



# AUR30620 Certificate III in Light Vehicle Mechanical Technology

**Mazda Technical Training Australia Pty Ltd**

**NSW Smart & Skilled Information Pack**



## NSW Smart &amp; Skilled Information Pack

## Version Control (Mazda RTO Purposes Only)

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## Change History

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1	RTO Manager – Mazda Technical Training Australia Pty Ltd	Intentionally blank	Intentionally blank	<ul style="list-style-type: none"><li>New Document</li></ul>
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1.2	RTO Manager – Mazda Technical Training Australia Pty Ltd	4 <sup>th</sup> October 2021	4 <sup>th</sup> October 2021	<ul style="list-style-type: none"><li>Update to AUR30620 Qualification</li></ul>
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## Disclaimer

This guide is current and includes (**Pre-Enrolment & Notification of Enrolment**).

**Note:** The following information is to be read in addition to the Mazda Technical Training Australia (MTTA) Student Handbook and is only for those individuals applying for funding from the NSW Smart & Skilled program. (This training is subsidised by the government)

As an “Approved Provider”, Mazda Technical Training Australia Pty Ltd (MTTA) operates within the Smart & Skilled Contract Terms & Conditions 2020-2021.

This document is part of our commitment to providing students with all relevant information surrounding the NSW Smart & Skilled Program.

Changes after this version number and effective date may affect the accuracy and currency of the information provided. Mazda Technical Training Australia Pty Ltd (MTTA) takes all care to ensure the accuracy of information but reserves the right to vary information described in this guide without notice.

## Related MTTA Policy and Procedure

1. This NSW Smart & Skilled Information Pack relates to the following MTTA Policy and Procedure:

Item	Name of Policy and Procedure	Additional Comments
1	Administration and Records Management Policy and Procedure	
2	Student Code of Conduct Policy and Procedure	
3	Student Induction Policy and Procedure	

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## 1 Introduction

This document has been designed to complement the MTTA Student Handbook and is only relevant for individuals applying for funding under the Smart & Skilled program 2021.

The objectives of this information pack are to:

1. Fully inform you (the Student) about the process of entering into the Smart & Skilled Program with us (MTTA) as an Approved Provider of the training,
2. Ensure you have all the following information before enrolling:
  - a) Fees,
  - b) RPL & CT
  - c) Consumer protection information
  - d) Subcontractor information (if relevant)
  - e) What to do if you wish to defer or discontinue training
  - f) Contact details of support services available to you.
3. Seek your (Student) permission to enable us (MTTA) to enter your personal details into the Smart & Skilled "provider calculator" - to determine your:
  - a) eligibility to access the government-subsidised training under Smart & Skilled and
  - b) to calculate your student fee, subsidy and loading (if any) for the qualification & the training and should you decide to continue with the funding option.
4. Efficiently start the notification of the enrolment process (as per the Smart & Skilled Contract.

In addition to this information pack, your MTTA site representative will discuss all the details with both you and your employer's training representative.

If you have any questions or concerns, please do not hesitate to ask your MTTA site representative for clarification.

## 2 About Mazda Australia's RTO

MTTA operates as an RTO registered with the Australian Skills Quality Authority (ASQA), complying with the requirements of the Vocational Education and Training Quality Framework.

MTTA only provides apprenticeship training to students that are:

- Directly employed by Mazda Dealers; or,
- Represented by their respective Group Training Company (or other ASQA and/or State Government legitimate third-party organisation) and are hosted by a Mazda dealer.

Policies and procedures relating to your training and assessment are available on request.

This handbook provides essential information relating to conditions and requirements relevant to your successful completion of training with MTTA.

On successful completion of all assessments associated with this course or program you have enrolled in; you will be issued with either a Statement of Attainment for the relevant units of competence or AUR30620 Certificate III in Light Vehicle Mechanical Technology.

## 2.1 Contact details for correspondence

<b>MTTA Student Support Representative</b>	Ryley Harrison
<b>Email</b>	mttatraining@mazda.com.au
<b>Phone number</b>	03 8540 1996
<b>MTTA Head Office Address</b>	Mazda Technical Training Australia 211A Wellington, Mulgrave VIC 3170

## 2.2 MTTA Website

If MTTA's website is referred to within this document, please visit [www.mazdatraining.com.au](http://www.mazdatraining.com.au) to obtain the relevant information.

