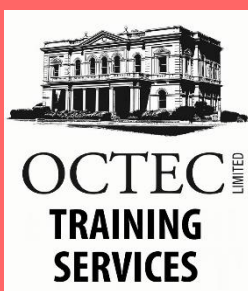




SIR30216 Certificate III in Retail
Online Program



INFORMATION BOOKLET

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About OCTEC

OCTEC is a leader in assisting people and their communities to provide early pathways to employment and to help individuals adjust to changing employment conditions. To do this, much of the focus of OCTEC programs is on vocational education and training, disability support and employment services. A key to the success achieved by OCTEC has been tailoring training and support to individual needs and local circumstances. This has required OCTEC to continuously evolve as an organisation over the 40 years of their existence.

The training, support and employment spheres in which OCTEC operates are becoming increasingly competitive. They are becoming increasingly dominated by large providers from both the public and private sectors. As a medium-sized provider from the community sector, OCTEC has been able to differentiate what it does, specialising in key areas of training and support, while maintaining a network of customised services across NSW.

OCTEC Training Services

OCTEC Ltd is a Registered Training Organisation (RTO) that delivers a variety of accredited qualifications including the SIR30216 Certificate III in Retail.

OCTEC Ltd delivers qualifications throughout Australia.

RTO ID: 90142

ABN: 91 336 868 595

Contact details

If you have any questions or enquiries about this course, we can be contacted through the following methods:

Telephone: 02 6362 7973 (9.00am – 5pm AEST)

Email: training@octec.org.au

Web Site: www.octec.org.au

Head Office

247 Anson Street

Orange NSW 2800

Course Overview

Qualification

SIR30216 Certificate III in Retail

This course is accredited through the Australian Skills Quality Authority (ASQA) and is nationally recognised. This course has been developed to enable learners to satisfy the requirements for the SIR30216 Certificate III in Retail, requiring 13 units - 8 core units plus 5 elective units of competency. Learners must complete 12 units of competency to achieve the qualification.

About the qualification

This qualification applies to a range of administrative roles in varied contexts.

During this course students will develop:

- Retail career planning
- Retail industry knowledge
- Customer service and sales skills
- Point-of-sale skills
- WHS, risk and store maintenance

Delivery mode

This qualification program is delivered in an **online** training model. The program includes:

- Virtual classroom training via Zoom
- Homework / Self-Paced Structured Learning activities conducted through an online learning management system
- 10-12 days of work placement in a retail environment

Course duration and amount of training

Course duration

This is a full-time study program that is completed over 26 weeks (2 x 13 week semesters)

This is a shorter duration course which is aimed at individuals who already have some existing customer service skills and/or experience gained through paid or unpaid work or previous training.

According to the AQF and the Standards for RTOs 2015, Certificate III programs should be delivered over 1200 hours or a 12 month period. This duration may be reduced where students have existing knowledge and skill relating to the qualification.

As part of the entry requirement for this shorter duration program, students will need to undertake an assessment of existing skills and knowledge.

Amount of training (student commitment)

Students considering this program should be able to commit to an average of 30 hours per week throughout the program. This course work will include:

- Virtual classroom training 2 days per week
- Up to 10 hours of Homework / Self-Paced Structured Learning activities (delivered online)
- 10-12 days of work placement in a retail environment (approximately 90 hours)

In total, students will complete approximately 660 hours of training and assessment throughout this program.

Work Placement

Work placement is where students complete structured learning and assessment activities in the workplace. During work placement, students are required to complete projects, tasks, and journals. Students are required to complete their Training Log Book during their work placement days to record the tasks they complete and their hours of work.

Student requirements

Student **participation in work placement is a compulsory part of this training program.**

Most of the units in this program require assessment to be conducted in the workplace. Students must participate in the work placement to achieve a competent result in most units.

Throughout this program students are required to **participate in a minimum 10 days of work placement**. The program includes 12 days of placement, so *students enrolled in this program must be willing to complete the 12 scheduled days*. The minimum is in place to cover extenuating circumstances like illness or work placement unavailability.

