



# Workplace Dimensions

Leading people to grow



## PRE-ENROLMENT INFORMATION HANDBOOK PUBLIC PROGRAM

Nationally Recognised Training Programs

Learning Dimensions Network Pty Ltd trading as Leadership Dimensions – RTO No. 122052  
WD General Pre Enrolment Handbook-Rev 7b

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**You are enrolling in a Workplace Dimensions program.**

## The Purpose of the Pre-enrolment Information Handbook

The purpose of this document is to provide you with information about:

- » Learning Dimensions Network as a Registered Training Organisation (RTO)
- » Policies and procedures relevant to your enrolment into accredited training programs run by Learning Dimensions Network

Before you enrol in a nationally recognised training program delivered by Learning Dimensions Network, please read and ensure you understand the information provided. Please ask your Facilitator or contact our RTO office if you have any questions.

## Workplace Dimensions as a Registered Training Organisation (RTO)

In Australia, vocational education and training, including the work of RTOs, is regulated by the national VET Quality Framework which includes:

1. The Australian Quality Training Framework (AQTF)
2. The legislative instruments established under the Standards for RTOs 2015.

The Australian Quality Training Framework (AQTF) is a set of nationally agreed quality assurance arrangements for accredited training and assessment services delivered by Australian training organisations. A Registered Training Organisation (RTO) is a training organisation accredited by a Government registering body in accordance with the AQTF Essential Conditions and Standards for Continuing Registration.

Learning Dimensions Network Pty Ltd was registered with the Victorian Registration and Qualifications Authority (VRQA) as an RTO (trading as Workplace Dimensions) in December 2007. Learning Dimensions Network was approved to deliver accredited training programs in all states and territories of Australia, enabling a multi-jurisdiction operation. By a legislative amendment in 2010, the national vocational education and training regulator Australian Skills Quality Authority (ASQA) manage the registration of multi-jurisdiction RTOs including Learning Dimensions Network effective 1 July 2011. This means Workplace Dimensions is also bound by the Standards for RTOs 2015.

Currently Learning Dimensions Network's scope of registration includes the delivery of the following nationally accredited training programs across Australia:

- » 10604NAT Certificate IV in Safety Leadership (WHS) – Construction
- » BSB42015 Certificate IV in Leadership and Management
- » BSB41415 Certificate IV in Work Health and Safety
- » BSB51315 Diploma of Work Health and Safety
- » TAELLN411 Address Adult Language, Literacy and Numeracy Skills

Only Australian citizens, New Zealand citizens, eligible residents or eligible visa holders (e.g. humanitarian or skilled workers) and offshore clients may enrol in nationally recognised courses delivered by Learning Dimensions Network.

Learners typically will have a minimum of 2 years relevant vocational experience prior to enrolling in the program of study.

## BSB42015 Certificate IV in Leadership and Management

Designed for emerging leaders, this course teaches participants how to provide leadership and guidance to others in the workplace and to manage effective, motivated, high performing teams in all types of organisations and industries. Participants will learn how to communicate effectively as a leader and build relationships, set priorities, implement operational plans and continuous improvement.

To attain the BSB42015 Certificate IV in Leadership and Management, each learner must be deemed competent in 12 units of competency (4 core and 8 elective).

Unit Code	Unit Title	Core/ Elective	Prerequisite	Nominal Hours
BSBLDR401	Communicate effectively as a workplace leader	Core	Nil	40
BSBLDR402	Lead effective workplace relationships	Core	Nil	50
BSBLDR403	Lead team effectiveness	Core	Nil	50
BSBMGT402	Implement operational plan	Core	Nil	40
BSBMGT403	Implement continuous improvement	Elective	Nil	40
BSBLDR404	Lead a diverse workforce	Elective	Nil	50
BSBREL402	Build client relationships and business networks	Elective	Nil	50
BSBCUS401	Coordinate implementation of customer service strategies	Elective	Nil	40
BSBCUS402	Address customer needs	Elective	Nil	50
BSBWOR404	Develop work priorities	Elective	Nil	40
BSBPMG522	Undertake project work	Elective	Nil	60
BSBCRT401	Articulate, present and debate ideas	Elective	Nil	40
BSBRISK401	Identify risk and apply risk management processes	Elective	Nil	50
BSBADM409	Coordinate business resources	Elective	Nil	30

