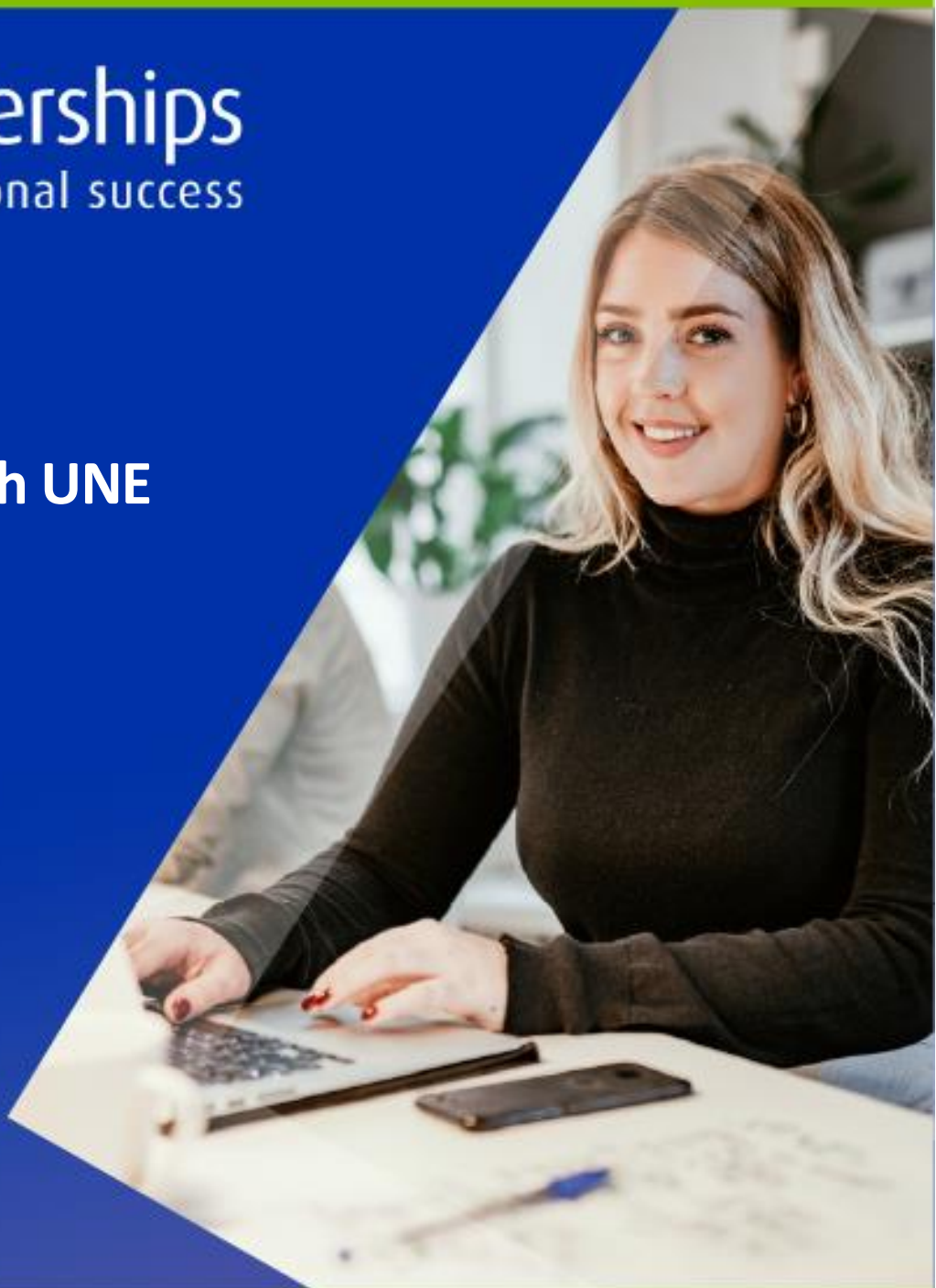


unepartnerships
creating professional success

Studying with UNE Partnerships

DOC-024



Contents

Introduction	1
About UNE Partnerships.....	2
Our educational philosophy	2
Quality assurance and compliance	3
Code of Conduct	3
Fee protection.....	3
Guarantee	4
Customer protection strategy	4
Customer Protection Officer.....	4
Student rights and responsibilities.....	5
Academic misconduct	6
Other improper conduct.....	6
Studying with UNE Partnerships	7
Before you enrol	7
Special needs	7
Sub-contracting arrangements.....	7
Copyright.....	7
Pre-enrolment checklist.....	7
Entry requirements	7
English language, literacy and numeracy	8
IT requirements	8
Prior education, work experience and current employment	8
Approaching your study.....	8
Student support.....	9
Assessment.....	11
Workplace supervisor expectations (Third-party reports)	12
Reasonable adjustment	12
Recognition of Prior Learning (RPL)	12
Credit transfer	13
Complaints, grievances and appeals.....	13
Program evaluation.....	13

Administrative information.....	14
Student communications, records and information handling.....	14
Application	14
Enrolment and onboarding.....	14
Progression.....	15
Completion	15
Requests for information	15
Changes to your enrolment.....	16
Deferral or leave from study.....	16
Extension to the study period	17
Course updates.....	17
Withdrawal.....	18
Refunds.....	18
Recovery of fees.....	18
Unique Student Identifier (USI).....	19
Exemptions.....	19
International students.....	19
Confidentiality.....	19
Policies and Procedures	20
Key student policies and procedures	20
Appendix 1: Advice for funded students	21
Part A: Common requirements and processes	21
General eligibility requirements	21
Application and Enrolment Process.....	21
Proof of eligibility	22
Fees and Payment	22
Recognition of Prior Learning (RPL) and Credit Transfer	22
Unique Student Identifier (USI)	22
Part B: Important Considerations	23
Loss of Entitlement Warning.....	23
Changes During Study	23
Part C: Program-Specific Information	24
NSW Smart and Skilled Program.....	24
Queensland Skills Assure Program	25

Appendix 3: Pre-enrolment Checklist	27
Appendix 4: Glossary of terms	28

Introduction

Welcome to UNE Partnerships! Whether you're exploring your study options or already enrolled with us, we're here to support your success.

We are proud to be one of Australia's most progressive Registered Training Organisations, delivering nationally recognised vocational training programs designed to help you achieve your career goals. As the education and training company of the University of New England, Australia's pioneer in distance education, and an RTO for over 25 years, we bring decades of experience and innovation to your learning journey.