Work placements will reflect shifts in the Retail sector. In some cases, work placement shifts may involve weekend or Thursday night shifts. We will do our best to facilitate work placement to meet student needs.

Students are not paid to undertake work placement. In some cases, students may find employment in a retail role, or be offered employment by their host employer. We are always pleased when this happens, and we can use your paid employment to replace work placement. Students should not expect that this will occur as OCTEC can offer no guarantees of paid employment (we will however do everything we can to help if a job is offered!).

Work Placement Agreements

Prior to any work placement being conducted, an Agreement is put in place between the student, employer and OCTEC. This agreement outlines the specific dates of placements, the expectations of student behaviour, and the responsibilities of the workplace supervisor. This agreement is signed by all parties prior to work placement commencing.

Organisation of work placement

Work placement will be organised by OCTEC Training Services in consultation with the student and their Career Consultant where appropriate.

OCTEC Ltd has appropriate insurances to cover all students in the workplace. Work placements will be local and close to public transport wherever possible.

Course Content

Units of Competency

The SIR30216 Certificate III Retail is made up of 13 Units of Competency.

The following information provides a summary the units that will be covered as part of this qualification.

Core units

SIRXCEG001 Engage the customer

This unit describes the performance outcomes, skills and knowledge required to interact and communicate with a diverse range of customers to assist with basic enquiries and contribute to a service culture.

It applies to individuals working in frontline customer service roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

ELEMENTS

1. Engage customers
2. Assist customers
3. Contribute to a service culture

SIRXCEG002 Assist with customer difficulties

This unit describes the performance outcomes, skills and knowledge required to solve customer problems and use techniques to deal with customer difficulties.

It applies to individuals working in frontline customer service roles in a diverse range of industry sectors and business contexts. They operate with independence and under limited supervision and guidance from others, and within established organisational policies and procedures.

ELEMENTS

1. Deal with customer complaints
2. Process refunds and exchanges
3. Deal with difficult customer
4. Provide feedback on customer service

SIRXCEG003 Build customer relationships and loyalty

This unit describes the performance outcomes, skills and knowledge required to build customer relationships and foster customer loyalty.

It applies to individuals working in frontline customer service roles in a diverse range of industry sectors and business contexts. They operate with independence and under limited supervision and guidance from others, and within established organisational policies and procedures.

ELEMENTS

1. Develop relationships with customers
2. Generate customer loyalty
3. Deal with escalated customer complaints

SIRXCOM002 Work effectively in a team

This unit describes the performance outcomes, skills and knowledge required to communicate and work cooperatively with both peer and senior team members to contribute to the achievement of team goals.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

ELEMENTS

1. Communicate with team members
2. Actively participate in retail teams

SIRXIND001 Work effectively in a service environment

This unit describes the performance outcomes, skills and knowledge required to work effectively in the retail environment by integrating knowledge of workplace rights and responsibilities, organisational policies and procedures into daily work activities.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

ELEMENTS

1. Source and use information on employment rights and responsibilities
2. Work within organisational requirements
3. Use effective work habits

SIRXRSK001 Identify and respond to security risks

This unit describes the performance outcomes, skills and knowledge required to identify security risks related to customers, team members, merchandise and money, and take appropriate action, within scope of job role, to eliminate or minimise those risks.

It applies to individuals at all levels working in frontline roles in a diverse range of industry sectors and business contexts.

ELEMENTS

1. Identify potential security risks
2. Respond to security breaches
3. Report on security issues

SIRXSLS001 Sell to the retail customer

This unit describes the performance outcomes, skills and knowledge required to deliver quality customer service and sell to retail customers. It requires the ability to determine customer needs, match products and services to their needs, and facilitate a sale.

This unit applies to all retail sectors and business sizes from large format stores to small independents. It applies to retail personnel at all levels who play a role in engaging with customers with the purpose of selling.