## 2.3 MTTA Student Portal

MTTA's student portal can be found by visiting <https://mtta.vtportal.com.au/StudentPortal>

## 3 What is Smart & Skilled?

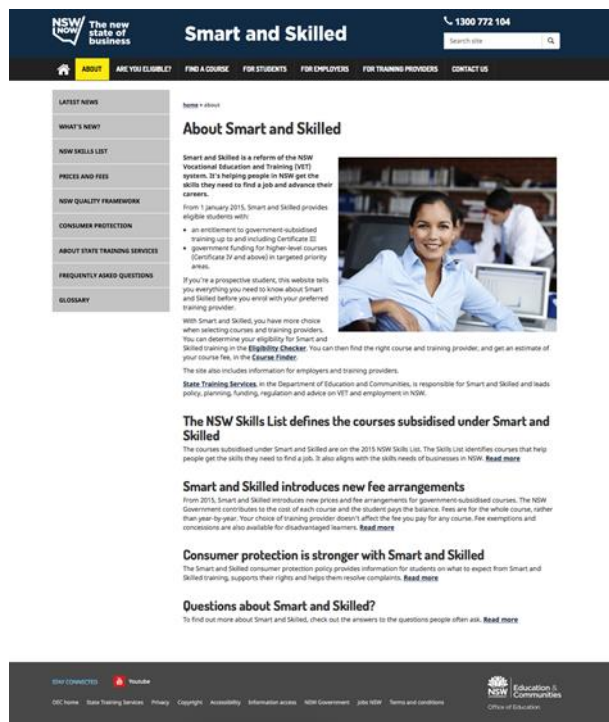
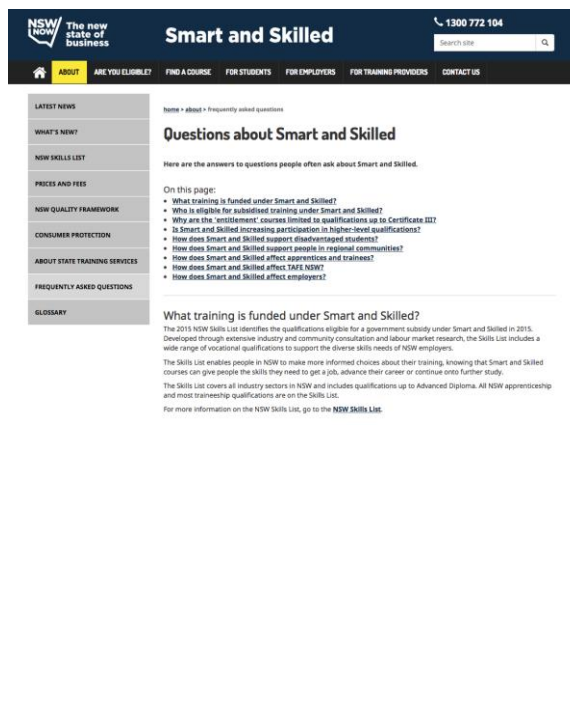
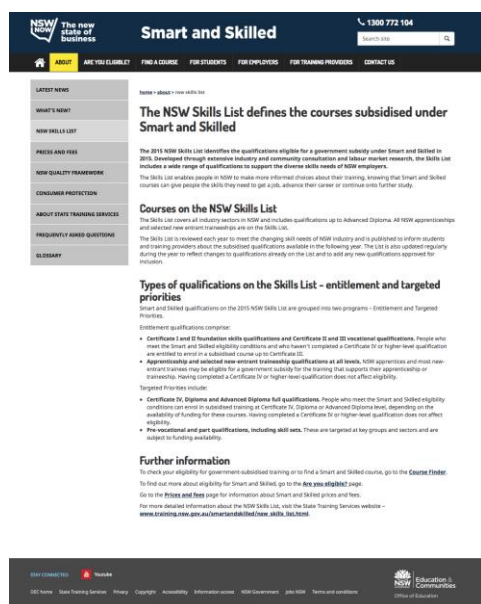
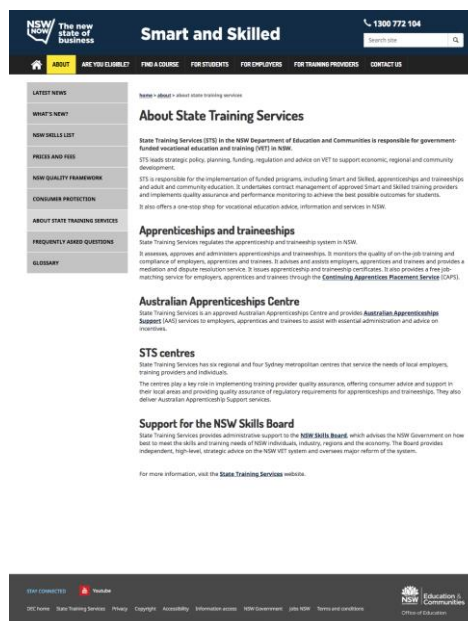
“Smart and Skilled is a reform of the NSW Vocational Education & Training (VET) system. It is helping people in NSW get the skills they need to find a job & advance their careers.”