This guide is your go-to resource for advice on studying with UNE Partnerships. It contains key information and references to related policies and procedures to help you make an informed choice and is organised in the following sections for easy access.

We wish you every success as you take this exciting step toward achieving your goals!

About UNE Partnerships

This section introduces you to UNE Partnerships, offering an overview of who we are, our mission, values, and our commitment to supporting students. It provides insights into the programs we offer, the learning environment we foster, and what makes UNE Partnerships a unique and supportive place to study.

Studying with UNE Partnerships

Here you will find practical information to help you navigate your studies. This includes details about course structures, learning resources, support services, and tips to maximize your learning experience. Whether you are studying online or through blended learning, this section will help you get the most out of your time with us.

Administrative Processes

This section outlines important administrative processes and procedures you need to be aware of while studying with UNE Partnerships. It includes information about enrolment, fees, policies, timelines, and key contacts. Understanding these processes will ensure you stay on track and are fully informed throughout your studies.

Appendices

This section contains advice specific to students enrolled under government funded training programs along with a copy of the pre-enrolment checklist and a Glossary of Terms you may come across during your study.

1. Advice to students enrolling under the NSW Smart and Skilled Program
2. Advice to students enrolling under the Qld VET Investment Program
3. Pre-enrolment checklist
4. Glossary of Terms

About UNE Partnerships

UNE Partnerships is a nationally recognised Registered Training Organisation (RTO 6754) that has been delivering high-quality vocational education and training since 1999. Specialising in training for government agencies, healthcare providers and business professionals, our strong partnerships with peak bodies and government organisations demonstrate our commitment to excellence and industry relevance.

As your training provider, UNE Partnerships offers a supportive and flexible learning environment designed to meet the diverse needs of our students. We deliver training through various modes including face-to-face, online, and hybrid approaches, ensuring accessibility for students regardless of location. Our experienced team of qualified trainers and assessors are industry experts who bring real-world knowledge to the classroom, while our comprehensive student support services ensure you have the guidance and resources needed to succeed in your studies. With continuous ASQA registration and a proven track record of exceeding satisfaction benchmarks, UNE Partnerships is committed to helping you achieve your professional development goals.