ELEMENTS

1. Establish customer need
2. Provide advice on products and services
3. Facilitate the sale of products and services

SIRXWHS002 Contribute to workplace health and safety

This unit describes the performance outcomes, skills and knowledge required to follow organisational policies and procedures for safe work practice.

This unit applies to individuals working at all levels in a diverse range of industry sectors and business contexts.

The unit incorporates the requirement for all employees under state and territory Work Health and Safety (WHS) legislation, to participate in the management of their own health and safety, that of their colleagues and anyone else in the workplace.

ELEMENTS

1. Act safely in the workplace
2. Follow emergency procedures
3. Participate in workplace health and safety practices

Elective units

CHCDIV001 Work with diverse people

This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

This unit applies to all workers.

ELEMENTS

1. Reflect on own perspectives
2. Appreciate diversity and inclusiveness, and their benefits
3. Communicate with people from diverse backgrounds and situations
4. Promote understanding across diverse groups

SIRXIND002 Organise and maintain the store environment

This unit describes the performance outcomes, skills and knowledge required to organise, clean and maintain the work environment to ensure optimal workplace appearance and safety.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

ELEMENTS

1. Clean the store environment
2. Maintain the store environment

SIRXIND004 Plan a career in the retail industry

This unit describes the performance outcomes, skills and knowledge required to identify and document current skills and interests, explore retail career options and plan for career progression in the retail industry.

The unit applies to any individual exploring career options in the retail industry.

ELEMENTS

1. Explore career opportunities and preference
2. Identify skill development requirements
3. Plan retail career progression

SIRRINV001 Receive and handle stock

This unit describes the performance outcomes, skills and knowledge required to receive and store retail stock. It requires the ability to check stock quality and quantity against order requirements; store or present stock correctly; and maintain cleanliness of stock-handling areas.

This unit applies to all retail sectors and business sizes from large format stores to small independents. It applies to frontline personnel who have limited autonomy and work under close supervision and guidance of others in frontline operational roles. However; in smaller retail businesses, senior personnel also undertake this function

ELEMENTS

1. Maintain stock handling and storage areas
2. Accept stock delivery
3. Replenish stock levels

SIRXSLS002 Follow point-of-sale procedures

This unit describes the performance outcomes, skills and knowledge required to follow point-of-sale work systems, process transactions and complete sales.

It applies to individuals working in frontline operational roles in a diverse range of industry sectors and business contexts. They operate with some independence under general supervision and guidance from others, and within established organisational policies and procedures.