## BSB41415 Certificate IV in Work Health and Safety

This qualification suits a Workplace Health and Safety officer in a full-time dedicated role who works under the supervision of a WHS Coordinator, a WHS Manager, a team leader, or those looking to progress into a managerial role. The qualification reflects the role of individuals who use well-developed skills and a broad knowledge base in a wide variety of contexts. They apply solutions to a defined range of unpredictable problems, and analyse and evaluate information from a variety of sources. They may provide leadership and guidance to others with some limited responsibility for the output of others.

To attain the BSB41415 Certificate IV in Work Health and Safety, each learner must be deemed competent in 10 units of competency (5 core and 5 elective).

Unit Code	Unit Title	Core/ Elective	Prerequisite	Nominal Hours
BSBWHS402	Assist with compliance with WHS laws	Core	Nil	40
BSBWHS403	Contribute to implementing and maintaining WHS consultation and participation processes	Core	Nil	40
BSBWHS404	Contribute to WHS hazard identification, risk assessment and risk control	Core	Nil	50
BSBWHS405	Contribute to implementing and maintaining WHS management systems	Core	Nil	40
BSBWHS406	Assist with responding to incidents	Core	Nil	40
BSBCMM401	Make a presentation	Elective	Nil	20
BSBINN301	Promote innovation in a team environment	Elective	Nil	30
BSBMGT401	Show leadership in the workplace	Elective	Nil	40
BSBWHS408	Assist with effective WHS management of contractors	Elective	Nil	30
BSBWHS409	Assist with workplace monitoring processes	Elective	Nil	50

## BSB51315 Diploma of Work Health and Safety

This qualification is suitable for people who coordinate and maintain the work health and safety (WHS) program in an organisation. It reflects the role of practitioners who apply a substantial knowledge base and well-developed skills in a wide variety of WHS contexts.

There are entry requirements for enrolment in this qualification. Learners must be competent in the core units in BSB41415 Certificate IV in Work Health and Safety or their equivalents:

- » BSBWHS402 Assist with compliance with WHS laws
- » BSBWHS403 Contribute to implementing and maintaining WHS consultation and participation processes
- » BSBWHS404 Contribute to WHS hazard identification, risk assessment and risk control
- » BSBWHS405 Contribute to implementing and maintaining WHS management systems
- » BSBWHS406 Assist with responding to incidents

To attain BSB51315 Diploma of Work Health and Safety, a learner must be deemed competent in 5 core units and 4 elective units:

Unit Code	Unit Title	Core/Elective	Prerequisite	Nominal Hrs
BSBWHS502	Manage effective WHS consultation and participation processes	Core	Nil	40
BSBWHS503	Contribute to the systematic management of WHS risk	Core	Nil	40
BSBWHS504	Manage WHS risks	Core	Nil	40
BSBWHS505	Investigate WHS incidents	Core	Nil	40
BSBWHS506	Contribute to developing, implementing and maintaining WHS management systems	Core	Nil	50
BSBWHS410	Contribute to work-related health and safety measures and initiatives	Elective	Nil	40
BSBMGT405	Provide personal leadership	Elective	Nil	40
BSBWHS507	Contribute to managing WHS information systems	Elective	Nil	50
BSBWHS509	Facilitate the development and use of WHS risk management tools	Elective	Nil	40

## TAELLN411 Address Adult Language, Literacy and Numeracy Skills

This unit covers the skills and knowledge a vocational trainer or assessor requires to identify language, literacy and numeracy (LLN) skill requirements of training and the work environment, and to use resources and strategies that meet the needs of the learner group.

The unit applies to individuals who teach, train, assess and develop resources.

Competence in this unit does not indicate that a person is a qualified specialist adult language, literacy or numeracy practitioner.

This is a core unit in TAE40116 Certificate IV in Training & Assessment, and is a required upgrade unit for trainers and assessors who hold TAE40110 Certificate IV in Training & Assessment.

