



**RTO: 45347**

# ELECTRICAL TRADES COLLEGE

**Electrical Trades College | [www.electricalcollege.edu.au](http://www.electricalcollege.edu.au) | RTO No. 45347**

**Unit 41, 2B Mavis Street, Revesby NSW 2212**

**Phone: 02 9773 6029**

## Disclaimer

This handbook contains information that is correct at the time of printing. Changes to legislation may impact the currency of information included. Electrical Trades College reserves the right to vary and update information without notice. Students are advised to seek any updated information from ETC directly.

This handbook has been prepared as a resource to assist students to understand their obligations and those of Electrical Trades College. All students must read, understand and follow the policies and procedures outlined in this handbook.

## Version Control

Version	Date	Details of Changes
1.0	January 2026	Initial release
2.0	May 2026	Alignment with current ETC practices

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## Welcome

Welcome to Electrical Trades College (ETC) and congratulations on choosing us to support your training in the electrotechnology industry.

Electrical Trades College is a Registered Training Organisation (RTO No. 45347) delivering nationally recognised training and assessment services. We operate in accordance with the Standards for Registered Training Organisations 2025, the National Vocational Education and Training Regulator Act 2011, the Australian Qualifications Framework, and all applicable Commonwealth and State legislation.

This handbook is your induction document. It tells you:

- Your rights and responsibilities as a student
- Our policies and procedures
- How training and assessment works
- What support is available
- Fees, refunds and payment arrangements
- How to make a complaint or appeal an assessment decision

Read this handbook carefully and contact us if anything is unclear. Keep it as an ongoing reference — you can also access it on our website.

## Contact Us

<b>Address</b>	Unit 41, 2B Mavis Street, Revesby NSW 2212
<b>Phone</b>	02 9773 6029
<b>Website</b>	<a href="http://www.electricalcollege.edu.au">www.electricalcollege.edu.au</a>
<b>General enquiries</b>	<a href="mailto:admin@electricalcollege.edu.au">admin@electricalcollege.edu.au</a>
<b>Student support</b>	<a href="mailto:studentsuccess@electricalcollege.edu.au">studentsuccess@electricalcollege.edu.au</a>
<b>Apprentice support</b>	<a href="mailto:apprenticesupport@electricalcollege.edu.au">apprenticesupport@electricalcollege.edu.au</a>

## Key People

**Chief Executive Officer** — Mohamad (Moe) Kabbara is responsible for the overall management of Electrical Trades College. Email: [moe@electricalcollege.edu.au](mailto:moe@electricalcollege.edu.au)

Mobile: 0415 173 773

**Training Manager** — Salim (Sam) Haouli manages day-to-day training and assessment and is the first point of contact for trainers and assessors.

Email: [sam@electricalcollege.edu.au](mailto:sam@electricalcollege.edu.au) | Mobile: 0451 776 761

**Administration and Accounts** — Pre-enrolment information, enrolment, accounts and student records. Email: [admin@electricalcollege.edu.au](mailto:admin@electricalcollege.edu.au) | Phone: 02 9773 6029

**Student Support** — Course support and referrals to external wellbeing services. Email: [studentsuccess@electricalcollege.edu.au](mailto:studentsuccess@electricalcollege.edu.au)

**Apprentice Support** — Dedicated support for UEE30820 apprentices including training plan, attendance, employer and progression matters.

Email: [apprenticesupport@electricalcollege.edu.au](mailto:apprenticesupport@electricalcollege.edu.au)

## Getting Here

- Train — Revesby station is a 5-minute walk from campus
- Bus — local routes service Revesby and surrounding suburbs
- Car — close to the M5 motorway with free street parking nearby

# Part 1 — About Electrical Trades College

## About Us

Electrical Trades College delivers nationally recognised training in the electrotechnology industry. Our courses are designed to prepare graduates for immediate work in the electrical trades — combining industry-current technical content, hands-on practical training, and rigorous assessment that meets the requirements of the Standards for RTOs 2025.

We are regulated by the Australian Skills Quality Authority (ASQA), which monitors our performance against the VET Quality Framework to ensure that the training we deliver meets national standards.

## VET Regulatory Framework

As a Registered Training Organisation, Electrical Trades College is required to comply with the VET Quality Framework, which includes:

- The Standards for Registered Training Organisations 2025
- The Australian Qualifications Framework (AQF)
- Data Provision Requirements
- Financial Viability Risk Assessment Requirements

ASQA audits RTOs against these requirements to ensure the integrity of nationally recognised training.

## Quality Assurance Statement

Electrical Trades College is committed to:

- **Compliance** — all training and assessment activities comply with the Standards for RTOs and all applicable legislation
- **Fitness for purpose** — courses are designed to meet student needs and industry standards
- **Timely delivery** — training and assessment is delivered within advertised timeframes
- **Continuous improvement** — feedback, audits and student outcomes drive ongoing improvement
- **Transparency** — accurate, clear information provided to students and stakeholders at all times

## **Code of Conduct**

Electrical Trades College promotes a culture that values high ethical standards and behaviours. We will not condone any behaviour that may reasonably offend, insult, humiliate, discriminate against, or result in the risk of violence to another person — or that puts Electrical Trades College's reputation at risk.