ELEMENTS

1. Follow point of sale work systems
2. Process point-of-sale transactions
3. Complete sales

Planned Course Schedule

WEEK	DAYS	DATE	HOURS	TRAINER NAME	UNIT CODE	UNIT NAME
SEMESTER 1						
1	Tuesday	26/05/2020	9.00-3.30	Robyn Ratcliffe	SIRXIND004	Plan a career in the retail industry
	Wednesday	27/05/2020	9.00-3.30	Robyn Ratcliffe	SIRXIND004	Plan a career in the retail industry
2	Tuesday	2/06/2020	9.00-3.30	Robyn Ratcliffe	SIRXIND004	Plan a career in the retail industry
	Wednesday	3/06/2020	9.00-3.30	Robyn Ratcliffe	SIRXIND004	Plan a career in the retail industry
3	Tuesday	9/06/2020	9.00-3.30	Robyn Ratcliffe	SIRXIND001	Work effectively in a service environment
	Wednesday	10/06/2020	9.00-3.30	Robyn Ratcliffe	SIRXIND001	Work effectively in a service environment
4	Tuesday	16/06/2020	9.00-3.30	Robyn Ratcliffe	SIRXIND001	Work effectively in a service environment
	Wednesday	17/06/2020	9.00-3.30	Robyn Ratcliffe	SIRXCOM002	Work effectively in a team
5	Tuesday	23/06/2020	9.00-3.30	Robyn Ratcliffe	SIRXCOM002	Work effectively in a team
	Wednesday	24/06/2020	9.00-3.30	Robyn Ratcliffe	SIRXCOM002	Work effectively in a team
6	Tuesday	30/06/2020	9.00-3.30	Robyn Ratcliffe		Catch up
	Wednesday	1/07/2020	9.00-3.30	Robyn Ratcliffe	SIRXIND002	Organise and Maintain the store environment
7	Tuesday	7/07/2020	9.00-3.30	Robyn Ratcliffe	SIRXIND002	Organise and Maintain the store environment
	Wednesday	8/07/2020	9.00-3.30	Robyn Ratcliffe	SIRXIND002	Organise and Maintain the store environment
8	Tuesday	14/07/2020	9.00-3.30	Robyn Ratcliffe	SIRXIND002	Organise and Maintain the store environment
	Wednesday	15/07/2020	9.00-3.30	Robyn Ratcliffe	SIRXWHS002	Contribute to workplace health and safety
9	Tuesday	21/07/2020	9.00-3.30	Robyn Ratcliffe	SIRXWHS002	Contribute to workplace health and safety
	Wednesday	22/07/2020	9.00-3.30	Robyn Ratcliffe	SIRXWHS002	Contribute to workplace health and safety
10	Tuesday	28/07/2020	9.00-3.30	Robyn Ratcliffe	SIRXCEG001	Engage the customer
	Wednesday	29/07/2020	9.00-3.30	Robyn Ratcliffe	SIRXCEG001	Engage the customer
11	Tuesday	4/08/2020	9.00-3.30	Robyn Ratcliffe	SIRXCEG001	Engage the customer
	Wednesday	5/08/2020	9.00-3.30	Robyn Ratcliffe	SIRXCEG001	Engage the customer
12	Tuesday	11/08/2020	9.00-3.30	Robyn Ratcliffe	SIRXSLS001	Sell to the retail customer
	Wednesday	12/08/2020	9.00-3.30	Robyn Ratcliffe	SIRXSLS001	Sell to the retail customer
13	Tuesday	18/08/2020	9.00-3.30	Robyn Ratcliffe	SIRXSLS001	Sell to the retail customer
	Wednesday	19/08/2020	9.00-3.30	Robyn Ratcliffe		Catch Up

SEMESTER 2						
14	Tuesday	25/08/2020	9.00-3.30	Robyn Ratcliffe	CHCDIV001	Work with diverse people
	Wednesday	26/08/2020	9.00-3.30	Robyn Ratcliffe	CHCDIV001	Work with diverse people
	Thursday	27/08/2020		Robyn Ratcliffe	Work Placement	
15	Tuesday	1/09/2020	9.00-3.30	Robyn Ratcliffe	CHCDIV001	Work with diverse people
	Wednesday	2/09/2020	9.00-3.30	Robyn Ratcliffe	CHCDIV001	Work with diverse people
	Thursday	3/09/2020		Robyn Ratcliffe	Work Placement	
16	Tuesday	8/09/2020	9.00-3.30	Robyn Ratcliffe	SIRXRSK001	Identify and respond to security risks
	Wednesday	9/09/2020	9.00-3.30	Robyn Ratcliffe	SIRXRSK001	Identify and respond to security risks
	Thursday	10/09/2020		Robyn Ratcliffe	Work Placement	
17	Tuesday	15/09/2020	9.00-3.30	Robyn Ratcliffe	SIRXRSK001	Identify and respond to security risks
	Wednesday	16/09/2020	9.00-3.30	Robyn Ratcliffe	SIRXRSK001	Identify and respond to security risks
	Thursday	17/09/2020		Robyn Ratcliffe	Work Placement	
18	Tuesday	22/09/2020	9.00-3.30	Robyn Ratcliffe	SIRXCEG002	Assist with customer difficulties
	Wednesday	23/09/2020	9.00-3.30	Robyn Ratcliffe	SIRXCEG002	Assist with customer difficulties
	Thursday	24/09/2020		Robyn Ratcliffe	Work Placement	
19	Tuesday	29/09/2020	9.00-3.30	Robyn Ratcliffe	SIRXCEG002	Assist with customer difficulties
	Wednesday	30/09/2020	9.00-3.30	Robyn Ratcliffe	SIRXCEG002	Assist with customer difficulties
	Thursday	1/10/2020		Robyn Ratcliffe	Work Placement	
20	Tuesday	6/10/2020	9.00-3.30	Robyn Ratcliffe		Catch Up
	Wednesday	7/10/2020	9.00-3.30	Robyn Ratcliffe	SIRXCEG003	Build customer relationships and loyalty
	Thursday	8/10/2020		Robyn Ratcliffe	Work Placement	
21	Tuesday	13/10/2020	9.00-3.30	Robyn Ratcliffe	SIRXCEG003	Build customer relationships and loyalty
	Wednesday	14/10/2020	9.00-3.30	Robyn Ratcliffe	SIRXCEG003	Build customer relationships and loyalty
	Thursday	15/10/2020		Robyn Ratcliffe	Work Placement	
22	Tuesday	20/10/2020	9.00-3.30	Robyn Ratcliffe	SIRRINV001	Receive and handle retail stock
	Wednesday	21/10/2020	9.00-3.30	Robyn Ratcliffe	SIRRINV001	Receive and handle retail stock
	Thursday	22/10/2020		Robyn Ratcliffe	Work Placement	
23	Tuesday	27/10/2020	9.00-3.30	Robyn Ratcliffe	SIRRINV001	Receive and handle retail stock
	Wednesday	28/10/2020	9.00-3.30	Robyn Ratcliffe	SIRRINV001	Receive and handle retail stock
	Thursday	29/10/2020		Robyn Ratcliffe	Work Placement	
24	Tuesday	3/11/2020	9.00-3.30	Robyn Ratcliffe	SIRXSLS002	Follow point-of-sale procedures
	Wednesday	4/11/2020	9.00-3.30	Robyn Ratcliffe	SIRXSLS002	Follow point-of-sale procedures

