



Vision and Mission Statement

OUR VISION

NVETS' vision is to support the NVSA vision to Lead, Promote and Develop volunteering. This will be achieved through the delivery of high quality training to both volunteers and volunteer managers.

OUR MISSION

NVETS' mission is to be seen as an innovative professional organisation utilising leading practises to deliver appropriately funded quality training and services in a well-managed, responsive manner. NVETS aspires to be recognised as an industry leader which values its people, members and community.

NVETS exists to provide training and education to meet the volunteer sector development needs of the communities we serve by developing the skills which enable our students to participate and optimise opportunities in both the voluntary and employment market. This enables our graduates to be competitive, sustainable and successful in the marketplace.

ABOUT NVETS

NVETS is affiliated with Northern Volunteering SA Inc. (NVSA). While NVETS is relatively new, its parent entity NVSA has had many years' experience delivering non-accredited courses in the volunteer and volunteer management fields.

In partnership with TAFE and other Registered Training Organisations NVSA has also been delivering accredited training in recent years.

In 2013 NVSA won an award for its Professional Development Training year. The accredited volunteer management qualifications currently being offered are modelled on this award-winning program. The training material has been carefully mapped to ensure that all governmentally required performance criteria, elements etc. have been covered, while meeting the requirements we have deemed necessary to develop Volunteer Managers to the higher standards we have set ourselves.

Active Volunteering and Community Service training consists of a series of 6 one-day modules designed specifically around the generic skills required by most volunteers to be involved in volunteer work.

Moving from developing an awareness of who you are to your role in the organisation, the Modules take participants on a highly effective journey.

As part of your involvement, you will be undertaking up to 50 hours of volunteer activities through an approved organisation. Running over approximately 20 weeks, these activities provide the basis for learning and assessment and will cover the entire period of the program.

Our aim is to provide innovative training and assessment services that respond to the needs of volunteers and volunteer managers.

SCOPE OF REGISTRATION

NVETS registration allows it to offer training from National Training Packages in the following areas:

<u>COURSE CODE:</u>	<u>COURSE TITLE:</u>
CHC14015	Certificate I in Active Volunteering
CHC22015	Certificate II Community Services
CHC24015	Certificate II Active Volunteering
CHC34015	Certificate III in Active Volunteering
CHC44015	Certificate IV in Coordination of Volunteer Programs
CHC62015	Advanced Diploma of Community Sector Management
BSB61015	Advanced Diploma of Leadership & Management

SHORT COURSES

<u>COURSE CODE:</u>	<u>COURSE TITLE:</u>
CHCPRT001	Identify & Respond to Children and Young People at Risk
HLTAID001	Provide Cardio-Pulmonary Resuscitation
HLTAID002	Provide Basic Emergency Life Support
HLTAID003	Provide First Aid

ACCREDITATION

NVETS courses are accredited under the VET Quality Framework (VQF).

The regulatory authority ASQA audits RTOs to ensure compliance against these standards. These standards and the auditing process are intended to provide the basis for a nationally consistent, high quality vocational education and training system.

The VET Quality Framework (VQF) is a national set of standards, which assures consistent, high-quality training, and assessment services for the Students of Australia's vocational education and training system. You can find the current version of these conditions and standards at www.asqa.gov.au (VQF). NVETS adheres to this system and does all within its power to remain compliant. From time to time industry representatives, staff and students will be surveyed and their cooperation will assist this organisation in remaining compliant.

Please take the time to review this handbook and keep it accessible in case you need to refer to it during your studies. However, you will also have access to the handbook via the NVETS site.

We appreciate and value your participation, and we are confident that you will find your chosen course to be a valuable learning tool.

If you have any questions or comments during your course please feel free to contact us on the details provided.

Please refer to NV Education and Training Services (NVETS) website for course information and profiles of trainers.

We wish you the best of luck with your studies.