Essentially, it means that the training is subsidised by the government.

For more details on the program, you can access the Government website:

<https://smartandskilled.nsw.gov.au/about>

The screenshots below demonstrate the abundance of information & detail available should you require more information.

## 4 Smart & Skilled Notification of Enrolment

Mazda Technical Training Australia (MTTA) will follow the following procedures when enrolling students in Smart and Skilled training courses:

### 4.1 Check eligibility

We will check your eligibility for the program. A general guide of eligibility is included in the table below. All students **must** meet step one in the eligibility criteria below. However, further conditions apply for unemployed, disabled or Aboriginal people. If you are not sure of your eligibility, please discuss it with us.

You will be asked to provide proof of eligibility and will be informed of what type of evidence is acceptable. MTTA will take you through a Proof of Eligibility Checklist on enrolment. You will be required to provide some documents and sign statements.

For a student to be eligible for a Smart and Skilled funded place they must meet the following eligibility requirements:	
Type of training	Eligibility criteria
For all Smart and Skilled Courses	<ul style="list-style-type: none"> <li>• Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and</li> <li>• aged 15 years or older, and</li> <li>• left school, and</li> <li>• live or work in New South Wales (or a defined NSW border)</li> <li>• Any student registered as a NSW Apprentice or New Entrant Trainee</li> </ul>
For Courses up to and including Cert III	<ul style="list-style-type: none"> <li>• Have not completed qualifications at Certificate IV or above.</li> </ul>
Other training. part qualifications, prevocational training and full qualifications from Certificate IV to Advanced Diploma,	<ul style="list-style-type: none"> <li>• Can have any level of Qualification</li> </ul>
All	<ul style="list-style-type: none"> <li>• The enrolling student must reside the postcodes designated in the Funding Contract</li> </ul>

### 4.2 Declarations

You will also be required to sign the following documents: (you will be given a hard or electronic copy of them):

- Consent to Use and Disclosure of Personal Information to The Department of Education and Communities and Other Government Agencies
- Privacy Form if you would like us to apply for USI on your behalf.

### 4.3 Pre-enrolment Information

Prior to enrolment, you will be provided with the following information:

- Recognition of Prior Learning and Credit Transfer information
- Consumer protection information
- Subcontractor information if relevant
- What a student should do if they wish to defer or discontinue training
- How students can access support during training
- Contact details for any support services provided
- The fees chargeable



#### 4.4 Notification to Department

On completion of this process, a copy of the Notification of Enrolment Report will be generated and kept on your file. A Student Commitment ID will also be issued.  
If you have any questions concerning the Notification of Enrolment Process, please do not hesitate to contact us.

## 5 Refund of fees and charges

### 5.1 Full-Fee Paying Fees and Charges

1. The annual cost of the Mazda Apprentice Program for 2021 is \$3,000.00 per apprentice. (This training does not attract GST).
2. MTTA is aware of its contractual responsibilities under Smart and Skilled concerning the Fee and Refund administration requirements.

Invoices are issued in two instalments, during March / May and August. Breakdown of charges as follows:

	Invoiced - March	Invoiced - August
Apprentice Fees (paid by Dealer) *	\$300	\$300
Dealer Fees	\$1,200.00	\$1,200.00
<b>Total Payable by Dealer</b>	<b>\$1,500.00</b>	<b>\$1,500.00</b>

*\* As per the Mazda Australia's L&D Policy, all fees are payable by the Dealer*

3. No fees and charges are collected from the student
4. No fees in excess of \$1500.00 are collected at any stage
5. Once the student is enrolled in MTTA's course, MTTA's Finance Management representative will raise an invoice
6. MTTA may alter its fees and charges based on the following:
  - A student experiencing financial hardship
  - Student being disadvantaged
  - Other circumstances
7. There are no fees associated with the national recognition or credit transfer process
8. Learners will be charged a fee of \$150 per unit for each unit they undertake through recognition of prior learning.
9. Payments to MTTA to be via Electronic Funds Transfer when MTTA invoice is issued.