	Thursday	5/11/2020		Robyn Ratcliffe	Work Placement	
25	Tuesday	10/11/2020	9.00-3.30	Robyn Ratcliffe	SIRXSL002	Follow point-of-sale procedures
	Wednesday	11/11/2020	9.00-3.30	Robyn Ratcliffe	SIRXSL002	Follow point-of-sale procedures
	Thursday	12/11/2020		Robyn Ratcliffe	Work Placement	
26	Tuesday	17/11/2020	9.00-3.30	Robyn Ratcliffe		Catch Up/Submit all work placement assessment
	Wednesday	18/11/2020	9.00-3.30	Robyn Ratcliffe		Catch Up/Course debrief

COVID-19 Contingency schedule

Please note, an alternative schedule has been developed should COVID-19 prevent work placement from being viable as early as August 2020.

Should the contingency schedule need to be implemented

- The Duration will increase to 28 weeks
- There will be a 2 week workplacement block which will commence on Monday 16th November
- The final week will include catchup and submission of work placement commencement. The course would officially complete on the 2nd December 2020

Semester one in both schedules is identical. Students will be advised before semester 2 commences if any changes to schedule are required.

Student Support Services

As part of your enrolment, OCTEC will conduct an assessment to help determine your individual needs. If you require any additional supports, we will develop an action plan with you to provide assistance to address your individual needs.

We can provide a variety of support services. Below is a summary of some of the services we can offer you.

If you have a disability or literacy difficulties

If you have a disability or literacy difficulties, OCTEC Ltd will work with you to develop an action plan to support your needs. This may include making changes or any 'reasonable adjustments' necessary for you to perform essential course-work. Reasonable adjustment is provided to those with a disability or special need, according to individual circumstances.

Reasonable adjustment may include, but is not restricted to:

- More time to complete assessments
- Demonstration of skills (where possible)
- Education support (one-on-one sessions with trainer/assessor)
- Use of visual aids
- Use of adaptive technology
- Additional activities to develop your LLN skills

If you require additional support, please advise your trainer or one of our Student Support Workers.