## Benefits of Undertaking Nationally Recognised Training

Some of the benefits of undertaking nationally recognised training are:

- » Quality of training and assessment are assured through compliance with the national quality framework
- » You attain a nationally accredited qualification
- » You develop competency, knowledge and skills that are recognised throughout Australia

As an RTO, Learning Dimensions Network provides the following:

- » Training and assessment of a high quality and that is relevant to the work you do, as a result of our consistent industry consultation in the design of our training and assessment material
- » Inclusive and flexible learning methods
- » Skills for now and the future
- » Excellent learning support from pre-enrolment through to completion

## Our Policies and Procedures to Service You Better

### Competency of Facilitators and Assessors

Workplace Dimensions Facilitators and Assessors hold minimum TAE40110 or TAE40116 Certificate IV in Training and Assessment. In addition to vocational knowledge, competency and experience in the areas they facilitate and/or assess, they participate in continuous professional development to maintain currency in their areas of expertise.

### Access, Equity and Anti-discrimination

Workplace Dimensions 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 where there is no risk to others. This policy applies to all services and operations of Workplace Dimensions. Workplace Dimensions will make reasonable adjustments to training and assessment strategy, and services to assist people with special learning needs, or those facing particular difficulties so that they receive the best possible help in achieving the competency outcomes.

Although Workplace Dimensions will make every effort to accommodate the special needs of individuals, as a matter of ethical conduct we will not enrol a learner if it becomes clear that it would be impossible for the learner to successfully complete the course. In those circumstances, Workplace Dimensions will assist the learner in choosing a suitable alternative to ensure that the training needs are met. If it becomes apparent that the learner will not be able to successfully complete the course due to a special learning need after the learner has commenced the course, Workplace Dimensions will provide a refund of the paid fees less any costs incurred.

### Legislation

Workplace Dimensions comply with Commonwealth and states/territory legislative and regulatory requirements that govern the delivery of nationally recognised training programs including (but not limited to):

- » National Vocational Education and Training Regulator Act 2011
- » VET Quality Framework
- » Work Health and Safety Act 2011
- » Privacy Act 1988
- » Copyright Act 1968
- » Anti-Discrimination Laws; and
- » Child Safe Standards

Workplace Dimensions operates in accordance with each of these legislative and regulatory requirements, where appropriate, incorporating them into Workplace Dimensions policies and procedures.



## Fees and Charges

In addition to course fees, which are paid by a learner or their employer, additional fees may be charged for the following services:

- » Recognition of Prior Learning (RPL)
- » External counselling or support services

Workplace Dimensions adheres to fee protection requirements as mandated by the Standards for RTO's where a learner prepays fees in excess of \$1,500 prior to commencement of a program.

## Information for Learners Accessing Funding through the ACT Training Fund (TFA)

If you are accessing funding through the TFA to complete your qualification, your assessment workbook will provide you with a timeline of when to submit your assessments. If you require an extension on this submission date please note it may impact the funding provided to you and you will be required to pay the full course fee.

## Cancellations, Refunds & Transfers

Due to high demand, should you wish to cancel, your full course fee is forfeited. However, up to 2 working days prior to the start of your scheduled program, you may replace yourself with another person for that program, so long as your replacement has completed all required pre-enrolment paperwork 24 hours prior to the program commencing, or your course fee is forfeited in full.

The only exception to this is in extenuating circumstances, such as bereavement, hospitalisation etc., for which you may be asked to provide evidence.

Should we cancel a program for any reason, you will be given notification of cancellation 1 week prior to the advertised start date and your course fee will be refunded in full, unless you choose to transfer to the next available program date.

You are permitted to transfer your enrolment to the same program on a different date one time only, if you let us know by phone or email at least 10 working days before the commencement of your program. Date transfers less than 10 days prior to a program or transferring dates more than once are not permitted and 100% of your course fee will be forfeited.

## Enrolment and Induction

Each learner has to complete and submit to Workplace Dimensions a Course Enrolment Form which is available on the last 4 pages of this handbook or from our website. Once enrolled in an accredited training course of your choice, you will be provided with course materials and inducted into the course. During induction please feel free to ask your Facilitators any questions you may have and they will be delighted to help.

