



Welcome

On behalf of YMCA NSW, welcome and thank you for choosing the Australian YMCA Institute of Education and Training (RTO code: 3979). The YMCA will strive to provide you with a first-class training experience based on up-to-date and best practice skills and knowledge we have gained from over 13 years of operation in NSW.

For further information please contact our Learning & Development Team on (02) 9633 8263 or training.nsw@ymcansw.org.au

1. YMCA Values

Who we are: The YMCA is one of the Australia's oldest and most respected not for profit organisations with a history extending over 155 years.

Mission: The YMCA NSW works from a base of Christian values to provide opportunities for all people to grow in body, mind and spirit.

Vision: To be NSW's most recognised and respected charitable organisation in creating a healthy, connected and vibrant state.

Values:

Honesty: Integrity, trustworthiness and fairness

Respect: Acceptance, empathy, self-respect and tolerance

Caring: compassion, forgiveness, generosity, and kindness

Responsibility: commitment, courage, and service

Safety: Secure, protected, respected and free to speak out

What we do:

In everything that we do we aim to build strong people, strong families and strong communities. This is achieved through our 8 Key Program Areas. We deliver quality programs that meet community needs and that are uniquely YMCA.

We focus on 8 Key Program Areas:

Community Sports Competitions	Camping, Outdoor Education and Accommodation	Health and Fitness
Childcare Aquatics	General Programs Gymnastics	School PE

2. Access and Equity

The YMCA Institute of Education and Training will not discriminate against eligible people participating in its courses. Students with disabilities, including learning needs, will be provided with additional support, and where required flexibility of assessment. If a possible need for additional support is recognized this will be discussed and support services can be arranged. This information will be treated as confidential.

Provision of Assistance

We strive to ensure that no person is turned away from our programs due to an inability to pay. Individuals who do not have the present ability to pay the advertised fee

may apply for a concession, exemption or other help through completing an application form. Any requests or discussions will be treated as strictly confidential. Should guidance be required, do not hesitate to request a private interview with the Senior Training Coordinator.

3. Selection, Enrolment and Induction

Course Delivery

Flexible delivery involves delivering a program using a variety of methods. The structure of courses allows you to work at your own pace through the materials. Students have a maximum of twelve months to complete courses. Extensions to this period incur additional costs, as students will receive a Statement of Attainment for completed units and will have to re-enroll. As the courses are flexible, you can fit other commitments around them while spending as much time as you require on the content.

Courses offered by the YMCA Institute of Education and Training involve delivery in a correspondence-like format by a series of self-paced learning materials and compulsory assessment items. Materials are provided in either hard or soft copy (email), so can be utilized if you don't have access to a computer.

Some courses also involve practical sessions at regular intervals during the year.

Learning support services are available to assist you. Each student has access to a tutor to help them understand the materials through tutorial, telephone or email support.

Smart and Skilled

The YMCA Institute of Education and Training is a Smart and Skilled Training Provider, we offer Certificate III in Aquatics and Community Recreation through traineeship. This training is subsidised by the NSW Government.

Subsidised Training Eligibility

To access government-subsidised training in the YMCA Institute of Education and Training, including fee exemptions or concessions, you must be:

- an Australian citizen or meet the criteria of being an Australian permanent resident, a humanitarian visa holder, or a New Zealand citizen
- aged 15 years or older
- no longer be at school and
- living or working in NSW OR
- registered as a NSW apprentice or new entrant trainee.

Under Smart and Skilled, a student (or their employer) contributes toward the cost of training through the payment of a student fee. The payment to the YMCA NSW is made up of the student fee and the subsidy from the NSW Government.

Please note: all Smart and Skilled student fees are subject to change by State Training Services NSW.

Visit the Smart and Skilled website for further information and to find out about eligibility requirements <https://smartandskilled.nsw.gov.au/>



Course Fees

Course fees vary depending on the qualification and if there is credit or recognition for prior learning (RPL). Course fees cover training materials, services, support and assessment for 12 months.

Fees may be paid up front or by fortnightly deductions without additional fees. A 20% deposit is needed with the remainder deducted fortnightly over 12 months.