UNE Partnerships is committed to the provision of structured, high quality, industry relevant training to promote increased skills and knowledge. Our emphasis is on practical, accredited, nationally recognised qualifications, industry-specific courses and short courses which can be directly applied to the workplace. Many of our courses provide articulation into higher qualifications to enable a structured career path.



Figure 1: UNEP Mission, Vision and Values

Our educational philosophy

UNE Partnerships offers Vocational Education and Training (VET) courses to suit frontline staff, managers, senior leaders and people looking to enter the workforce across a range of study areas. These competency-based courses are designed to ensure that students gain the specific skills, knowledge, and abilities required to perform tasks in a real-world work environment. In these courses, assessment is based on whether the student can demonstrate the required competencies, rather than completing traditional exams or assignments.

VET Competencies are described in national standards, and students must prove they can perform each of the required tasks to the required level. This approach allows students to progress at their own pace, focusing on mastery of practical skills that are directly applicable to their current work and/or career path.

We apply adult learning principles and an action learning approach to course delivery. Our aim is to promote critical thinking, reflection and a solutions focus, to ensure that new learning is embedded, applied and sustained. An action learning approach builds organisational networks and collaboration as it engages colleagues, study cohorts, coaches, mentors, managers and facilitators. This can create an immediate and sustained impact on culture, performance and behaviours. We encourage you to use workplace sponsors and mentors to support learning in the workplace if this is practical.

Quality assurance and compliance

UNE Partnerships delivers high quality training and assessment services that are fit for purpose and fully compliant with the [National VET Regulator Standards for RTOs¹](#), the [VET Quality Framework²](#) and all other legislation relevant to Registered Training Organisations.

We are dedicated to ensuring that all students receive an outstanding learning experience by providing the courses, learning resources, assessment and support needed to enable student success. Our integrated approach to quality assurance combines key inputs and outputs to guide planning, change management, and the management of academic, operational, and financial risks.

Code of Conduct

UNE Partnerships complies with all relevant Commonwealth and State laws and regulations. Our employees are expected to uphold the highest standards of ethics, integrity, and professional behaviour as described in the Code of Conduct. This goes beyond mere legal compliance to include honesty, fairness, and social responsibility. You can view a copy of the Code of Conduct on our website.

Fee protection

UNE Partnerships is committed to safeguarding student fees paid in advance through the practice outlined below. Please see our Protecting Pre-Paid Fees Policy (FIN-007) for details.

- Upon enrolment, all fees are recorded as deferred income and are only recognised as income as the study period progresses.
- We maintain financial reserves equivalent to the delivery costs for any unearned income, ensuring we have the full capability to complete the teaching for all enrolments.

¹ ASQA, n.d. *2025 Standards for RTOs*. URL: <https://www.asqa.gov.au/about/asqa/key-legislation/standards-rtos>. Retrieved 16 October 2025.

² ASQA, n.d. *2025 Standards for RTOs*. URL: <https://www.asqa.gov.au/about/australias-vet-sector/vet-quality-framework>. Retrieved 16 October 2025.

Guarantee

UNE Partnerships guarantees that it will provide quality training and assessment services that meet the Standards for Registered Training Organisations and other relevant legislation in the time frame and as described in our [Quality Assurance Policy \(RTO-004\)](#).

If a training program is cancelled before commencement, you will be entitled to a full refund of fees paid. If for any reason we cannot complete the training, you will be entitled to a refund of fees proportional to the amount of study time remaining and a Statement of Attainment will be issued for units achieved.

Customer protection strategy

UNE Partnerships is aware of its obligations to provide consumer protection for all students as described in the *Competition and Consumer Act 2010*, the *NSW Fair Trading Act 1987*, the NVR Standards for RTO's 2015 and our funded training contracts. To ensure our customers are fully protected and are aware of their rights and of avenues of complaint we have developed the following Customer Protection Strategy.

UNE Partnerships is committed to ethical marketing practices.

- we will not undertake marketing that is misleading, deceptive or of unconscionable conduct
- we will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment
- we will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

UNE Partnerships understands that Australian Consumer Law (ACL) applies to all education and training services, including services provided by third parties on our behalf:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment.