## Learning Strategy and Support Services

Workplace Dimensions recognises that a significant aspect of the quality of training programs relies on effective support and management of learner's welfare. Workplace Dimensions Facilitators/Assessors observe and monitor learners' progression throughout the duration of training to identify any needs for additional learning support. Workplace Dimensions is committed to providing learners with access to:

- » Educational, vocational, and personal counselling services
- » Guidance and support specifically related to training and education
- » Information relating to the relevant legislation
- » If the necessary support extends beyond Workplace Dimensions's capabilities, we will provide information on relevant organisation/s that supply the required support service/s

## Language, Literacy and Numeracy Support Strategy

Workplace Dimensions is committed to ensuring wide accessibility of its training. As such, we recognise that literacy or numeracy problems may not, of themselves, preclude a learner from successfully acquiring the competencies associated with the course. An initial assessment of a learner's language, literacy and numeracy (LLN) skills will be made upon enrolment in a course. Every effort will be made to assess a learner's ability to carry out all the learning tasks and demonstrate the course competencies. Where possible, the learning activities may be adjusted to assist learners with language, literacy or numeracy skills needs.

The Facilitators/Assessors will advise all learners at the start of training program about support available in the areas of LLN. The Facilitators/Assessors also monitor learners' progression throughout the training program and assist learners if they identify any further issues with language, literacy and numeracy. In consultation with the learners and with respect towards privacy and confidentiality, support can be provided as soon as possible during training. Support is also available outside the classroom and at anytime during assessment. Sometimes the support provision may involve utilising the best possible resources available from the learners' employer and Workplace Dimensions team.

## Assessment Strategy and Evidence of Competency

Assessments are conducted in a fair, reliable, valid and flexible manner to ensure learners can achieve competency in a reasonable timeframe. Evidence of competency must be authentic, sufficient, valid and current.

At the start of each training program, Workplace Dimensions provides learners with assessment guidelines so that learners are aware of what they need to demonstrate to be deemed competent. A mix of assessment methods will be used; these may include:

- » Observations by the Facilitator (in the classroom)
- » Written tests
- » Group tasks and assignments

## National Recognition

Workplace Dimensions will at all times abide by the national recognition formed between all states/territories of Australia. Workplace Dimensions will recognise all nationally accredited qualifications or Statements of Attainment through the provision of certification showing all requirements as detailed within the Australian Qualifications Framework.

## Recognition of Prior Learning (RPL) and Credit Transfer

RPL is the recognition of learning or competencies that have been achieved through work, life experiences or other non-formal process – towards the relevant learning outcomes of an accredited training program. Learners may be granted recognition for prior learning or experience in the same skills/competency stipulated for the units of competency they are enrolled in.

Credit transfer allows learners to count relevant, successfully completed studies – achieved at TAFE institutes, RTOs, professional organisations or enterprises and universities – towards their current course or qualifications. Learners must provide evidence that they have previously completed the relevant units. Credit transfer works in 2 ways:

- » Learners receive credit for units they have previously completed and are exempt from retaking them, therefore reducing the study load.
- » Learners are exempt from certain introductory units but are still required to complete the total credit points or hours for the course.

If you are interested in RPL or applying for credit transfer, please contact our office for further information.

## Disciplinary Procedures

Workplace Dimensions adheres to the principles of adult learning. The learning environment shall facilitate the learning of all learners without interference or disturbance from others and encourage learners to respect and protect the rights of others. Learners will uphold the standards of Workplace Dimensions when they are engaged in training and assessment activities.

Misconduct means any conduct that is prejudicial to the good order and discipline. The following forms of misconduct will not be accepted and disciplinary actions apply:

- » Wilful damage or removal of property
- » Cheating, attempting to cheat or assisting any other learner to cheat by any means, including plagiarism (copying someone else's work and claiming it to be your own) – proven plagiarism will result in a reassessment by which the learners involved will be required to resubmit their assessments with written validation of authenticity by their supervisor/manager
- » Negligent or disorderly conduct towards a staff member or fellow learner, including assault or harassment (verbal or physical)
- » Being under the influence of alcohol or drugs
- » Smoking in the building
- » Consistently late in attending classes

## Complaints/Appeals

Workplace Dimensions has a documented process for lodging a formal complaint/appeal if such a situation arises. A complaint/appeal is any expression of dissatisfaction reported by a learner. This can be service related e.g. communications with administrative staff, training, assessment, safety or purely dissatisfaction regarding Workplace Dimensions or a staff member in general. Please contact our office on the contact details provided in this handbook to lodge a complaint/appeal in writing.