Except where varied by an Enterprise Bargaining Agreement, YMCA NSW will cover the cost of all ongoing essential qualification training, facilitated and/or organised internally for all permanent employees (full-time and part-time) and casual employees who work more than 15 hours per week (on average over a 3 month period).

To ensure casual staff who work less than 15 hours per week (on average over a 3 month period) also have access to internally organised or facilitated training sessions, we provide heavily subsidised rates.

Course fee can be paid by cash, EFTPOS, Visa card or MasterCard at most YMCA centres.

To discuss your application and receive an obligation free quote, please contact us on (02) 9633 8263.

Cancellation and Refunds

Registration cancellations will only be accepted in writing, via email, facsimile or post. Registrants will be offered two options:

- Book into another course or workshop or
- Be refunded their money at the completion of the course or workshop, with the refund calculations being made in reference to the 'Starting Date' of the course or workshop.

4 or more week's notice of non-attendance	Full course fee refunded less 10% cancellation fee
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2 week's notice of non-attendance	Full course fee refunded less 25% cancellation fee
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Less than one week's notice	No refund (unless extraordinary circumstances arise)
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Smart and Skilled (Student Fee)

Withdrawal within four (4) weeks of the course commencement date	Full student fee refunded
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Withdrawal after four (4) weeks of the course commencement date	No refund (unless extraordinary circumstances arise). A refund will not be provided for any fees paid, however no further remaining tuition/student fees will be charged.
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Students who are unable to attend a course due to extenuating circumstances (i.e. family death, major illness, etc) may write to YMCA NSW, and with written evidence may be eligible for a full refund, regardless of notice.

If YMCA NSW cancels the scheduled course or workshop, registrants may elect to be given a 100%

refund, or they may choose to allow YMCA NSW to retain their full payment until the event is re-scheduled or for payment of, or towards, the next YMCA NSW course or workshop.

All refund requests must be made in writing. Refunds are usually made within 14 days of receiving the refund request. Refunds will be paid in the same tender type as the original payment and in Australian dollars (AU\$).

4. Training and Assessment Procedures

Recognition for Prior Learning (RPL)

Recognition for Prior Learning (RPL) acknowledges current knowledge and skills obtained through:

- Life experiences
- Work experience
- Education
- Previous training

This RPL process involves you looking carefully at your qualifications and experiences and what you have learnt from them. This is used to formulate an application to the YMCA.

The benefits of RPL to students include:

- Reduced course costs
- Reducing duplication of learning
- Completing studies in a shorter time

Please contact training.nsw@ymcansw.org.au for assistance with your RPL application.

Credit Transfer

Credit Transfer is credit awarded for competence previously achieved in another accredited course or program which is nationally recognized.

If a student has already been formally assessed as competent in a unit of competency (UOC) and can provide evidence of this, then they can apply for Credit for that subject.

No fee is payable for Credit Transfers. No tuition or assessment material is supplied for any subject for which a credit transfer has been achieved.

5. Complaints Procedure for Students

We strive to deal with complaints as soon as they emerge, to avoid further disruption or the need for a formal complaint. If students have a complaint with any aspect of our services, they should speak immediately with their Training Advisor. In all cases, written notification of the initial appeal result, including reasons for the decision, will be provided within 4 weeks.

If a student is not satisfied that the issue has been resolved, they may appeal in writing to the Senior Training Coordinator – andrew.chan@ymcansw.org.au

Should a resolution not be achieved, the student will be directed to the Australian YMCA Institute of Education and Training, National Institute Manager and from there to the appropriate Government Authority.



Appeal/Complaints — RPL

A student may appeal an RPL decision by writing to the Senior Training Coordinator. An appeal must state the grounds of the appeal and must reach the Senior Training Coordinator within 21 days of the official results.

Appeal/Complaints — Student Results

A student may appeal against a result by writing to the Senior Training Coordinator.

An appeal must state the grounds of the appeal and must reach the Senior Training Coordinator within twenty-one days of the date of official statement of results.

Appeal/Complaints — Penalty imposed due to plagiarism/cheating

A student who has been penalised due to plagiarism/cheating may appeal to the Senior Training Coordinator. An appeal must state the grounds of the appeal and must reach the Senior Training Coordinator within 21 days of the date of the letter advising the penalty imposed.

The Senior Training Coordinator may ask the student to attend an interview and/or provide documented evidence relating to the appeal.