This Code of Conduct applies to staff, students and any third parties acting on our behalf. Acting with integrity means obeying the law, observing our values, avoiding or declaring conflicts of interest, and actively preventing fraud.

## **Our Rights and Responsibilities**

### **As an RTO, we have the right to:**

- Run or cancel courses, with notification and support for affected students
- Adjust course fees, times or dates as required, with prior notice

### **As an RTO, we have the responsibility to:**

- Provide a safe, supportive learning environment
- Deliver training and assessment that meets the Standards for RTOs 2025
- Make changes to delivery, timetable or location only where this is in students' best interests
- Advise students promptly of any changes to fees, delivery, timetable, location or third-party arrangements
- Protect the welfare of vulnerable people students may encounter during workplace components

## Part 2 — General Information

### Compliance with Legislation

Electrical Trades College complies with the Standards for RTOs 2025 as a condition of registration. We also comply with all other applicable Commonwealth and State legislation, including but not limited to:

- Equal Opportunity and Anti-Discrimination legislation
- Disability Discrimination Act 1992 and Disability Standards for Education 2005
- Apprenticeships and Traineeships legislation
- Student Identifiers Act 2014
- Fair Work Act 2009 (including vilification, harassment and bullying)
- Privacy Act 1988
- Copyright Act 1968
- Work Health and Safety Act 2011

More information is available at [www.legislation.gov.au](http://www.legislation.gov.au) and [www.asqa.gov.au](http://www.asqa.gov.au).

### Harassment, Discrimination and Bullying

Electrical Trades College is committed to providing a safe, inclusive and supportive environment for all students, staff and stakeholders. Vilification, harassment, discrimination and bullying of any kind will not be tolerated.

If you experience or witness any of this behaviour, you have the right to report it without fear of victimisation. Reports should be made to the Training Manager or CEO in person, by phone or by email. All reports are treated confidentially and addressed through our Complaints process (see Part 3).

#### Definitions

**Vilification** — a public act that could incite hatred, serious contempt or severe ridicule towards a person or group.

**Harassment** — unwelcome conduct based on a ground of discrimination that a reasonable person would expect to offend, humiliate or intimidate. Includes sexual harassment.

**Discrimination** — treating a person less favourably than another on grounds prohibited by law (including race, sex, age, disability, sexuality, religion, pregnancy, marital status, carer responsibilities and others).

**Bullying** — repeated, unreasonable behaviour directed at a person or group that creates a risk to health and safety, either physical or psychological.

## Your Rights and Responsibilities as a Student

This section sets out the rights you can expect as an ETC student, and the responsibilities you agree to when you enrol.

### **As an ETC student, you have the right to:**

#### ***Quality training and support***

- High quality, compliant training and assessment that recognises your individual needs and learning style
- Receive the training and support necessary to achieve your goals (subject to fees paid or exemptions granted)
- Be consulted in the development of your training plan and receive updated copies as you progress
- Apply for Recognition of Prior Learning (RPL) and Credit Transfer at commencement
- Receive accurate Certificates and Statements of Attainment on successful completion
- Express ideas, ask questions and contribute to your own learning

#### ***Respect and a safe environment***

- Be treated with respect, fairness and without discrimination
- Learn in an environment free from vilification, harassment, intimidation and discrimination
- Have your wellbeing and identified support needs taken into account

#### ***Information and transparency***

- Clear information about training programs before you enrol

### **As an ETC student, you are responsible for:**

#### ***Conduct and respect***

- Treating staff, students and members of the public with respect, fairness and courtesy
- Behaving ethically and responsibly at all times
- Not intimidating, threatening, harassing or embarrassing others
- Not using offensive language

#### ***Enrolment and attendance***

- Providing true and accurate information throughout enrolment
- Providing a valid Unique Student Identifier (USI) at enrolment
- Paying course fees by agreed due dates
- Being punctual and attending all scheduled training and assessment
- Completing assessments by scheduled deadlines
- Not plagiarising, colluding or cheating in any assessment

#### ***Safety and the learning environment***

- Meeting your WHS duty of care and following all safety instructions
- Wearing the required Personal Protective Equipment (PPE) in all practical areas
- Not being under the influence of alcohol or illegal drugs

<ul style="list-style-type: none"> <li>• Awareness of all fees and charges relevant to completing your training</li> <li>• Information about government training entitlements and subsidies where applicable</li> <li>• Information about deferring or discontinuing your studies</li> </ul> <p><b>Privacy and protection</b></p> <ul style="list-style-type: none"> <li>• Have your personal information stored and protected in accordance with the Australian Privacy Principles</li> <li>• Access our complaints, appeals and consumer protection processes</li> <li>• Receive a refund for services not delivered where agreed services are not provided</li> </ul>	<ul style="list-style-type: none"> <li>• Not smoking outside designated areas</li> <li>• Not damaging equipment or facilities</li> </ul> <p><b>Privacy and devices</b></p> <ul style="list-style-type: none"> <li>• Not using mobile phones for personal purposes during class or assessment</li> <li>• Not photographing or recording any person without their consent</li> </ul>
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If a student does not meet these responsibilities, consequences will depend on the severity and frequency of the breach and may include:

- Verbal warning from a trainer
- Written warning from management
- Suspension from training
- Reimbursement of costs for any damage caused
- Cancellation of enrolment without refund
- Referral to police for any conduct involving authorities

Students whose enrolment is terminated have 20 working days to appeal in writing — see the Complaints and Appeals section in Part 3.