All formal written complaints/appeals lodged will be brought to the attention of Workplace Dimensions Manager - RTO and Project Delivery within 24 hours of being received. We will act on any complaint found to be substantiated. The complaint/appeal will be investigated within 14 days. An independent mediator will make the final decisions in the event a third party mediator is required. Workplace Dimensions will ensure that as promptly and fairly as possible, the learner making the complaint/appeal is satisfied with the remedial action. The learner making the complaint/appeal will receive a written statement of the outcomes/decisions, including reasons for the decision, within 21 days of lodging their complaint/appeal.

## Quality Control

Workplace Dimensions collect feedback from employers, learners, Facilitators/Assessors and other staff members on a systematic and regular basis. We are committed to continuous improvement, seeking to enhance our services the best we can to meet collective expectations.

## Learner Records

Workplace Dimensions have in place a secure recordkeeping system that utilises both paper and electronic formats. We keep in our office and information database record of each learner's enrolment, progress, attendance, and any complaints/appeals and resolution for 5 years after completion of the relevant training program. Record of results (for example: transcript, Statement of Attainment or Certificate) is kept for 30 years. Assessment documentation will be retained for 6 months from the date you are deemed competent, or longer if required by federal, state or industry funding bodies.

## Gaining Access to Your Records

It is important that you keep a copy of your assessment documentation before you send the original documents to us. You can access your own records at any time by sending us a written request. However, please keep in mind that records that have been securely archived may take longer to access. With regard to access to your records by other people, please read the important paragraphs below on privacy and confidentiality.

## Privacy Policy

Under the Data Provision Requirements 2012, Workplace Dimensions is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Workplace Dimensions for statistical, regulatory and research purposes. Workplace Dimensions may disclose your personal information for these purposes to third parties, including:

- » School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- » Employer – if you are enrolled in training paid by your employer;
- » Commonwealth and State or Territory government departments and authorised agencies;
- » NCVER;
- » Organisations conducting student surveys; and
- » Researchers.

# Policies and Procedures

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.

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

NCVER will collect, hold, use and disclose your 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)).

## Confidentiality

Learning Dimensions Network follows strict confidentiality policies. In the event that a learner discloses any information about a particular situation he/she might be facing we do not discuss or disclose this information to others without the learner's consent.

»

## Frequently Asked Questions

“Where do the courses being offered by Learning Dimensions Network sit within the Australian Qualifications Framework (AQF)?”

The nationally accredited courses being offered by Learning Dimensions Network are part of the Vocational Education and Training (VET) sector within the AQF, as shown in the table below.

### AQF Qualification by Sector of Accreditation

Schools	Vocational Training and Education	Higher Education
		Doctoral Degree
		Masters Degree
	Vocational Graduate Diploma	Graduate Diploma
	Vocational Graduate Certificate	Graduate Certificate
		Bachelor Degree
	Advanced Diploma	Associate Degree or Advanced Diploma
	Diploma	Diploma
	Certificate IV	
Senior Secondary Certificate of Education	Certificate III	
	Certificate II	
	Certificate I	

“How can I get the most out of my training?”

- » Prepare for each training session and actively participate in all scheduled activities
- » Complete all training and assessment requirements including classroom activities, group activities or assignments
- » Access the learner support services made available to you during the classroom session and post program
- » Participate in evaluation activities and offer constructive feedback regarding the course
- » Expect that Workplace Dimensions Facilitators/ Assessors and other staff members will treat you with respect
- » Treat staff members of Workplace Dimensions and your fellow learners with courtesy
- » Talk to your Facilitator or call our office if you experience any difficulties and we will rectify these for you

“What does competency mean?”