## 5.2 Fee Concessions/Exemptions/Waivers

1. Apprentices who hold a current Health Care Card or who identify as Aboriginal, or Torres Strait Islander may be eligible for a concession on Apprentice Fees.
2. This concession applies to the Apprentice Fees only and are calculated as:
  1. Victoria – 20% of Apprentice Fees
  2. Queensland – 40% of Apprentice Fees
  3. NSW – 20% of Apprentice Fees unless enrolled under a Fee-Free enrolment
3. Fee concessions/exemptions/waivers may be granted to learners experiencing severe financial hardship
4. Fee concessions/exemptions/waivers for a learner will be addressed on an individual case-by-case basis by the RTO Manager and the Student Support Representative
5. Fee exemptions are to be granted for government-funded students in accordance with the contract agreements

## 5.3 Course cancellation

In the unlikely event of a training course being cancelled by MTTA, all apprentices enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card or EFT.

## 5.4 Course withdrawal

If you withdraw from a course before the conclusion of the first week of scheduled block training your Dealership will receive a full refund. Refunds will be distributed in the form that fee payment was received i.e. cash, cheque, credit card.

If you withdraw from a course after the first week of scheduled training your Dealership will receive a refund for any scheduled block training periods that have not yet commenced.

Further information can be found below in section 9.5 and within MTTA's Charges, Fee Protection and Refunds Policy and Procedure or website.

## 5.5 Refunds / Cooling Off Period

MTTA is committed to a refund process which is prompt, accessible and easily understood by apprentices/Dealerships.

1. Students and the employer receive information regarding refunds during enrolment
2. To apply for a refund, the student or employer will need to complete the Refund Request Form
3. Refunds will be paid automatically only upon receipt of a student course withdrawal application
4. Please note, as part of the cooling-off period, a full refund of student fees paid will be reimbursed if a student withdraws prior to the end of the first week of block training in the first year of enrolment

5. The statutory cooling-off period in accordance with the Australian consumer law is 3 days from the point of the agreement being made (enrolment/commencement of training). MTTA offers 1-week cooling off period as highlighted out in the above point
6. If a student withdraws after the first week of training, they will be entitled to a refund for any block training weeks not yet commenced, calculated pro-rata of the yearly fee
7. Student fees are non-refundable once they are past the relevant training that the fees relate to
8. Book fees and all other non-tuition fees are non-refundable
9. Refunds will also be paid in the following circumstances:
  - A full refund of student fees paid and all other fees paid will be refunded if a course is cancelled by MTTA prior to a student's commencement
  - A pro-rata refund of student fees paid will be refunded in the unlikely event of MTTA's closure or a mid-course cancellation. This will be calculated based on the proportion of training not provided or scheduled. *In these circumstances, refunds will not be paid for students who have missed scheduled training sessions or where the cancellation date is after the final proposed assessment date*
  - MTTA intends to be fair and reasonable in the application of refunds and may apply for additional discretionary refunds in exceptional circumstances
  - To apply for a refund, students and/or employers should submit a request in writing to MTTA within 14 days of a student's withdrawal
  - In the unlikely event that MTTA ceases to deliver a qualification in which an apprentice is enrolled, MTTA will transfer any currently enrolled apprentices to another RTO that can deliver the remaining training and assessment at no additional cost to the apprentice or the dealer.

#### 5.6 No Longer engaged by a Mazda Dealer

In the unlikely event that you are no longer employed or hosted by your Mazda Dealer then MTTA will undertake one or more of the following options:

##### **No longer employed by a Mazda Dealer**

- Option 1 – Communicate with your Australian Apprenticeship Support Network (AASN) representative organisation to identify alternative employment with another automotive service business and an alternative RTO.
- Option 2 – Your AASN representative organisation to process the initiated cancellation of your apprenticeship and/or enrolment with MTTA.

##### **No longer hosted by a Mazda Dealer**

- Option 1 – Communicate with your AASN representative organisation for the AASN representative organisation to identify alternative hosting with another Mazda Dealer. *(For Victorian apprentices as per the Victorian Skills First contract, you will be able to continue your training for up to 6 weeks or until the final day of the payable period, whichever is first).*
- Option 2 – Communicate with your AASN representative organisation for the AASN representative organisation to identify alternative hosting with another automotive service business and an alternative RTO.
- Option 3 – Your AASN representative organisation to process the initiated cancellation of your apprenticeship and/or enrolment with MTTA.

## 6 RPL & Credit Transfer

Please refer to your MTTA Student Handbook for detailed information

## 7 Complaints Process

### 7.1 Complaints

If you have a concern about any aspect of your course, or if a problem arises between you and another apprentice, or you and a member of staff, there are a number of options available to you which are detailed in the MTTA Complaints and Appeals Policy and Procedure.

MTTA will encourage the parties to approach a complaint with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to mediate between the parties.

A copy of the Complaints and Appeals Policy and Procedure is available on the MTTA website.

MTTA is committed to providing apprentices with the best possible environment in which to study or work. The organisation understands that on occasion, there may be instances of dissatisfaction and acknowledges that the cause(s) must be addressed and rectified promptly.