Student support for Aboriginal or Torres Strait Islander people

OCTEC Ltd is able to provide student support services to Aboriginal and Torres Strait Islander students to help ensure the success of students. Services we can offer include:

- Verbal assessment rather than written assessments
- One-on-one sessions with trainer/assessor
- Additional time to complete assessments

Course requirements

Entry requirements

There are no formal entry requirements for this qualification, however:

- Students must have sufficient literacy and language English skills and will be required to complete a Language, Literacy and Numeracy assessment prior to undertaking training to ensure they have the required skills to undertake training at this level.

Pre - course assessment

All applicants for this course need to participate in a pre-course assessment prior to acceptance into this course. The pre-course assessment will include:

- Completing a questionnaire to help us identify your individual needs
- Completing an online Language Literacy and Numeracy Assessment
- Completing a questionnaire about your existing skills and experience in computers or a business environment

USI requirements

From 1 January 2015, it is a requirement of the Australian Government that every Vocational Education and Training (VET) student enrolling in a Nationally Recognised Course, will require a unique student identifier (USI) number before any Certificates can be issued.

A USI is a reference number made up of numbers and letters that gives students access to their USI account. A USI will allow an individual's USI account to be linked to the National Vocational Education and Training (VET) Data Collection, allowing an individual to see all of their training results from all providers, including all completed training units and qualifications.

As part of the enrolment process with OCTEC Ltd, you will be required to provide us with your USI number. If you do not have a USI number, you can register for your USI Number by visiting www.usi.gov.au. If you need assistance, an OCTEC staff member can help you to register for a USI.

On enrolment your USI Number will be verified by OCTEC.

Identification and evidence requirements

When enrolling in an OCTEC training program, you will be asked to provide identification so that we can confirm your identity and check your eligibility for Smart and Skilled subsidies, concessions or exemptions.

Evidence of residency in NSW:

- Drivers Licence or Proof of Aged Card, or
- Utilities Bill

Evidence of citizenship, residence or visa status

- Australian or New Zealand Passport or
- Australian or New Zealand Birth Certificate
- Green Medicare Card or
- Visa or residency documentation

Evidence for concession fee

- Centrelink evidence – proof of benefit
- Centrelink evidence – proof of being dependent child, partner or spouse of a Commonwealth Government welfare recipient

Evidence for fee exemption – Aboriginality

- Student declaration/signature

Evidence for fee exemption – Disability

- Centrelink evidence, for example:
 - A letter from Centrelink that shows your Client Reference Number (CRN) or
 - A current Disability Pensioner Concession Card that shows the CRN, or
 - A current Centrelink income statement for the Disability Support Pension or
- Documentary evidence of support demonstrating a clear additional need as a result of the your disability. A letter or statement from:
 - A medical practitioner
 - An appropriate government agency (eg Disability Employment Service, Disability Service Provider)
 - A specialist allied health professional (eg psychologist, occupational therapist, rehabilitation counsellor)

Evidence for fee exemption – refugee or asylum seeker

- Relevant visa documentation or
- ImmiCard or
- Documentation from the Department of Immigration and Border Protection acknowledging application for humanitarian visa

Evidence for Fee-free scholarship

Students who are applying for a Fee-Free Scholarship should discuss specific evidence requirements with an OCTEC RTO Representative.

Course Fees - NSW

Smart and Skilled Courses – Course Fees

Where your course is funded through NSW Smart and Skilled, the following fees apply:

First Qualification	\$1,450
Subsequent Qualification	\$1,750
Concession	\$240
Exemption	\$0

For more information about Smart and Skilled Fees, please speak to one of our RTO staff members. You can also visit the following link for information on Smart and Skilled Fees