Competency is the formally recognised ability to perform a task under specified conditions to a precise standard. Units of competency are national industry-approved standards that outline the knowledge and skills necessary for effective performance in the workplace. National Training Packages or accredited course curricula consist of units of competency covering a wide range of topics, for example WHS, technical skills, communications, quality control and many other aspects of a vocation/job.

“How long does it take for me to receive my Statement of Attainment or Certificate?”

We will issue your Statement of Attainment or Certificate within a month after you are deemed competent. We sign off on your competency after we have adequate evidence such as satisfactory completion of all assessment tasks and receipt of the required supporting documentation. After you submit to us the completed assessments and supporting evidence, we will email you acknowledgement of receipt or request further information.

“What happens to my assessment documentation after I receive my Statement of Attainment or Certificate?”

We keep your assessment documentation in our secure storage for 6 months from the date you are deemed

competent. Please make copies of your documents before sending them to us, as we will not return the original documentation to you after marking is completed.

### “What happens if I am deemed ‘Not Yet Competent’?”

Learning Dimensions Network provide end-to-end learning and assessment support to learners. After 3 series of coaching and reassessments, if a learner is still unable to demonstrate competency, we may recommend that the learner resit in the program.

In the VET sector, or competency based training like the one you are enrolling into, there is no pass or fail. Put simply:

- a) You are deemed competent and therefore granted the certificate or statement of attainment, or
- b) You are seen to be not **yet** competent, hence more evidence needs to be provided, and can be continued to be provided, until you have ticked the boxes to be seen as competent, based on the parameters given to us.

It is important to us that you understand there is no ‘fail’ in our industry. There are no exams or ‘just one shot’ at it. It is a partnership where together, through coaching from us and effort on your part to demonstrate you have understood the content – a certificate or statement of attainment is not far away.

### “What is the difference between a Statement of Attainment and a Certificate?”

A Statement of Attainment is evidence that a learner has met the requirements of 1 or some unit(s) of competency which form(s) **part** of a qualification. A Certificate is issued when a learner has been deemed competent in all units that make up a **full** qualification.

For further information about accredited training programs by Workplace Dimensions, please contact:

#### **Ms. Stacey Gilligan**

Manager - RTO & Project Delivery

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# Unique Student Identifier (USI)

## Student Information for the Unique Student Identifier (USI)

From 1 January 2015 all students undertaking nationally recognised training delivered by a registered training organisation need to have a Unique Student Identifier (USI).

A USI gives students access to their 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 of a student's nationally recognised training records and results from 1 January 2015 onwards. A student's results from 2015 will be available in their USI account, via data submitted by the RTO annually to NCVET.

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

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

From 1 January 2015 a USI is necessary for issuance of Statement of Attainments or Certificates. Workplace Dimensions will not be able to issue any certification without a valid USI.

You can quickly and easily create your own online at [www.usi.gov.au](http://www.usi.gov.au)

## Who needs a USI?

Students who need a USI include:

- » students who are enrolling in nationally recognised training for the first time;
- » school students completing nationally recognised training; and
- » students continuing with nationally recognised training after January 2015.

Once a student creates their USI they will be able to:

- » give their USI to each training organisation they study with;
- » view and update their details in their USI account;
- » give their training organisation permission to view and/or update their USI account;
- » give their training organisation view access to their transcript;
- » control access to their transcript; and
- » view online and download their training records and results in the form of a transcript.

For international, overseas or offshore students please visit [usi.gov.au](http://usi.gov.au) for more information.

## How to get a USI

It is free and easy for students to create their own USIs online.

While students may create their own USI, training organisations are also able to create USIs for students. Training organisations should do this as part of the enrolment process when students begin studying. Where this service is provided, training organisations will let students know.



## Need Some Help with USI?

### Steps to create a USI

The following steps show how students can create a USI:

#### Step 1

Have at least one and preferably two forms of ID ready from the list below:

- » Driver's Licence
- » Medicare Card
- » Australian Passport
- » Visa (with Non-Australian Passport) for international students
- » Birth Certificate (Australian)
- » Certificate Of Registration By Descent
- » Citizenship Certificate
- » Immi Card

If a student has no proof of ID from the list above, they will be required to contact their training organisation about other forms of ID they can accept to help a student get a USI.