Plagiarism is the action or practice of taking and using, as one's own, the thoughts, writings or other work of someone else with the intent to deceive.

Plagiarism includes:

- Unauthorised use of the whole or part of a computer program written by another person.
- Using written work including the use of paragraphs or sentences in essays or other assessable work which are not enclosed in quotation marks or properly acknowledged.
- Paraphrasing without acknowledgement.
- Using other media without acknowledgement.

6. Student Responsibilities

It is YOUR responsibility to:

- Complete assessment tasks by the due date
- Advise your Training Advisor if you are going to be away
- Comply with organisational policies and procedures, our web site and as explained to you at induction
- Maintain a duty of care to others and yourself
- Be responsible for your personal progress, consulting with your Training Advisor on a regular basis if you wish to derive the greatest benefit and appropriate individual guidance
- Ensure all work you submit is your own, authentic and free from plagiarism

Student Rights

As a student you have a right to:

- Work and study in an environment free from harassment, discrimination and threatening behaviour.
- Be treated fairly and with respect by other students and staff.
- Your personal records kept confidential unless

permission is granted to pass on information.

- The provision of information about your proposed program.
- Have a say and be listened to by other students and staff.

Unique Student Identifier (USI)

YMCA NSW will comply with *Student Identifiers Act 2014*.

YMCA NSW will only issue VET qualifications or statement of attainments to students who have been assigned USIs.

Assessment

Assessment criteria/requirements will be communicated through course information sheet and/or course induction. Students are expected to familiarise themselves with the assessment requirements.

If a student is deemed as being Not Yet Competent (NYC), the trainer will inform the student verbally on the day and discuss with the student the next steps for re-assessment. Options for reassessment include completing the task again at the end of the training session, attending another assessment session on another day.

The NYC assessment decision will be documented.

Reporting

Students will be kept informed of their progress in the course and each unit by their Training Advisor as well as provided with detailed feedback on assessments.

Work Health and Safety

All trainers, staff and students will comply with all WHS measures. Entry of persons on company property is conditional to them complying with WHS policies and Legislation in NSW. Students must maintain personal cleanliness and observe standard safety practices including wearing approved clothing and footwear. Students must inform their Training Advisor of any injuries or faults in equipment that occur while on company premises. In the event a student is injured while undertaking studies and it is judged that an ambulance be called, the injured person is responsible for ambulance costs.

Physical Requirements

Some courses require practical application of resuscitation and other practical scenarios that will require kneeling on the floor. In order to achieve a Statement of Attainment, candidates must successfully complete the practical components under the assessment criteria.

If you have any special needs (including those related to language, literacy or numeracy) a relevant disability or other concern, you should inform YMCA NSW staff when you book so that appropriate assistance can be negotiated.



7. Our Commitment to You

Consumer Protection

YMCA NSW aims to provide an environment to support quality vocational education and training to benefit individuals, industry, business and the wider community.

You have the right to:

- expect that the education and training will be consistent with the Australian Skills Quality Authority (ASQA) regulations and Smart and Skilled Contract requirements
- be informed about personal information that is collected about you and the right to review and correct that information

Privacy and Confidentiality

The collection, storage, use and disclosure of any personal information you provide is protected under the *Privacy and Personal Information Protection Act 1998*. Any health information you provided is protected under the *Health Records and Information Privacy Act 2002*.

Any information we ask you to provide will only be that which is necessary for the purposes of your course enrolment, learning and study records. Information provided will be held securely and disposed of securely when no longer needed.

Only identified learners are able to gain access to their records. Confidentiality and privacy of information is critical in our organisation. All private information, if not required, is shredded under supervision.

If you wish to access your own records, please make a request in writing to the institute. Your records can then be sighted under supervision.

Quality Continuous Improvement

YMCA is committed to providing quality customer service and this involves a focus on continuous improvement. We value feedback from all students, staff and stakeholders in order to better ourselves and our programs. "A better you starts with the Y"

Staff Qualifications

All training staff have the appropriate qualifications and experience to deliver training and assessment programs as specified in Clauses 1.13 – 1.16 of *Standards for RTOs 2015*. All assessments meet the National Assessment Principles (including Recognition of Prior Learning).