## Smoking, Drugs and Alcohol

Electrical Trades College is a smoke-free workplace. Smoking is prohibited inside all buildings and is only permitted in designated outdoor locations.

Any student under the influence of drugs or alcohol is not permitted on our premises, to use our facilities or equipment, or to engage in any ETC activity. Students taking prescription medication have a duty to ensure their own safety and the safety of others is not affected.

Acting unsafely as a result of drug or alcohol use may result in suspension or termination from the course. Any illegal activity may be reported to police.

## Student Feedback

Electrical Trades College systematically collects and analyses feedback from students, staff, employers and industry. Feedback is used to:

- Improve courses and learning resources
- Inform trainer professional development
- Strengthen course design and delivery
- Improve facilities, equipment and student services

You may be asked to complete surveys at multiple points in your course. You may also be invited to participate in national surveys conducted by NCVET or other VET regulators. Your participation is appreciated and your feedback is confidential.

## Student Support and Wellbeing

Electrical Trades College provides a supportive and inclusive learning environment that responds to the individual needs of each student. Support needs are identified at enrolment — not reactively after issues emerge — and re-assessed throughout your course.

### Support Available at ETC

- **Pre-enrolment guidance** — clear information to help you choose the right course and pathway
- **Learning and study support** — LLND skills programs or referrals, study skills, additional resources, one-on-one trainer time
- **Flexible delivery and assessment** — adjustments to delivery and assessment to suit individual needs
- **Reasonable adjustments** — for students with disability or other identified needs

- **Assistive technology and accessible resources** — screen-reader compatible materials, closed captioning, downloadable formats
- **Wellbeing and counselling referrals** — ETC is a technical training provider and does not provide in-house counselling, but our team will refer you to appropriate external services. Costs of external services are at the student's own expense unless otherwise agreed.

### How We Identify Support Needs

ETC staff may identify undisclosed support needs through:

- A student self-identifying or requesting support
- Pre-enrolment interview and LLND screening
- Trainer observations during learning activities
- Monitoring attendance, behaviour and assessment outcomes
- Student satisfaction surveys

Where a student is identified as at-risk, the Training Manager will arrange a meeting (a Record of Conversation is kept on file) to discuss adjustments, additional support, or referral.

### Students Under 18 Years of Age

Electrical Trades College is committed to providing a safe, supportive and child-safe environment for students under 18 years of age.

Electrical Trades College recognises its obligations under the Standards for Registered Training Organisations (RTOs) 2025 and the National Principles for Child Safe Organisations to identify and manage risks to the safety and wellbeing of students under 18 participating in training and assessment activities.

### Parent or Guardian Consent

Students under 18 years of age must have written consent from a parent or legal guardian before enrolment can be finalised. Electrical Trades College may communicate with a parent or guardian regarding:

- enrolment matters
- attendance concerns
- wellbeing or safety concerns
- emergency situations
- disciplinary matters where appropriate

Students must provide current emergency contact details at all times.

## **Safe Learning Environment**

Electrical Trades College is committed to maintaining a learning environment that is:

- safe and respectful
- free from harassment, bullying and discrimination
- supportive of student wellbeing
- appropriate for young learners and apprentices

All staff, students and third parties are expected to behave professionally and appropriately when interacting with students under 18 years of age.

## **Supervision and Safety**

Students under 18 participating in practical training, workshops or workplace-based learning activities must:

- follow all WHS instructions and trainer directions
- wear required Personal Protective Equipment (PPE)
- comply with all workplace and campus safety requirements

Electrical Trades College identifies and manages risks associated with practical training environments, workplace learning and the delivery of training to students under 18 years of age.

## **Attendance and Welfare Monitoring**

Electrical Trades College monitors attendance and student engagement to support student wellbeing and progression.

Where concerns are identified regarding:

- attendance
- behaviour
- wellbeing
- safety
- participation or progress

Electrical Trades College may contact the student and/or their parent or guardian to provide support and discuss appropriate intervention strategies.

## **Student Support**

Students under 18 years of age may access all ETC student support services, including:

- learning support
- wellbeing referrals
- apprentice support services
- reasonable adjustment arrangements where appropriate

Where additional wellbeing support is required, ETC may refer students to external support services.

## **Child Safety Concerns**

Any concerns relating to the safety or wellbeing of a student under 18 years of age should be reported immediately to the CEO, Training Manager or Student Support staff member.

Electrical Trades College takes all child safety concerns seriously and will respond in accordance with its policies, procedures and legal obligations.