#### Step 2

Have contact details ready (e.g. email address, or mobile number, or address).

#### Step 3

Visit the USI website at: [usi.gov.au](http://usi.gov.au).

#### Step 4

Select the 'Create a USI' link and follow the steps.

#### Step 5

Agree to the Terms and Conditions.

#### Step 6

Follow the instructions to create a USI – it should only take a few minutes. Upon completion, the USI will be displayed on the screen. It will also be sent to the student's preferred method of contact.

#### Step 7

The student should then write down the USI and keep it somewhere handy and safe.

**IMPORTANT:** To make sure all a student's training records are together, the USI will be linked to the student's name as it appears on the form of ID used to create the USI. The personal details entered when a student creates a USI must match exactly with those on their form of ID.

For more information please visit: [usi.gov.au](http://usi.gov.au)

Email: [usi@industry.gov.au](mailto:usi@industry.gov.au)

Phone: 1300 857 536



## USI Privacy Information

If you do not already have a Unique Student Identifier (USI) and you want Workplace Dimensions to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, Workplace Dimensions will provide to the 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, if shown, 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 Medicare card, birth certificate, drivers licence, Australian passport, citizenship document, certificate of registration by descent, Immi Card or Australian entry visa.

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.

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.

details you have provided in your enrolment. You will receive a notification that we have located your USI. If we are unable to verify the USI information you have provided we will use this function locate your correct USI.

If you ask Workplace Dimensions to make an application for a student identifier on your behalf, Workplace Dimensions will have to declare that Workplace Dimensions 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 Workplace Dimensions 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;
- » may be 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;

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- » 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.

Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- » misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
- » failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

For information about how Workplace Dimensions collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to page 12 of this Pre-enrolment handbook.

## USI Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy or by contacting the Registrar on email [usi@industry.gov.au](mailto:usi@industry.gov.au) or telephone 1300 857 536. The Registrar's Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information

Version	Publish date - 2017 onwards	Modified by	Details of change
5	6 April 2017	Stacey Gilligan	Update of qualification details and pricing
6	16 August 2017	Stacey Gilligan	Removal of TAE40110 Certificate IV Training & Assessment, updated information on TAELLN411 Address Adult Language, Literacy and Numeracy Skills.
7a	13 April 2018	Stacey Gilligan	Addition of National Vet Data Policy information, review of enrolment to AVETMISS 8 standards and currency all information.
7b	22 May 2018	Paula Tabone	Addition of ACT TFA funding advice

# Course Enrolment Form

Thank you for registering for the Workplace Dimensions Program. Your enrolment is confirmed upon receipt of payment.

Please complete details as fully as possible, to comply with Government requirements and for the purpose of learning support arrangement. Once complete, please scan and email to [paula.f@LDN.com.au](mailto:paula.f@LDN.com.au).

## Program and fee inclusion:

- ✓ Tuition fees
- ✓ Program materials
- ✓ Assessment
- ✓ Morning and afternoon tea for each day

Please refer to <http://workplacdimensions.com.au/enrolment/> for current dates and locations.

Which program are you enrolling in? (please <input checked="" type="checkbox"/> tick)	City	Date	Cost
<input type="checkbox"/> BSB51315 Diploma of Work Health and Safety			\$2,995
<input type="checkbox"/> BSB41415 Certificate IV in Work Health and Safety			\$1,795
<input type="checkbox"/> BSB42015 Certificate IV in Leadership and Management			\$2,650
<input type="checkbox"/> The Art of Training, Presenting and Facilitating			\$1,250
<input type="checkbox"/> TAELLN411 Address Adult Language, Literacy and Numeracy Skills			\$350

Learner's Details	
Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Other
Date of Birth (DD/MM/YYYY)	Gender <input type="checkbox"/> Male <input type="checkbox"/> Female <input type="checkbox"/> Other
First Name	
Family Name	
Home Phone Number	
Mobile Phone Number	
Email	
*Upon processing the payment, a receipt will be emailed to the email address listed here.	
Emergency Contact (Full Name)	
Relationship to You	
Emergency Contact Phone Number	