Customer Protection Officer

The Director of Quality Assurance and Compliance is the designated Customer Protection Officer and is responsible for handling all complaints and grievances and for ensuring compliance with Consumer Protection legislation and Funding Body contractual compliance.

- Meg Michell
Director of Quality Assurance and Compliance
(02) 6773 0002
Meggan.michell@unep.edu.au

Student rights and responsibilities

UNE Partnerships will ensure that all enrolled students:

- receive quality training and assessment that meets the Standards for Registered Training Organisations
- receive the training and support necessary to enable competency to be achieved
- receive AQF certificates and Statements of Attainment (or certificates of completion for non-AQF study) on successful completion of a training program
- have access to our consumer protection system, including an identified Customer Protection Officer and our Complaints, Grievances and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the [Australian Privacy Principles³](#) and have access to that information on request
- are fully informed of fees and charges to complete the training program, including charges for equipment
- are provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
- are provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- are provided with a safe training environment free from harassment and discrimination.

All students must ensure that they:

- provide true and accurate information
- always behave in an ethical and responsible manner when engaged in training and assessment activities
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents in the training environment and follow any WHS related instructions
- maintain open communications with UNE Partnerships staff
- do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- are always free from drugs and alcohol while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- do not copy or otherwise plagiarise the work of others
- meet assessment deadlines
- do not cause damage to equipment or facilities

³ OAIC, n.d. *Australian Privacy Principles*, URL: <https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>
Retrieved 16 October 2025.

- provide a USI (where required) or give permission for one to be obtained on their behalf.

Academic misconduct

UNE Partnerships views with the greatest concern the action of a student who acts dishonestly or improperly in connection with work submitted for assessment. This includes the misuse or plagiarism of the work of other persons, copying (in whole or in part) the work or data of other persons, or presenting substantial extracts from books, articles, theses, computer software, lecture notes or tapes etc, without due acknowledgement. Such action will be investigated and dealt with under our [Academic Misconduct Policy \(RTO-008\)](#) and may result in expulsion from the course.

However, it is important to point out that you cannot plagiarise your own work in the Vocational Education and Training Sector. If you find yourself answering a similar question to one you have answered previously, it is recommended that you take your previous response and adapt it, rather than trying to come up with a fresh response and/or evidence. Providing examples of your own work, such as a report you have written or contributed to, or examples of forms or documents you have completed for work, is not plagiarism.

Other improper conduct

Improper conduct on our online sites, during workshops, residential schools or tutorial sessions will not be tolerated. Such behaviour includes the use of discriminatory or abusive language or being under the influence of alcohol or other drugs. Improper conduct will be dealt with our [Student Wellbeing and Support Policy \(RTO-006\)](#) and may result in expulsion from the site, the session or the course.

Studying with UNE Partnerships

Before you enrol

UNE Partnerships courses are self-paced online study programs and as such they rely heavily on text-based resources delivered in an online learning environment to support study. All students will need well developed skills in the use of business information and communication technology, self-management and prioritisation.

Our website contains detailed information on each of our courses along with links to policies and procedures related to study with UNE Partnerships. Please make sure you are familiar with this information before you enrol so that you understand the course requirements and support services we provide.

Special needs

Applicants are encouraged to identify any special needs prior to enrolment and on the enrolment form. If you have a disability, learning difficulty, medical condition, or any other special requirements, please let us know as early as possible so that we can work with you to arrange any support or adjustments you might need.

Sub-contracting arrangements

UNE Partnerships does not have any subcontracting arrangements for the delivery of training and assessment. All training and assessment services are provided to students directly by UNE Partnerships.

Copyright

All materials issued by UNE Partnerships are subject to copyright and are for the use of the student only for the purpose of study.

Pre-enrolment checklist

Please use the pre-enrolment checklist at **Appendix 3** to ensure you have all the information you need to make an informed decision. Our friendly and knowledgeable course advisors are available to answer any questions you may have prior to enrolment.

Entry requirements

All courses have basic entry requirements including English language proficiency, IT set-up, prior education and relevant work experience or suitable current employment. Details are published in course information on our web site and in our policies and procedures.