## External Support Services

Where Electrical Trades College is not able to provide appropriate support to meet a student's individual needs, we will refer to an external service:

Service	Contact
<b>Lifeline</b>	13 11 14   <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
<b>Beyond Blue</b>	1300 22 4636   <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
<b>13YARN (First Nations)</b>	13 92 76   <a href="http://www.13yarn.org.au">www.13yarn.org.au</a>
<b>1800RESPECT</b>	1800 737 732   <a href="http://www.1800respect.org.au">www.1800respect.org.au</a>
<b>MensLine Australia</b>	1300 78 99 78   <a href="http://www.mensline.org.au">www.mensline.org.au</a>
<b>Kids Helpline</b>	1800 55 1800   <a href="http://www.kidshelpline.com.au">www.kidshelpline.com.au</a>
<b>Alcohol and Drug Foundation</b>	1300 85 85 84   <a href="http://www.adf.org.au">www.adf.org.au</a>
<b>Reading and Writing Hotline</b>	1300 6 555 06   <a href="http://www.readingwritinghotline.edu.au">www.readingwritinghotline.edu.au</a>
<b>Financial Counselling Australia</b>	1800 007 007   <a href="http://www.financialcounsellingaustralia.org.au">www.financialcounsellingaustralia.org.au</a>
<b>Centrelink Student Support</b>	1800 132 317   <a href="http://www.servicesaustralia.gov.au">www.servicesaustralia.gov.au</a>
<b>Headspace</b>	1800 650 890   <a href="http://www.headspace.org.au">www.headspace.org.au</a>
<b>QLife (LGBTQIA+ Support)</b>	1800 184 527   <a href="http://www qlife.org.au">www.qlife.org.au</a>
<b>Suicide Call Back Service</b>	1300 659 467   <a href="http://www.suicidecallbackservice.org.au">www.suicidecallbackservice.org.au</a>
<b>NSW Mental Health Line</b>	1800 011 511

## Workplace Health and Safety

Electrical Trades College provides a safe and healthy environment for all staff and students in accordance with the Work Health and Safety Act 2011 and the Standards for RTOs 2025.

All staff, students and visitors are responsible for ensuring our learning environment remains safe. Each student receives a WHS overview at the commencement of their course, including instructions for emergencies.

### **Personal Protective Equipment (PPE)**

Students must wear the required PPE in all practical areas. Entry to practical areas will not be permitted without correct PPE.

**Student-supplied:** safety boots (steel cap) — mandatory for all practical sessions.

**Provided by ETC where required:** high-visibility clothing, safety glasses, hard hats, hearing protection and gloves.

Damaged or non-compliant PPE must be replaced before participating in training. Trainers may refuse participation where PPE is missing or worn incorrectly. Repeated non-compliance may result in suspension from practical classes until compliance is demonstrated.

## Part 3 — Policies and Procedures

### Access and Equity

Electrical Trades College is committed to providing equal opportunity for all students regardless of gender, age, race, religion, marital status, sexuality, cultural or ethnic background, disability, geographic location, socio-economic background or employment status.

Our obligations under the Disability Discrimination Act 1992 and Disability Standards for Education 2005 include providing reasonable adjustments, preventing harassment, and consulting with students with disability about their support needs.

### Cultural Safety for First Nations Students

ETC is committed to creating an environment where First Nations students feel respected, included and supported. We consult with First Nations communities and representatives when developing programs, and all staff complete cultural competency training.

### Inclusive Environment

ETC affirms its commitment to a learning environment that is inclusive and safe for LGBTQ+ individuals, neurodiverse students, and students from all backgrounds. Sexual orientation, gender identity and gender expression are respected aspects of student and staff diversity.

### Complaints

Electrical Trades College takes complaints seriously. We view every complaint as an opportunity to improve our services.

#### How to Make a Complaint

You can lodge a complaint in any of the following ways:

- In writing to [studentsuccess@electricalcollege.edu.au](mailto:studentsuccess@electricalcollege.edu.au)
- Verbally in person or by phone (we recommend following up in writing so the complaint is on record)
- Through course feedback or survey forms

#### How We Handle Your Complaint

1. We will acknowledge your complaint in writing within 2 working days of receipt.
2. The Compliance Manager (or delegate) will investigate the complaint, applying the principles of natural justice and procedural fairness.
3. We may contact you to clarify details or seek additional information.

4. We will communicate the outcome to you in writing within 2 working days of finalising our investigation.
5. If the complaint takes longer than 60 days to resolve, we will provide written updates on progress.
6. All complaints are recorded in our Complaints and Appeals Register and reviewed for systemic improvement opportunities.

### **External Review**

If you are not satisfied with the outcome, you may request review by an independent third party. ETC will facilitate this at no cost to you. You may also escalate complaints to:

- Australian Skills Quality Authority (ASQA) — for matters relating to the quality of training and assessment
- National Training Complaints Hotline — 13 38 73
- NSW Fair Trading — for consumer protection matters
- Fair Work Ombudsman — for matters relating to wages, conditions or employer obligations
- Your Apprenticeship Network Provider (ANP) — for apprenticeship-specific matters

Making a complaint will not disadvantage you in any way.

### **Assessment Appeals**

If you disagree with an assessment decision, you have the right to appeal.

#### **How to Appeal an Assessment Decision**

1. Discuss the decision with your assessor within 14 days of receiving your result. Many issues can be resolved through clarification of feedback.
2. If the matter is not resolved, request a re-mark by another assessor. Submit this request in writing to the CEO/Training Manager within 14 days of the original result.
3. If you remain dissatisfied with the re-mark, submit a formal Assessment Appeal Form to the CEO/Training Manager within 28 days of the re-mark outcome.
4. The Training Manager will acknowledge the formal appeal within 2 working days and communicate the outcome in writing within 28 days.
5. If you remain dissatisfied, you may request independent external review at no cost. ETC will facilitate this through an independent industry body.