## Workplace Dimensions – Office Use Only

Entered into VETTRAK by		Date Entered:		Student ID:	
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Learner's Details			
Residential Address			
	Suburb	State	Postcode
Postal Address (if different from Residential Address)			
	Suburb	State	Postcode
Are you an Australian citizen?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Other visa holder - please state:			
Are you of Aboriginal or Torres Strait Islander origin? (for persons of both Aboriginal or Torres Strait Islander origin, select both)	<input type="checkbox"/> No <input type="checkbox"/> Yes Aboriginal <input type="checkbox"/> Yes Torres Strait Islander		
Country of Birth		Town of Birth	
Language(s) other than English spoken at home			
How did you hear about the program?			
Prior Education/Training			
Highest level of secondary school completed	Grade:	Year completed:	
Other qualifications completed since leaving school (please circle)	<input type="checkbox"/> Certificate I <input type="checkbox"/> Certificate II <input type="checkbox"/> Certificate III <input type="checkbox"/> Certificate IV <input type="checkbox"/> Diploma <input type="checkbox"/> Advanced Diploma <input type="checkbox"/> Bachelor's Degree or higher		
Current Employment			
Company Name			
Position in Company			
Status (please circle)	<input type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual <input type="checkbox"/> Contractor		
Department/Business Unit			
Additional Information			
Do you have special requirements (for example: English language support, use of mathematics at work, or due to an impairment) that will impact your learning during this program (please circle)?			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
If yes, please provide more information so that we can prepare, in consultation with you, the appropriate and relevant support:			

## Unique Student Identifier (USI)

If you do not have a USI you can apply for it now, it only takes a few minutes. Go to [www.usi.gov.au](http://www.usi.gov.au)

My USI is:

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NOTE: Permission is provided to use the locate USI function if unable to read or verify USI details)

I would like Workplace Dimensions to apply on my behalf

For this to occur, I confirm the following information:

My names given on this enrolment form are as they appear on my identification documents

My Date of Birth is as it appears on my identification documents

The city / town and country of birth are as previously stated on this enrolment form

I have attached a copy of my identification

Drivers License

Medicare Card

Australian Passport

Visa

Australian Birth Certificate

Certificate of Registration by Descent

Citizenship Certificate

Immi Card

ID Number \_\_\_\_\_

My preferred method of contact regarding my USI application is (e.g. phone or email etc.)

\_\_\_\_\_

**Please provide the following details:**

Please charge my credit card for a total of \$

Visa OR  Mastercard

Name on Card

Card Number

Expiry Date

CCV Number

Signature

Please note that GST is not applicable on accredited training programs.

**Learner's Declaration and Consent**

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 accordance with the VET Data Policy Privacy Notice.

I have read and understood the USI privacy information.. I acknowledge that it is my responsibility to inform Learning Dimensions Network (parent division of Workplace Dimensions, Safety Dimensions & Leadership Dimensions) of any correction or update to the details I supplied in the Course Enrolment Form. I can do this via phone toll free in Australia on 1300 453 555, on 03 9510 0477 or email [info@workplacedimensions.com.au](mailto:info@workplacedimensions.com.au).

I have read, understood and agree to Workplace Dimensions policies and procedures, including for RPL, credit transfer and the cancellation, refund and transfer policy described in this handbook. This Pre-enrolment Information handbook is available here: <http://workplacedimensions.com.au/enrolment/>.

I give permission for Workplace Dimensions to contact me by email, phone or post in order to verify my citizenship or residency status and deliver learning support activities (e.g. assessment reminder letters) that can assist me in successfully completing the program I am enrolled in, and/or to inform me of any changes that may impact my training.

I authorise Workplace Dimensions to release information on the progress and completion of my training to the relevant Government departments or funding bodies when required by law.

Tick this box if you do not want to receive Workplace Dimensions news and updates about upcoming programs, research findings, tips on safety and leadership and/or relevant industry via email.

Signature: \_\_\_\_\_ Day \_\_\_\_\_ /Month \_\_\_\_\_ /Year \_\_\_\_\_

**Please save a copy to your files and email a copy to [paula.t@LDN.com.au](mailto:paula.t@LDN.com.au)**

