minimum dress standard will consist of suitable shirt, long pants, and enclosed footwear. PPE requirements will be advised on enrolment.

## Privacy Policy

Cape Training and Assessing comply with the Privacy Act 1988. Information collected on clients is only used for the purpose of delivery of our services and student records.

The information will not be released to a third party without the written consent of the client. Clients can request a copy of the information held about them by a written request to the Director.

## Unique Student Identifier

All students undertaking nationally recognised training delivered by a registered training organisation must have a Unique Student Identifier (USI) number available to complete their enrolment.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: 3HD892M3P9.

Students can access their USI account online from a computer, tablet, or smart phone anywhere and anytime. If you do not already have a USI, it is free and easy to create online at [www.usi.gov.au](http://www.usi.gov.au).

You are required to have one form of identification from the following list. Please make sure you have this prior to creating your USI:

- Australian Driver's License
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient

In time, your USI account will contain all your nationally recognised training records and results.

One of the main benefits of the USI is that you will have easy access to all your training records and results in one place.

## Records Management & Replacement / Re-issue of documentation

Cape maintains records of training and assessment for every learner. If a learner does not have an up-to-date copy of their individual training and assessment plan (indicating progress) they are welcome to request one from the trainer or administration at any stage. If a learner needs a replacement Statement of Attainment or qualification after they have completed the course, they must submit a written request to administration. (There may be administration costs for re-prints that have been lost or destroyed by students).

## Code of Practice

### PURPOSE

To establish and maintain a set of procedures for distribution to the client, staff and other stakeholders. This will ensure that:

- i. Clients are aware of important company policy and procedures that may affect their successful participation in training and/or assessment activities, and other similar interactions with Cape Training and Assessing.
- ii. Trainers/Assessors are aware of company policies and procedures
- iii. Cape Training and Assessing is seen to be operating an open and transparent system.

## Training and Assessment Services

Cape management and staff are committed to providing training and assessment services, resources, support and equipment in a condition and environment that is conducive with achieving competency in the units of study undertaken.

## Changes to Agreed Services

Cape Training and Assessing will notify all clients, students, and staff immediately if there are going to be changes to any agreed services, as soon as practicable with reference to

- Changes to RTO ownership
- Transitioning to an updated unit of competency or qualification

## Issuance of Statements of Attainment and Qualifications

Cape will issue certification/statements of attainment within 30 days of the participant being assessed as meeting the requirements of the qualification, unit of competence or accredited course completed by enrolled students according to the training program, and providing that all agreed fees the participant owes to the RTO have been paid. Cape will provide ongoing assistance to enquiring students with regards to their records of achievement.

## Financial Management

Cape applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies.

## Records and Information Management

Cape is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by Cape will be required to apply themselves to the provisions of the Privacy Act 1988 and the Freedom of Information Act 1992 (WA).

## Access and Equity

Cape management and staff will provide assistance to all clients to identify their pathway to achieve their desired outcomes. Cape is committed to providing training and assessment services to all clients regardless of race, socio-economic status, religion, sex, disability, language, literacy or numeracy and upholds the principles of equal opportunity within the limits of reasonable adjustment and the requirements of the Training Package/Training Product.

## Client Feedback

Cape is committed to securing and reviewing advice and feedback from all its students and stakeholders involved in the delivery of its Training and Assessment services. This is available in paper form or QR Code.

## Provision of Information

Clear and accurate advice is provided to all enrolling students at Cape. Initial contact, orientation and the commencement of studies is supported by the provision of timely information concerning enrolment procedures, vocational outcomes, fees, access and equity, guidance and support, complaints and appeals procedures, RPL arrangements or credit transfer, student records and request of student information.

## Legislative Compliance

Cape's compliance team conduct routine internal audits of the RTO's Quality Management and Training and Assessment Systems, against the Standards for RTO's 2015 and the VET Regulators' requirements. Management is informed of audit outcomes and any improvement measures.

Scheduled specific reviews are also undertaken to ensure that compliance is maintained with State and Federal legislative requirements for RTO's including but not limited to OH&S/WH&S, Harassment, Discrimination and Equal Opportunity.

## Marketing Accuracy

Cape management and staff are committed to marketing its training and assessment services in an ethical and responsible manner ensuring that all clients are provided with timely, accurate and necessary information.

## Occupational Health & Safety (OH&S)

Cape is committed to maintaining a safe and healthy environment for staff, students and visitors. This means that staff, students and visitors have a responsibility to conform to the policies implemented by Cape. All staff are aware of these policies and will be discussed with students during orientation and throughout the course, as appropriate.

### Students have a Responsibility to:

- I. Participate in Occupational Health and Safety requirements;
- II. Ensure they are not under the influence of alcohol or drugs, or in a state which may endanger their own or others' safety;
- III. Report to their Trainer/Assessor if they are not in any condition to participate in activities that could endanger their own or others' safety;
- IV. Notwithstanding any of the above, neither Cape Training and Assessing nor its Trainer/Assessors are liable in any way for the health and safety of clients in the client's own place of work while under training or assessment supervision.

### Examples of Unacceptable Behaviour

Unacceptable behaviour includes, but is not limited to the following descriptions:

- Disobeying any reasonable direction by CAPE Staff or Trainer/Assessor
- Discrimination and harassment
- Bullying and intimidation
- Making racist or sexist comments
- Assaulting or attempting to assault anyone
- Behaving in a disruptive manner such as swearing, yelling or using offensive language
- Viewing or distributing offensive material via the Internet, e-mail or other means
- Being under the influence of, or the use of, illegal drugs or alcohol prior or during attendance of classes
- Vandalising or causing wilful damage to Cape Training and Assessing's property
- Endangering the safety of themselves or others

Breaches of unacceptable behaviour will not be tolerated and could result in cancelation of enrolment.

## Rights and Responsibilities Work and Study

- I. Clients, staff, and contractors at Cape Training and Assessing have a right to study and work in an environment free from harassment, discrimination, or threatening behaviour. This right is accompanied by everyone's responsibility to:
  - Respect the rights of others
  - Respect difference and diversity
  - Respect people's rights to privacy and confidentiality
- II. The right for clients to have a say is balanced with the responsibility to listen to others. Clients may expect Trainers/Assessors and support staff to:
  - Treat them in a fair and non-discriminatory way, and
  - Be professional in performing their duties
- III. Clients have a responsibility to:
  - Observe site rules or behaviour guidelines set by Trainers/Assessors or other company representatives
  - behave in a manner that does not interfere with the learning of others, and
  - conduct themselves in a responsible manner while in training or within an industry environment.
- IV. Violence, intimidation and harassment are not consistent with a safe and supportive learning environment and will not be tolerated.

## RTO Reporting Responsibility and VET Data Use

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy), 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 the following purposes:

- Populate authenticated VET transcripts;
- Facilitate statistics and research relating to education, including surveys and data linkage;
- Pre-populate RTO student enrolment forms;
- Understand how the VET market operates, for policy, workforce planning and consumer information; and
- Administer VET, including program administration, regulation, monitoring and evaluation.

NCVER will collect, hold, use and disclose students' personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)). As such, students will be asked for consent for Cape to share elements of their personal data with the relevant parties.

Thank you for taking the time to review our Student Handbook.