Formal written appeals must be submitted within 3 months of the original assessment date. All appeals are recorded in the Complaints and Appeals Register. Appellants will not be disadvantaged for making an appeal.

## **Consumer Protection**

Electrical Trades College provides accurate, ethical and transparent information to all current and prospective students. We comply with the Standards for RTOs 2025 in our marketing, enrolment and training processes, including any conducted through third parties.

If you believe ETC or one of our third-party representatives has breached our obligations in marketing, sales or service delivery, you may raise this through the Complaints process above. Consumer protection complaints can also be raised with NSW Fair Trading.

## **Privacy**

Electrical Trades College is committed to protecting your privacy. We collect, use and store personal information in accordance with the Privacy Act 1988 (Cth), the Australian Privacy Principles, and the National Vocational Education and Training Regulator Act 2011.

We collect only the information necessary for enrolment, training, assessment and reporting. Your information is stored securely — hard copy records in locked areas, electronic records on password-protected systems with current virus and firewall protection.

We will not share your personal information with any external party without your permission, except where required by law (for example, reporting to NCVER, ASQA or State Training Authorities under the NVETR Act).

You have the right to access and correct your personal information. Contact [admin@electricalcollege.edu.au](mailto:admin@electricalcollege.edu.au) to arrange access (minimum 2 working days' notice required).

A full Privacy Notice is provided at the end of this handbook.

## **Records and Information Management**

Electrical Trades College maintains accurate, complete and secure records of student enrolment, progress, assessment and certification. Hard copy records are stored in a locked office. Electronic records are stored in our Student Management System on password-protected systems with current security software.

## Third-Party Arrangements

Electrical Trades College is accountable for the quality of training and assessment provided by any third party acting on our behalf. Where a third-party arrangement applies to your course, we will advise you:

- The name and contact details of the third party
- What part of the training and assessment they are responsible for
- Your rights if ETC or the third party ceases to deliver the training product
- Any changes to third-party arrangements during your enrolment

## Fees and Charges

### Course Fees

Current course fees are published on our website and in course information materials. Course fees may vary depending on the qualification, course duration, delivery mode, funding eligibility, RPL or Credit Transfer outcomes, and any concessions or subsidies that apply. All fees and charges are provided in writing before enrolment.

### Payment Arrangements

Students may be required to pay an initial deposit to secure enrolment. The remaining balance is paid through an agreed payment plan as outlined in the enrolment agreement and training plan.

Payment methods include EFTPOS, direct bank deposit, credit card or approved direct debit. Employers and businesses may request invoicing arrangements for short courses or corporate training.

Students experiencing financial hardship are encouraged to contact ETC as early as possible to discuss alternative arrangements.

### Fee Protection

Electrical Trades College accepts no more than \$1,500 in prepaid fees from any individual learner prior to course commencement. After commencement, the total amount of prepaid fees attributable to training or services yet to be delivered will not exceed \$1,500 at any time.

## Administrative Fees

Fee	Amount
Assessment re-sit fee (per attempt after the 2nd resubmission)	\$150
Re-issue of Certificate or Statement of Attainment	\$50
Re-issue of academic transcript	\$35
Request for student documentation	\$50
Direct debit dishonour fee	As per Ezi Debit agreement
Debt recovery costs	As per Ezi Debit agreement

### Smart and Skilled (NSW Government Subsidised Training)

ETC is an approved Smart and Skilled provider under contract with Training Services NSW (NSW Department of Education). The UEE30820 Certificate III in Electrotechnology Electrician (Apprenticeship) is delivered under this contract and is fee-free and fully subsidised for eligible apprentices.

*Smart and Skilled is a separate program from Australian Apprenticeships and from ASQA registration. Eligibility for the subsidy is determined under NSW Government rules.*

To be eligible for Smart and Skilled funding, you must:

- Be an Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen
- Be aged 15 years or older and no longer at school
- Live or work in NSW
- Hold a valid Unique Student Identifier (USI)
- For apprentices — be registered with an Australian Apprenticeship Support Network through your employer and hold a current training contract

Some apprentices may qualify for additional fee waivers or concessions. ETC will discuss your individual eligibility and fee position before enrolment.

**Eligibility evidence must be provided before enrolment is confirmed.** ETC will collect and verify identity, citizenship/residency, and (where applicable) concession evidence at the point of enrolment. We cannot apply the Smart and Skilled subsidy retrospectively.

For more information about Smart and Skilled, visit:

- [education.nsw.gov.au/skills-nsw](https://education.nsw.gov.au/skills-nsw)
- [www.electricalcollege.edu.au/smart-skilled](http://www.electricalcollege.edu.au/smart-skilled)

## Smart and Skilled Complaints

Complaints relating to Smart and Skilled funded training can also be escalated to Training Services NSW (separately from the avenues listed in the Complaints section of Part 3):

- Training Services NSW Customer Support — 1300 772 104
- Email — [tscust.service@det.nsw.edu.au](mailto:tscust.service@det.nsw.edu.au)
- Web — [education.nsw.gov.au/skills-nsw](http://education.nsw.gov.au/skills-nsw)

## Apprenticeship Network Providers (ANPs)

Apprentices are registered with an Australian Apprenticeship Support Network through their employer. ANPs provide free support to apprentices and employers throughout the apprenticeship, including incentives information, mentoring, and dispute resolution.