- General Admission Guidelines can be found at Schedule 1 of the [Admission, Enrolment, Withdrawal and Cancellation Policy \(RTO-003\)](#).
- Course Specific Admission Guidelines can be found at Schedule 1 of the [Admissions, Enrolment, Withdrawal, and Cancellation Procedure \(RTOPR-002\)](#).

English language, literacy and numeracy

All UNE Partnerships courses require well developed English language, literacy and numeracy (LLN) skills to successfully complete the learning and assessment requirements. You may be asked to complete a language, literacy and numeracy assessment for diagnostic purposes if you don't meet the general admission guidelines. If you decline the test, your application will be referred to the Training Manager for consideration through an alternative entry pathway.

UNE Partnerships is committed to assisting you with any LLN difficulties to the best of our ability. However, some needs may exceed our capacity to support. In such cases, we will provide advice and assistance in identifying and accessing services from specialist providers. **Fees may apply.**

IT requirements

To effectively participate in online study, you will need access to an Internet-enabled computer with the following minimum configurations. Comprehensive online learning and assessment resources for each course are provided through the **my.unep** learning platform. You will need to submit your assessment tasks through this site.

Table 1: Minimum IT requirements

Item	Minimum requirements
System	<ul style="list-style-type: none">• Modern PC, laptop or tablet with current browsers.• Software applications that allow you to access and work with office documents, PDFs, internet, video and audio.• Access to internet and bandwidth suitable for participating in a webinar with a webcam operating. Run the bandwidth check at SpeedTest.
Recommended peripherals	<ul style="list-style-type: none">• Microphone, speakers and camera (for webinars, and for recording audio/visual assessments).• Popups should be enabled. If you are unsure how to check or enable popups, ask your preferred Search engine or AI chat how to do this for your device and preferred browser.

Prior education, work experience and current employment

Some courses have pre-requisites that require us to verify specific prior educational achievements. Others may require relevant work experience or current employment. Where applicable, this information will be included in the course information on our web site and in the Course Specific Admission Guidelines.

We will use the information you provide on the enrolment form to assess your suitability against these guidelines and identify any potential barriers to successful completion prior to enrolment.

Approaching your study

Once you're enrolled, we will provide access to Othe assistance and resources you need to successfully complete your course. To maximise your learning, we encourage you to be an active learner and use every

opportunity to listen, read, practise, observe, ask questions and keep up-to-date records of what you are achieving.

Student support

We are committed to delivering exceptional, multi-layered student support designed around your success. Our comprehensive framework provides universal resources, enhanced guidance, and intensive support as needed, ensuring no student faces challenges alone. We encourage active engagement with learning materials while our experienced team proactively supports your progress. Support services and access points are outlined in the table below.

Table 2: Support Services

Service	Access points
Pre-enrolment advice <ul style="list-style-type: none"> Course information Enrolment assistance and advice Policies and Procedures related to study 	Phone: 1800 066 128 Web: www.unep.edu.au Email: ask@unep.edu.au
Administrative and technical support <ul style="list-style-type: none"> Assistance with accessing your course schedule, deadlines, and other administrative matters. Assistance with accessing and navigating in my.unep, our Learning Management System (LMS). Support for technical issues such as login problems, file submissions, or system troubleshooting. Guidance on requirements for workplace supervisors. Guidance on requirements for mandatory work placements 	Call or email a member of the Student Services Team as you need from 8am to 5pm AEST Monday to Friday. 02 6773 0000 enquiries@unep.edu.au In most cases you will receive a response the same day, but it could take up to 24 hours.
Learning support <ul style="list-style-type: none"> Assistance with course content and assessment requirements. Timely and constructive feedback on assessment submissions to help you improve and progress. Tailored support to accommodate diverse student needs, including students with disabilities or specific learning requirement. 	You can book a coaching session with your allocated educator using the MS Booking link included in your welcome email. You can contact our Student Services Team or educators to arrange a booking. You can join the scheduled webinars designed to support your learning.