<https://smartandskilled.nsw.gov.au/for-students/how-much-will-your-course-cost>

First qualification	<p>This fee applies to standard students who are not doing a traineeship or who do not qualify for an exemption or concession.</p> <p>This fee applies where the student does not already hold post-school qualifications</p> <p>Please note on completion of this qualification, students will need to pay the "Subsequent qualification" fee for future Smart and Skilled funded qualifications.</p>
Subsequent qualification	<p>This fee applies to students who are not doing a traineeship or who do not qualify for an exemption or concession.</p> <p>This fee applies where the student already holds a previous post-school qualification.</p>
Concession	<p>This is a discounted fee that applies to disadvantaged students. See eligibility requirements below for details on whether you meet the requirements for a concession fee.</p>
Exemption	<p>Some students may be eligible for a full fee exemption for this course. See the eligibility requirements below for details on whether you meet the requirements for a fee exemption.</p>

Fee adjustments

Adjustments are made to fees in the following circumstances:

- Where a student is granted recognition of prior learning (RPL) for one or more units of competency
- Where a student is granted credit transfer (CT) for one or more units of competency

In both circumstances, the fees for the qualification will be reduced. Talk to an OCTEC RTO representative for more information about fee adjustments for RPL and CT.

Eligibility for Smart and Skilled funded programs

To be eligible for Smart and Skilled funded training programs, excluding traineeships, the student must meet the following eligibility requirements:

- Be an Australian Citizen, a permanent Australian resident, a New Zealand citizen or be a humanitarian visa holder, and
- Be 15 years or older, and
- live or work in New South Wales, and
- no longer be at school (except for school-based trainees and students being home-schooled).

Students who are new entrant trainees are automatically eligible for Smart and Skilled subsidy for the NSW Skills List qualification that supports their traineeship.

Concession eligibility

A student who receives a specified Commonwealth Government welfare benefit or allowance is eligible for a concession fee for this qualification. Students who are dependents of a person receiving a specified Commonwealth Government benefit or allowance may also be eligible for a concession fee.

Specified Government benefits and allowances include (but are not limited to):

- | | |
|----------------------|--|
| • Age pension | • Austudy |
| • Carer Payment | • Family Tax Benefit Part A (maximum rate) |
| • Newstart Allowance | • Parenting Payment (single) |
| • Youth Allowance | • Sickness Allowance |

Speak to an OCTEC RTO representative for details of all benefits and allowances that meet the eligibility requirements.

Exemption eligibility

Students who qualify for a fee exemption are:

- Australian Aboriginal and Torres Strait Islander people
- People with a disability(ies)
- Students who are dependants of a person who is receiving the Disability Support Pension
- Refugees and asylum seekers
- Recipients of Fee-Free Scholarships (see below)

Fee-free scholarships

The NSW Government's Smart and Skilled Fee-Free Scholarships mean that students can get training to get the skills they need to get the job they want and their course fees will be covered.

Smart and Skilled Fee-Free Scholarships are available for:

- young people who are eligible for a concession fee
- young people who are or have been in out-of-home care
- people who are experiencing or have experienced domestic and family violence and their dependants.

Talk to an OCTEC RTO representative for more information about Fee-Free Scholarships, or visit <https://smartandskilled.nsw.gov.au/for-students/scholarships/fee-free-scholarships>

Additional Fees and Refunds Information

Payment plans and maximum upfront payments

To comply with our requirements as a Registered Training Organisation, OCTEC has established the following rules regarding the collection of fees:

- Payment plans are mandatory where course fees paid by individual students exceed \$1,500
OCTEC will not accept full pre-payment of a course where the fees exceed \$1,500
- Where an employer or other organisation contracts OCTEC to deliver training on their behalf, there is no requirement for a payment plan

Fee collection and terms

Once a student has confirmed enrolment into this qualification, OCTEC will raise an invoice for student fees.

The invoice will be emailed or posted directly to the student unless prior arrangements have been made for another party to make the payment.

In circumstances where an employer or other organisation (e.g. Employment Service's) has agreed to pay student fees, the invoice will be forwarded to that party for payment.

Invoices have a 7 day payment period, however payment plans can be negotiated.

All fees MUST be paid prior to final assessment for any qualification or course. No certificates or testamur will be issued until course fees are paid.

Refunds policy

Please refer to your Student Handbook for details about OCTEC Ltd.'s refund policy.