Provider	Phone	Website
<b>Apprenticeship Support Australia (ASA)</b>	1300 363 831	<a href="http://www.apprenticeshipsupport.com.au">www.apprenticeshipsupport.com.au</a>
<b>BUSY at Work</b>	13 BUSY (13 28 79)	<a href="http://www.busyatwork.com.au">www.busyatwork.com.au</a>
<b>MAS National</b>	1300 627 628	<a href="http://www.masnational.com.au">www.masnational.com.au</a>
<b>MEGT</b>	13 63 48	<a href="http://www.megt.com.au">www.megt.com.au</a>

For more information about Australian Apprenticeships, visit [www.australianapprenticeships.gov.au](http://www.australianapprenticeships.gov.au).

## Withdrawal, Deferral and Course Cancellation

### Withdrawing from Training

Students who wish to withdraw from their course must:

- Discuss their intention with ETC staff where appropriate
- Submit a written withdrawal request to [studentsuccess@electricalcollege.edu.au](mailto:studentsuccess@electricalcollege.edu.au)
- Return any Electrical Trades College property if applicable

Withdrawal takes effect from the date Electrical Trades College receives written notification.

Students withdrawing after course commencement may remain liable for outstanding fees in accordance with their enrolment agreement and payment plan.

Withdrawal by an apprentice may affect:

- apprenticeship progression
- Training Contract obligations
- Smart and Skilled eligibility
- future funding entitlements

Students are encouraged to speak with Apprentice Support before withdrawing, via email [apprenticesupport@electricalcollege.edu.au](mailto:apprenticesupport@electricalcollege.edu.au) or phone (02) 9773 6029.

## Refunds

Refund entitlements are determined as follows:

<b>Circumstance</b>	<b>Refund Outcome</b>
Withdrawal at least 10 working days before commencement	Refund less a 20% administration fee
Withdrawal after course commencement	No refund
ETC cancels the course before commencement	Full refund
Exceptional circumstances	Assessed on a case-by-case basis

Exceptional circumstances may include:

- serious illness
- injury
- compassionate grounds

Supporting evidence may be requested by Electrical Trades College to assist with assessment of the circumstances.

## Deferring Training

Students may apply to defer their studies by submitting a written request to Electrical Trades College.

Deferrals may be approved for reasons including:

- medical circumstances
- workplace issues
- personal hardship
- apprenticeship interruptions

Deferrals are normally approved for a maximum period of twelve (12) months.

Where training does not recommence within twelve (12) months:

- enrolment may be cancelled
- fees paid may be forfeited
- fees and credits may not transfer
- re-enrolment may be required

Deferral may affect apprenticeship contracts and government funding arrangements.

Outcomes relating to cancellation, forfeiture of fees, transfer of credits and re-enrolment are at the discretion of Electrical Trades College.

### **Smart and Skilled Implications**

Electrical Trades College is required to report withdrawals and deferrals relating to Smart and Skilled funded training to Training Services NSW.

Withdrawal or deferral may affect:

- subsidy eligibility
- future entitlement access
- apprenticeship status

Students should seek advice from Electrical Trades College before making a final decision.

### **Course Cancellation by Electrical Trades College**

If ETC cancels a course:

- affected students will be notified as soon as practicable
- all fees for undelivered training will be refunded

Statements of Attainment will be issued for completed units where applicable

### **Failure to Make Payment**

All fees must be paid by the due date. Failure to pay may result in:

- Suspension from training and assessment activities
- Withholding of qualifications, Statements of Attainment or transcripts
- Termination of enrolment
- Exclusion from future enrolment
- Debt recovery action

## Part 4 — Nationally Accredited Training

### Pre-Enrolment Information

Before you enrol, ETC will provide you with all information you need to make an informed decision. This is provided through our website, Course Guides, and direct discussion with our enrolment team.

Pre-enrolment information includes:

- Training product code, title and description (matching the national register at training.gov.au)
- Delivery mode, location, duration and study load
- Entry requirements, prerequisites and any LLND requirements
- Equipment and materials you need to provide (e.g. safety boots)
- Total course fees and any additional or administrative fees
- Funding and subsidy arrangements where applicable
- Recognition of Prior Learning and Credit Transfer pathways
- Support services available
- Complaints and appeals processes
- Any third-party arrangements
- Licensing, regulatory or industry outcomes (where confirmed by the relevant regulator)

ETC does not guarantee employment outcomes or course completion. Successful completion depends on the student meeting all assessment requirements.

### Pre-Enrolment Review

Before enrolment is confirmed, every prospective student completes a self-assessment so ETC can identify any support needs early and set you up to succeed. ETC's administration team reviews your self-assessment in consultation with the Training Manager and the nominated trainer for your course.

The pre-enrolment review covers:

- **Language, Literacy, Numeracy and Digital (LLND) support needs** — this assessment aligns with the Australian Core Skills Framework (ACSF) and the DigComp Framework.
- **The ETC LLND Evaluation** — a nationally available industry-specific aptitude check covering 15 areas of numeracy and literacy aligned to electrical qualifications. The LLND Evaluation is not pass/fail; it helps us understand your individual study needs.