You can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback. You can do this by email, over the phone on 13 28 11, or in person at a Training Services NSW centre

### 7.2 External appeal process

1. The complainant has the option to use the external mediation service facilitated by the Resolution Institute. Contact details for the Resolution Institute National Office is as follows
  - Website: <https://www.resolution.institute>
  - Address: Level 1 and 2, 13-15 Bridge Street, Sydney NSW 2000
  - Ph: 1800 651 650 / 02 9251 3366
  - Fax: 02 9251 3733
  - Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)

2. Students who wish to lodge an external appeal must complete the *Application for External Review* form for domestic students which is available from the Resolution Institute. This can be found at <https://www.resolution.institute/membership-information/student-mediation-scheme><sup>1</sup>. Once on the webpage, the student is to download and complete the form from “Details of Complaint” title (red arrow below) – as shown in below

### Student Mediation Scheme

Since 2002, our organisation has administered the Student Mediation Scheme to provide educational and training institutions with an external appeals process. The Scheme allows a member educational and training institution or its student to refer to Resolution Institute (formerly LEADR) as the external review body once its internal grievance system has been exhausted. We appoint a suitably qualified mediator, liaise between the parties as necessary and manage the process.


**Join the Student Mediation Scheme**

Providers can join the Student Mediation Scheme for a calendar year, and renew annually. When or if required, Resolution Institute will:

- ▶ Appoint a mediator
- ▶ Arrange as appropriate mutually convenient dates, locations and or teleconferences for pre-mediation discussions and mediation discussions with the provider and the student
- ▶ Provide each of the mediation participants and the mediator with the documentation necessary to conduct the mediation.

Please note, our mediation services under our Student Mediation Scheme can only be used when the provider's internal appeals processes has been exhausted as per requirements under Standard 8 of the National Code.

### Applications under the Student Mediation Scheme



#### External Appeals Process (Flowchart)

```

graph TD
    A[Dispute between student and member provider] --> B{Has internal appeals process been exhausted?}
    B -- No --> C[Follow procedure(s) of the internal appeals process.]
    B -- Yes --> D{Party Initiating external dispute proceedings}
    D -- Student --> E[Complete Application for External Review Form]
    D -- Provider --> F[Complete Details of Complaint Form]
    E -- "Make payment (if required)" --> G[Lodge forms to Resolution Institute]
    F -- "Make payment" --> G
    G --> H[Resolution Institute will liaise with both parties and facilitate mediation proceedings.]
    H --> I[MEDIATION]
  
```

### Student Application for External Review

**To initiate proceedings:**

1. Download and complete the [Student Application for External Review Form](#)
2. Contact the Educational and Training Provider stating that you wish to proceed with the external appeals process.
3. Lodge the Student Application for External Review Form with payment of your share of the Application Fee and supporting documents to Resolution Institute.
4. Resolution Institute will liaise with you and your Educational and Training Provider to facilitate mediation proceedings

### Education Provider Application for External Review

**To initiate proceedings:**

1. Download and complete the [Education Provider Application for External Review Form](#)
2. Contact the Student stating that you wish to proceed with the external appeals process.
3. Lodge the Education Provider Application for External Review Form with payment of your share of the Application Fee and supporting documents to Resolution Institute.
4. Resolution Institute will liaise with you and the Student to facilitate mediation proceedings.

### Resources

- ▶ [Student Mediation Scheme Information Kit >>](#)
- ▶ [Table of fees >>](#)
- ▶ [Learn more about mediation >>](#)

3. The student is to follow the instructions as set out in the form. The Student also has the option to contact the Resolution Institute for guidance to fill out the form. If required, upon the student's request, MTTA will assist the student to locate the form and / or arrange for the student to contact a Resolution Institute representative
4. Once the application is made, the Resolution Institute will advise MTTA of the external review application made by the student and both the student and MTTA will be requested to provide documents in support of the application within 14 days including student records to the Resolution Institute.

<sup>1</sup> As viewed by MTTA on 30<sup>th</sup> November 2018.

5. The Resolution Institute will review the appeal for resolution between the student and MTTA. If necessary, the Resolution Institute may utilise subject matter experts to assist the Resolution Institute to make a determination. The determination will be communicated to all parties.
6. Turnaround time for an appeal is within four to six weeks of lodgement.
7. Contact with the mediator should be initiated by the student in all cases.
8. The total cost per external mediation is borne equally by the student and MTTA. MTTA will provide the student with an indication of the external mediation costs prior to accessing the mediation service.
9. The police may be contacted in cases of possible criminal behaviour.
10. Each complaint, appeal and its outcome is recorded in writing and each party to the complaint is given a written statement of the appeal outcomes, including reasons for the decision
11. After receiving the report, MTTA's RTO Manager or nominated authorised delegate will respond to the complainant within 10 working days and provide a written summary of the actions recommended by the external mediator to resolve the complaint.