Kind Regards,

Donatella Amos
Executive Officer

NVSA

COURSE FEES (effective as of January 2019)

Unless otherwise advised fees are as follows:

CHC14015	Certificate I in Active Volunteering	\$ 500
CHC22015	Certificate II in Community Services	\$1050
CHC24015	Certificate II in Active Volunteering	\$1500
CHC34015	Certificate III in Active Volunteering	\$1800
CHC44015	Certificate IV in Coordination of Volunteer Programs	\$4000
CHC62015	Advanced Diploma of Community Sector Management	\$5500
BSB61015	Advanced Diploma of Leadership & Management	\$5500

Dual Qualifications:

CHC22015	Certificate II in Community Services PLUS	
CHC24015	Certificate II in Active Volunteering	\$1950
CHC22015	Certificate II in Community Services PLUS	
CHC34015	Certificate III in Active Volunteering	\$2250
CHC62015	Advanced Diploma of Community Sector Management PLUS	
BSB61015	Advanced Diploma of Leadership & Management	\$7500

(savings of \$3,500 if completed individually)

INDIVIDUAL MODULES

CHC44015 Certificate IV in Coordination of Volunteer Programs

Module	1	\$1100
Module	2	\$1100
Module	3	\$ 900

Electives extra:

Flexible payment plans are available to suit everyone's needs:
 Group rates are applicable, please speak to us about details.

FEES

- include the cost of individual text books, materials, tools or other individual items of equipment necessary for the course;
- may be subject to change;
- reflect the content of the course and the award, not the duration, therefore there is no automatic reduction of tuition fees if you complete the course in a shorter time than the published length of the course;
- may be reduced or refunds maybe granted only if a student is granted sufficient credit transfer/ RPL or exemptions such that the course is completed in a shorter than normal time
 Should you require a period greater than that stated on this offer to complete the course; additional fees may be applicable.

APPLICATION AND ENROLMENT FEES

Upon acceptance into the program a non-refundable deposit of \$150 is payable. The fee is deducted from total course fees and is only applicable to fee paying students.

PAYMENT

PLEASE NOTE: only applies to Fee for Service Students

A tax invoice for tuition fees is issued upon commencement of program. Payment may be made by cash, Internet transfer, money order, credit card or a bank cheque payable to the RTO. Payment of fees is deemed as acceptance of these terms and conditions.

You will not be allowed to commence studies until all applicable fees are paid. This includes any late fees and administration charges. Nothing in NVETS refund and transfer of credit processes negates your right as a student to take action under Australia's consumer protection laws in the case of financial disputes.

ENROLMENT

1. Complete and sign the Enrolment Form
2. Complete a National Recognition/Credit Transfer/Recognition of Prior Learning Application
(if applicable)
3. Complete Language Literacy and Numeracy (LLN) questionnaire and reasonable adjustment form
(if applicable)
4. Ensure that you have a Unique Student Identifier (USI) (either by applying yourself and then putting into the enrolment form, or signing documentation which you will be provided with, allowing NVETS staff to generate the number on your behalf.)
5. Submit your completed enrolment form along with copies of your identification, any other information if required and payment of the enrolment fee.
6. When your payment is received and enrolment accepted the RTO can provide you (or your employer) with a receipt.

CHANGE OF ENROLMENT

Change of enrolment extension to the 12 months – 24 month enrolment is assessed on an individual basis and applications for extension must be received in writing stating the student's reasons for applying for extension. Enrolment extension may be granted where reasonable cause of inability to complete is provided.

Where enrolment applies to face-to-face tuition, transfer of registration may be made to a later session
(if in the 12 month enrolment period).

WITHDRAWAL FROM A COURSE

If you are thinking of withdrawing from a course, you should speak to the manager about your circumstances as soon as possible, so that time can be made to discuss and help resolve any difficulties that may have arisen.

It is important for you to speak with your Trainer (or the NVETS Manager, if you prefer) in relation to any difficulties that you may be experiencing in regard to such matters as:

- Continuing attendance and/or participation,
(this can be due to any number of reasons, including personal reasons)
- The level of difficulty of any aspect of the Course including the assessment process
- Completion of tasks within the required time frames

CANCELLATION REFUND POLICY AND AGREEMENT

PLEASE NOTE This cancellation, refund policy and agreement apply only to Fee for Service Students.

The RTO provides a money back guarantee on delivery of training programs.