- **Digital literacy where applicable** — for any course with online learning, ETC uses the DigComp Framework. You may be asked to complete the free online *mydigiskills* test at [mydigiskills.eu](http://mydigiskills.eu) and forward your results to ETC administration for review.
- **Disability or other support needs** — including any reasonable adjustments you may benefit from during training and assessment.
- **Recognition of Prior Learning or Credit Transfer applications** — reviewed at this stage to determine whether advanced standing can be awarded. Authenticity of credentials presented is verified. RPL or CT outcomes may result in fee adjustments.

Based on the identified needs, the nominated trainer will develop a tailored Training and Assessment Plan to ensure you have access to the resources, tools and assistance needed to successfully complete your training.

### **Inherent Course Requirements — Electrotechnology Courses**

Electrical work involves inherent physical and cognitive demands that you should be aware of before enrolling. These are not used to exclude any student, but are matters that may affect your ability to perform on the job and to complete practical assessments safely:

- **Working at heights** — electrical installations and repairs may be located on poles, rooftops or elevated areas. Working comfortably and safely at heights involves physical fitness, balance and adherence to safety protocols.
- **Colour recognition** — electrical wiring is colour-coded. Accurate colour recognition is critical to correct and safe installation. We recommend that students with any concern about colour vision undertake a colour blind test with an Ophthalmologist or Optometrist.
- **Analytical reasoning and fault-finding** — electricians identify and resolve complex electrical issues systematically. Logical reasoning and critical thinking are essential.

Discuss any concerns about these requirements with our enrolment team before enrolling. Reasonable adjustments are available where they do not compromise the standard of competency or the safety of you or others.

## Student Selection — Eligibility and Suitability

ETC operates a fair, transparent and non-discriminatory selection process. As part of pre-enrolment, ETC may assess:

- Eligibility requirements for the course and any funding pathway
- Language, Literacy, Numeracy and Digital (LLND) skills
- Access to required technology and equipment
- Prior qualifications and industry experience
- Suitability for the training product
- Support needs or reasonable adjustments required

Where concerns are identified about a student's ability to meet course requirements, ETC will discuss support options with the student before enrolment is finalised. Prospective students may be required to attend an interview or information session prior to enrolment.

## Enrolment

Once eligibility and suitability are confirmed, students complete the enrolment process and pay any applicable fees or deposit to secure their place. ETC will issue confirmation of enrolment, course commencement details, and payment arrangements.

### Apprentice Enrolment

Apprentice enrolment may include additional requirements relating to:

- Apprenticeship training contracts with an employer
- State funding eligibility (e.g. Smart and Skilled)
- Apprenticeship Network Provider processes

ETC will guide apprentices and employers through these steps.

## Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia are required to hold a USI. ETC cannot issue a qualification or Statement of Attainment unless a valid USI has been provided and verified.

You can create a USI at [www.usi.gov.au](http://www.usi.gov.au) With your permission, ETC can assist you to create one. USIs are protected in accordance with applicable privacy and USI legislation.

## Skills Recognition

### Recognition of Prior Learning (RPL)

RPL is an assessment process where existing skills, knowledge and experience are recognised toward a unit of competency or qualification — regardless of how, when or where the learning occurred. RPL applicants complete the RPL/Credit Application Form and provide supporting evidence.

### Credit Transfer (CT)

Electrical Trades College recognises all nationally recognised qualifications issued by AQF providers. Credit Transfer may be applied to equivalent units of competency you have previously completed. CT is awarded only for whole units that meet the packaging rules of your qualification — partial credit is not available.

Apply for RPL or Credit Transfer at the time of enrolment. Evidence is required for all applications.

### Training Plan

Once your enrolment is confirmed, you will receive a Training and Assessment Plan, as required, that outlines how and when training and assessment will take place. This plan is signed by all parties at the start of your course.

You will also receive a Letter of Acceptance with login details for the student portal. Where your course includes workplace components, your trainer will advise on the details.

## Duration

Course duration depends on:

- Your study load (full-time or part-time)
- The level and complexity of the qualification
- Any units recognised through RPL or Credit Transfer
- Your commitment to attendance and timely submission of assessments

The AQF outlines the criteria for different qualification levels and provides indicative volumes of learning.

## Competency-Based Assessment

All nationally recognised training at ETC is delivered and assessed in line with the principles of competency-based assessment (CBA). CBA focuses on your ability to perform to the standard required in the workplace.

Each unit of competency consists of:

- **Elements** — the essential outcomes of the unit
- **Performance Criteria** — what you must do to meet the standard
- **Performance Evidence** — what you must demonstrate and how often
- **Knowledge Evidence** — what you must know
- **Foundation Skills** — LLND and employability skills required
- **Assessment Conditions** — the contexts and resources required for assessment

Assessment methods may include observation, written tasks, verbal questioning, projects, case studies, portfolios, third-party reports, and combinations of these. Trainers and assessors hold the required vocational competencies and TAE qualifications and maintain current industry skills.

If your assessment does not demonstrate competency, you will be marked Not Yet Competent and given further training and feedback before a reassessment opportunity.

## Assessment Attempts and Resubmissions

If your first attempt is marked Not Yet Competent, your assessor will provide feedback and you will be given the opportunity to revise and resubmit. You have three (3) resubmission opportunities.

If you are still Not Yet Competent after two resubmissions, you will meet with your trainer to discuss next steps. Options may include:

- A reasonable adjustment to the assessment task or method
- Additional gap training and a further assessment attempt (with a \$150 re-sit fee)
- Re-enrolment in the unit (additional fees apply)

No re-sit fee applies where you complete a Gap Training Session prior to booking the additional attempt.