### 7.3 Subcontracting Arrangements

MTTA does not engage into any subcontracting arrangements for the delivery of any training and assessment.

### 7.4 Access and equity

MTTA is committed to providing a positive environment which values diversity and protects all members of the community from any form of discrimination or harassment and where all staff and apprentices have the right to study and work.

Apprentices are enrolled in training programs consistent with the requirements of the training program guidelines and wherever possible the principles of reasonable adjustment are implemented to meet specific student needs.

#### 7.4.1 External support

If there is a requirement to access external support, please contact the Equal Opportunity and Human Rights Commission in your State.

### 7.5 Disclosure of information

Your personal or course details will not be released to a third party without your written authorisation. Where disclosure is made under compulsion of Federal and State law, MTTA will seek legal advice from its lawyers and/or insurers.

### 7.6 Equal Opportunity

MTTA will not engage in discrimination towards any group or individual in any form, inclusive of gender, race, nationality, religion, physical or intellectual disability, age or physical disease. This commitment applies to all services and operations of the company, including recruitment, assessment, and customer services.

MTTA will endeavour to provide assistance and support services to those apprentices with special learning needs or those facing particular difficulties. Whilst MTTA will make every effort to accommodate the special needs of individuals, in those instances where successful course completion is unlikely MTTA will advise the applicant/apprentice and assist the applicant/apprentice in identifying a suitable alternative.

## 7.7 Legislation

As a registered training organisation MTTA is required to comply with relevant Commonwealth and State legislation including but not limited to:

- Copyright Act 1968 (Cwth)
- Equal Opportunity Act 1995 (Vic)
- Occupational Health and Safety Act 2004 (Vic)
- Privacy Act 1988 (Cwth) – Amended 2012
- Racial Discrimination Act 1975 (Cwth)
- Sexual Discrimination Act 1984 (Cwth).

Course participants should also be aware that MTTA operations and all courses offered by us comply with the National Standards for Registered Training Organisations 2015 and state guidelines for vocational education and training providers. MTTA must meet these national and state-based requirements in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. You can be confident that the course(s) you undertake have been quality assured.

## 8 Support Services

On the enrolment form, you are encouraged to identify any barriers to learning or special needs that may affect your ability to complete the course, including language literacy and numeracy concerns. Based on this information, along with information you provide during the course, MTTA will identify any individuals with special learning needs and will endeavour to provide general learning support.

Such support may include:

- The provision of one on one training
- Additional practical hands-on experiences
- Additional time to complete assessments
- The use of graphics to support learning materials
- The provision of additional reference material.

At any time during your course, if you require support, your trainer is a good place to start. Where the required support is beyond the scope of MTTA, apprentices may seek the support of or will be referred to relevant external agencies. Additional support is also available through the AASN's (Australian Apprenticeship Support Network) mentoring program as well as through the Australian Government's Industry Specific Mentoring Program (ISMAA).

Please note any costs incurred as a result of consulting with an external agency will be met by the apprentice. Please see the MTTA Student Handbook for further details.



## 9 Unique Student Identifier

If you do not already have a Unique Student Identifier (USI) and you want Mazda Technical Training Australia (MTTA) to apply for a USI to the Student Identifiers Registrar on your behalf, MTTA will provide to the USI Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General's Department which is built into the USI online application process if you have documents such as a birth certificate, drivers licence, Australian passport.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar. Please contact us if you do not hold any of the above documents.

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

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Privacy Act 1988 Cth (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask MTTA to make an application for a student identifier on your behalf, MTTA will have to declare that MTTA has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that MTTA has given you the following privacy notice.

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts;
- maybe disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - education-related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;



- current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
- researchers for education and training related research purposes;
- any other person or agency that may be authorised or required by law to access the information;
- any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

### 9.1 USI Privacy Notice

For information about how MTTA collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to MTTA's privacy policy which can be found at <http://mazdatraining.com.au/index.php/student-info/>

**Name of student:** .....

**Signature of acceptance by student:** .....

**Information required to apply for USI on your behalf:**

**Town /City of birth:** \_\_\_\_\_

**Country of birth:** \_\_\_\_\_

You must also provide details of **one** of the following:

**Birth Certificate:** \_\_\_\_\_ **State of issue:** \_\_\_\_\_

**Drivers Licence Number:** \_\_\_\_\_ **State of issue:** \_\_\_\_\_

**Passport Number:** \_\_\_\_\_

We must also advise the USI Agency on your preferred method for them to contact you. Please advise as follows:

	Method	Insert correct details next to your preferred method
<input type="checkbox"/>	Email:	
<input type="checkbox"/>	Mobile	
<input type="checkbox"/>	Mail	

You will receive notification from the USI Agency that MTTA has applied for your USI on your behalf. They will also advise your number when it is issued. This number must be used by you any time you enrol to complete accredited training in the future.