If students are not completely satisfied with the program, they are able to return the study materials within 28 days of despatch to qualify for a full refund, minus the \$150 course administration fee.

1. If NVETS receives fees paid in arrears then the refund policy is not applicable.
2. The refund policy and procedures applies to those students who pay their fees in advance
3. Tuition fees and application fees to be refunded in full if:
 - The course does not start within three months of the published starting date
 - The course stops being provided after it starts but before it's completed.
 - The course is not provided fully to the student because the RTO has a sanction imposed on it by a government regulator.
4. Refunds under the above conditions are paid in full to the student within 14 working days.
5. In making a contract to enrol in a course the applicant acknowledges the following:
 - That the information provided by the applicant in their application is complete and correct.
 - Agrees to be bound by NVETS rules and regulations and any amendments made to the rules and regulations.
 - Agrees to undertake a Language Literacy and Numeric (LLN) testing requirement prior to any course entry, if deemed necessary by NVETS.
 - Agrees to pay all fees required on or before the due date as notified in writing by NVETS or as per the invoice.
 - NVETS will access these fees in accordance with the procedures established by the State Government and the Australian Government.
 - NVETS reserves the right to accept or reject any application for enrolment at its discretion.
 - NVETS reserves the right to cancel any course prior to the commencement date of the course should it be deemed necessary, and in that event, shall refund all payments \ received from the applicant.
 - Refunds are made in accordance with the policy below and full refunds of amounts owed to the student are made within 14 working days.
6. Should a student cancel their own enrolment then they may be entitled to a full refund (less the enrolment fee). They must apply in writing to the NVETS Manager (with supporting documentation) providing the following criterion is met:
 - Fees and charges have been paid in full before the commencement of the training and the cancellation occurs during the enrolment period.
7. The following table outlines reasons why a refund may be requested and the amount of tuition fees that are refunded to the student by NVETS.

Withdrawal Reason

Withdrawal at least 1 week prior to the agreed start date
 Withdrawal at 1-6 days prior to agreed start date
 Withdrawal on the agreed start date
 Withdrawal after the agreed start date
 Course withdrawn by NVETS

Amount Refunded

Full refund (less \$50 administration fee)
 50% refund (Less \$100 enrolment fee)
 No refund
 No refund
 Full refund (If RTO is unable to provide the course for which the original offer was made)

8. Process for making application for refund is as follows:
- a) Students must apply for a refund in writing using the Application for Refund form and submit to the Administration Officer outlining the reasons for requesting the refund.
 - b) Refund requests for full or partial refunds must:
 - set out the reasons for the request; and
 - be accompanied by supporting documents as appropriate; and
 - c) Information provided by the student on the Application for Refund form must include:
 - date of the claim
 - full name of student
 - course in which the student was enrolled
 - basis for making the claim
 - amount claimed
 - address to which the refund is to be forward
 - student's payment details
 - student's signature; and
 - all documents relevant to consideration of the claim
9. A refund is provided to the student as per these refund policies and procedures
10. This agreement and the availability of the complaints and appeals procedure do not remove the student's rights to take action under Australia's consumer protection laws.
11. NVETS dispute resolution process does not circumscribe the student's right to pursue other legal remedies.
12. The student can refer to NVETS complaints and appeals procedure if they wish to appeal the refund policy.
13. Tuition fees are not transferable to another person or institution.
14. NVETS reserves the right to change, alter or amend curricula, syllabi, course structure, fees and any other matter pertaining to the provision of a course at any time. NV Education and Training Services changes, alterations and amendments may be made without notice.
15. If NVETS has to change any of the refund conditions for any reason, all students are notified of the change in writing.
16. Refunds will only be paid to the person that enters into the contract with NVETS unless NVETS receives written direction to pay the refund to somebody else.

It is important that you read or have the information explained to you within the refund policy. The Enrolment form must be signed as confirmation of your acceptance of the refund and transfer of credits policy, and then returned with your payment of fees. In addition, payment of fees is deemed as acceptance of these terms and conditions.

Refer to our complaints and appeals procedure contained in the Student Handbook, available online, if you wish to find out more.

To **register** please, forward your email to

Ned Hanic

NVETS Manager

e nvetsmanager@nvets.org.au