## Assessment Feedback

Your assessor will provide feedback on every assessment item. Feedback may be verbal or written using an Assessment Outcome Report. Feedback will include:

- The assessment decision (Competent / Not Yet Competent or Satisfactory / Not Yet Satisfactory)
- Constructive comments on your performance

- Guidance for any gaps that need to be addressed
- Information about reassessment and the appeal process if applicable

Written feedback is provided within 2 weeks of submission. Practical feedback is provided immediately after assessment.

## **Reasonable Adjustment**

Not all students demonstrate competency in the same way. Reasonable adjustment is the process of changing how an assessment is conducted to meet the individual needs of a student — while still meeting the unit requirements and rules of evidence.

Reasonable adjustments may be appropriate for students with:

- A physical or sensory disability
- Limited language, literacy or numeracy skills
- Limited communication skills
- Other identified support needs

Examples of reasonable adjustments include:

- Oral response to questions instead of written
- Extra time for assessment
- Use of a support person or scribe
- Enlarged or alternative-format reading material
- Use of assistive technology (screen readers, voice synthesisers)
- Modifications to the physical environment

Discuss any potential reasonable adjustment with the enrolment team or your trainer at the earliest opportunity so adjustments can be built into your training plan.

## **Plagiarism and Referencing**

Plagiarism is taking someone else's work and presenting it as your own. ETC treats plagiarism as a form of cheating. Examples include:

- Copying text from a source without acknowledgement
- Cutting and pasting from websites without citing the source
- Presenting group work as individual work
- Using images, designs or ideas without crediting the original author
- Unintentional failure to cite sources

Where information is drawn from another source, provide a reference identifying the author, the date and the title or web address.

## Attendance

Students are expected to attend all scheduled training and assessment sessions and to arrive on time. Consistent attendance is essential for competency-based training.

- Lateness of more than 15 minutes may be recorded as a partial or full absence
- Notify ETC by SMS to the dedicated mobile or by email before the start of any session you cannot attend
- Provide a medical certificate for any absence of more than 2 consecutive days for medical reasons
- You are responsible for catching up on missed content — arrange this with your trainer or the Training Manager
- Chronic absenteeism may result in an intervention meeting, formal warning or suspension from training

## Issuing Certificates

On successful completion of all course requirements, and provided all fees are paid, Electrical Trades College will issue your Testamur and Record of Results, or Statement of Attainment, within 30 calendar days.

Replacement credentials can be issued on application and payment of the re-issue fee. Third parties will not be issued copies of your credentials without your written permission.

These documents are required when applying for your Electrician Certificate of Proficiency in NSW, industry accreditation, or for employer verification. Keep them safe.

## Continuous Improvement

Electrical Trades College is committed to providing high-quality training that is relevant to students, employers and industry. We do this through systematic monitoring, evaluation and improvement of our practices.

- **Feedback** — from students, staff, employers and industry stakeholders is collected and analysed regularly
- **Quality assurance** — internal audits and reviews against the Standards for RTOs 2025
- **Continuous Improvement Register** — documents and tracks every improvement initiative
- **Validation and moderation** — assessment decisions are validated systematically with industry input
- **Professional development** — trainers and assessors maintain current vocational and industry skills

As an ETC student, your feedback is one of the most important drivers of our continuous improvement. Please make use of every feedback opportunity offered.

## Privacy Notice

### **Why we collect your personal information**

As a Registered Training Organisation, Electrical Trades College collects your personal information so we can process and manage your enrolment in a vocational education and training (VET) course. If you do not provide us with your personal information, you cannot be enrolled as a student.

### **How we use your personal information**

We use your personal information to deliver VET courses to you and to comply with our obligations as an RTO.

### **How we disclose your personal information**

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

We are also authorised by law to disclose your personal information to the relevant State or Territory training authority.

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

NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes including:

- Populating authenticated VET transcripts
- Administration of VET
- Statistics and research relating to education, including surveys and data linkage
- Understanding the VET market

NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than RTOs) and VET regulators for the purposes of those bodies.

NCVER may disclose personal information to persons engaged by NCVER to conduct research on its behalf. NCVER does not intend to disclose personal information to overseas recipients.

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

For more information about how DEWR will handle your personal information, refer to the DEWR VET Privacy Notice at [www.dewr.gov.au/national-vet-data/vet-privacy-notice](http://www.dewr.gov.au/national-vet-data/vet-privacy-notice).

### **Surveys**

You may receive a student survey conducted by a government department, NCVER, or another authorised agency. You may opt out of the survey at the time of being contacted.

### **Contact Information**

At any time, you may contact ETC to:

- Request access to your personal information
- Correct your personal information
- Make a complaint about how your personal information has been handled
- Ask a question about this Privacy Notice

### **Electrical Trades College**

RTO No: 45347

Unit 41, 2B Mavis Street, Revesby NSW 2212

Phone: 02 9773 6029

Email: [admin@electricalcollege.edu.au](mailto:admin@electricalcollege.edu.au)

Web: [www.electricalcollege.edu.au](http://www.electricalcollege.edu.au)

**We wish you all the best and look forward to supporting your learning journey!**