- **Access to records: Smart and Skilled**

You will be required to set access controls to allow the Department of Education and Communities and MTTA the appropriate levels of access to your USI records

For further information please refer to the [USI Student Help Line](#)

- **USI Fact Sheet:**



Australian Government  
Department of Industry

**Skills**  
Unique Student Identifier



## Student Information for the Unique Student Identifier

*USI...bringing your skills together*

From 1 January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course.

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: 3AW88YH9U5.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

### **Do you need a USI?**

You will need a USI when you enrol or re-enrol in training from 1 January 2015 if you are a:

- student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- school student completing nationally recognised training; or
- student continuing with nationally recognised training.

You are a continuing student if you are a student who has already started your course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once you create your USI you will need to give your USI to each training organisation you study with so your training outcomes can be linked and you will be able to:

- view and update your details in your USI account;
- give your training organisation permission to view and/or update your USI account;
- give your training organisation view access to your transcript;
- control access to your transcript; and
- view online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

If you are an international, overseas or an offshore student please visit [usi.gov.au](http://usi.gov.au) for more information.

**STUDENT TO COMPLETE AND RETURN****10 Prospective Student Declaration**

I, \_\_\_\_\_  
(First, middle and last name)

Of \_\_\_\_\_  
(Current residential address)

With date of birth \_\_\_\_\_

Declare that all information provided by myself to MTTA in connection with the Notification of Enrolment Process is true, accurate, complete and not misleading in any way.

***I have been informed of:***

- that there are no subcontracting arrangement in place with any course at MTTA
- the fees chargeable
- the Student Information as follows:
  - Recognition of Prior Learning and Credit Transfer
  - Consumer protection information
  - Subcontractor information if relevant
  - What a student should do if they wish to defer or discontinue training
  - How students can access support during training
  - Contact details for any support services provided

Student Signature	
Date	

**STUDENT TO COMPLETE AND RETURN**

## 11 Consent to Use & Disclose Personal Information

### CONSENT TO USE AND DISCLOSURE OF PERSONAL INFORMATION TO THE DEPARTMENT OF EDUCATION & COMMUNITIES AND OTHER GOVERNMENT AGENCIES

I, \_\_\_\_\_  
(First, middle and last name)

Of \_\_\_\_\_  
(Current Residential Address)

With birth date \_\_\_\_\_

Understand and agree that, under the Data Provision Requirements 2012, Mazda Technical Training Australia (MTTA) is required to collect personal information (information or an opinion about me), collected from me, my parent or guardian, such as my name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity related information (together Personal Information) and disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).

My Personal Information (including the personal information contained on my enrolment form and my training activity data) may be used or disclosed by Mazda Technical Training Australia (MTTA) for statistical, regulatory and research purposes. Mazda Technical Training Australia (MTTA) may disclose my personal information for these purposes to third parties, including:

- School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if I am enrolled in training paid by my employer;
- Commonwealth and State or Territory government departments and authorised agencies, including the NSW Department of Industry (Department);
- NCVER;
- Organisations conducting student surveys; and Researchers.

Personal Information disclosed to NCVER may be used or disclosed for the following purposes:

- issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

I may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. I may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose my Personal Information in accordance with the Privacy Act 1988 (Cth), the 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)).



The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside New South Wales.

The above government agencies may use my Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive subsidised training or for any Fee Exemptions or Concessions. My Personal Information may also be disclosed to other third parties if required by law.

I also acknowledge and agree that the Department may contact me by telephone email or post during or after I have ceased subsidised training with Mazda Technical Training Australia (MTTA) for the purposes of evaluating and assessing my subsidised training.

☐ I declare that the information I have provided to the best of my knowledge is true and correct.

☐ I consent to the collection, use and disclosure of my Personal Information in the manner outlined above.

Student Full Name	
Student Signature	
Date	

**Note:** *If under 18 years of age at the time of giving consent, then the consent of a guardian is required*

Guardian Full Name	
Guardian Signature	
Date	
Guardian Phone Number	

**STUDENT TO COMPLETE AND RETURN**

## 12 Proof of Student Eligibility Checklist

Students are required to **provide proof of eligibility** for the Smart and Skilled Program on enrolment as in the table below. Students are to sign declarations as required and staff members are to fill in sections to indicate the sighting of documents and/or copies kept. If documents are sighted without filing a copy, a note should be made in the Checklist of the relevant document and then signed and dated by the staff member who sighted it.

<b>Student Full Name</b>	
<b>Qualification</b>	<b>AUR30620 Certificate III in Light Vehicle Mechanical Technology</b>
<b>Start Date</b>	

Smart & Skilled Requirements	Examples of Evidence	Student Declaration & Signature	Evidence Verified by Provider – state if sighted or copy of evidence kept
<b>Proof of Identity/Personal and Program Eligibility</b>			
<b>I have supplied Proof of Identity</b>	Drivers Licence	Licence No:	
	USI – validity checked with Office of USI Registrar	USI: _ _ _ _ _	Valid USI: Checked by MTTA approved staff
<b>I am an Australian Citizenship/permanent resident or Humanitarian Visa holder</b>	Australian Birth Certificate, passport or a Certificate of Evidence of Resident Status which confirms status as an Australian permanent resident, or Humanitarian visa		
<b>My date of birth</b>	(eg. On licence)	Date =	
<b>I live or work in NSW</b>	Student declaration and signature	I live and/or work in NSW:  YES <input type="checkbox"/> or NO <input type="checkbox"/>	Workplace in NSW and Training undertaken at RTO located in NSW =

Smart & Skilled Requirements	Examples of Evidence	Student Declaration & Signature	Evidence Verified by Provider – state if sighted or copy of evidence kept
<b>I am registered as a NSW apprentice or new entrant trainee</b>	Training contract identifier (TCID) – Department System check against Training Contract details stored in State Training Service database	YES <input type="checkbox"/> or NO <input type="checkbox"/>	
<b>Previous highest qualification</b>	Student declaration/ signature plus USI Check of previous history (STS system check against Smart and Skilled records in STS database and STS check against USI transcript)	My previous highest qualification is:	
<b>I have completed Year 10 or equivalent</b>	Student declaration and signature	YES <input type="checkbox"/> or NO <input type="checkbox"/>	
<b>My Postcode for ATSI on borders</b>	Student declaration and signature	My residential postcode is:  My work postcode is:	
<b>Concessions Exemptions</b>			
<b>I am of Aboriginal descent</b>	Student declaration and signature in the next column	YES <input type="checkbox"/> or NO <input type="checkbox"/>	
<b>I have a disability</b>	Centrelink Evidence: proof of Disability Support Pension. Documentary evidence of training support needs due to disability. A letter or statement from: – A medical practitioner – An appropriate government agency or – Relevant specialist allied health professional or Centrelink evidence-dependent child of a recipient of a Disability Support Pension	YES <input type="checkbox"/> or NO <input type="checkbox"/>	
<b>Disability Student:</b>  <b>I am entitled to exemption or concession in the year</b>	Student declaration/signature  STS database check for other Smart and Skilled enrolments, commencements and completions in the year	<b>I have not</b> enrolled in any other courses with fee exemptions in this year:  TRUE <input type="checkbox"/> or FALSE <input type="checkbox"/>	

Smart & Skilled Requirements	Examples of Evidence	Student Declaration & Signature	Evidence Verified by Provider – state if sighted or copy of evidence kept
I am a welfare recipient	Centrelink Evidence – proof of benefit or Centrelink Evidence – dependent child of a specified welfare recipient	YES <input type="checkbox"/> or NO <input type="checkbox"/>	
I live in NSW Social Housing or am on the waiting list for NSW Social Housing	Student declaration & signature required.	YES <input type="checkbox"/> or NO <input type="checkbox"/>	
Student Signature to show ALL details are correct:			

**Notes:**

- All evidence must be able to be verified by the Provider. At the Department's discretion, the Department may request a copy of the evidence or proof that the evidence has been sighted.
- Where evidence is sighted but not kept, a record that confirms sighting of the evidence, must be maintained by the provider. The record must be dated and signed by a person authorized by the provider. The name of the signatory and their position should also be captured.
- The most convenient person from the list of approved witnesses for an RTO is:
  - A teacher employed on a full-time basis at a school or tertiary education institution
- Where evidence provided by the student is a copy of the original, the copy must be certified by a person who is on the list of approved witnesses who can verify documents. A list can be found at <http://www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx>
- Eligibility for Fee exemption or concession is assessed at enrolment and cannot be adjusted at a later date.

The NCVER Glossary of VET terms defines tertiary education as Formal education beyond secondary education, including higher education, vocational education and training, or other specialist post-secondary education or training.