Service	Access points
<ul style="list-style-type: none"> Reasonable adjustment. 	<p>You can message your allocated educator within my.une. Your educator should respond within 24 hours.</p>
<p>Learning and assessment resources</p> <ul style="list-style-type: none"> Comprehensive study materials for each unit. Self-help resources. 	<p>Online at my.une and available for download so you can choose to print or access offline as preferred.</p>
<p>Wellbeing support</p> <ul style="list-style-type: none"> Our student services team is here to help you succeed, offering support and advice on a range of study skills, including: <ul style="list-style-type: none"> planning and organizing your study schedule knowing when and how to seek help managing assessment-related stress and anxiety referral to external support services 	<p>If you need guidance or just want some advice about balancing your commitments, you can call or email a member of the student services team from 8am to 5pm AEST Monday to Friday.</p> <p>02 6773 0000 enquiries@une.edu.au</p> <p>In most cases you will receive a response the same day, but it could take up to 24 hours.</p>
<p>Referral services</p> <ul style="list-style-type: none"> If you need additional support with language, literacy, or numeracy skills, we offer assessments to identify areas for improvement. If you need personal support, we can direct you to appropriate external services such as: <ul style="list-style-type: none"> counselling and mental health services cultural or demographic-specific support financial wellbeing support support for those affected by abuse, harassment or violence. 	<p>You can call or email a member of the student services team from 8am to 5pm AEST Monday to Friday.</p> <ul style="list-style-type: none"> You may be referred to targeted LLN support programs or external services to improve your skills. You may be referred to community or government support services appropriate to the situation. <p>02 6773 0000 enquiries@une.edu.au</p> <p>In most cases you will receive a response the same day, but it could take up to 24 hours.</p>
<p>Student contact plan</p> <ul style="list-style-type: none"> Confirmation of Enrolment Induction to the program – telephone call and online site. Courtesy calls – plan goals, review progress and achievements. 	<p>The student services team will contact you by phone, SMS and/ or email at regular points throughout your study period.</p> <p>Please respond to emails and phone calls promptly if requested.</p>

Service	Access points
<ul style="list-style-type: none"> Progress updates 	

Assessment

You will be asked to complete a series of tasks for each unit which together address the competency requirements. The following assessment methods are used widely across UNE Partnerships courses.

Method	Explanation
Knowledge questions	<p>Knowledge questions seek evidence of underpinning knowledge. Commonly this is to assess declarative or factual knowledge where it is anticipated there are standard or 'correct' answers. However, it can also be used to collect evidence of procedural or conditional knowledge which will vary with context and for which marking criteria, rather than sample answers, would be developed.</p> <p>Knowledge questions are mostly short or long answer questions but may also include multiple choice or other quiz-based questions.</p> <p>Usually these are written but questions may be answered orally, with the assessor noting the responses provided.</p>
Practical demonstration	<p>Practical demonstrations are used to gather evidence of observable skills. This can be using role play or scenario or based on work tasks. Most commonly this will be through an oral presentation that may occur face-to-face, or via a phone call, or other web-based software. It may also require the student to record themselves performing the required task using audio or video.</p> <p>However, practical demonstrations may also include observation of practical skills such as clinical skills and negotiation skills during workshops or in the workplace, as well as the observation of other skills while sharing screen using Skype or GoToMeeting. This might include demonstration of the application of management or financial skills, for example, using appropriate software.</p>
Documentary evidence	<p>To collect evidence of procedural and conditional knowledge, and evidence of non-observable skills, students are asked to provide a range of documents reflective of those developed in the workplace.</p> <p>This includes emails, reports, plans, meeting minutes, contracts, project documents, advertisements, presentations, promotional material, budgets.</p> <p>In some circumstances students are expected to use scenarios or case studies provided, as this is more appropriate for the context or for privacy or confidentiality. In other situations, they provide samples from their workplace or have the choice of a scenario / case study or use work examples.</p>
Third party report	<p>Written response to a series of statements regarding the candidate's performance in the workplace completed by the workplace supervisor.</p>

	<p>Third party reports are mostly used as supporting evidence when the assessor cannot directly observe the student's performance or when performance must be demonstrated on multiple occasions.</p> <p>Third-party reports must be completed by a suitably qualified and experience workplace supervisor or other suitable person in your reporting hierarchy. Further information is provided below.</p>
--	---

Workplace supervisor expectations (Third-party reports)

Some assessment tasks require the student's supervisor to observe practical skills in the workplace. In these cases, UNE Partnerships will issue a Workplace Supervisor Agreement to ensure that the nominated supervisor understands the requirements, has agreed to act in the role and has sufficient experience and relevant qualifications to perform observations.

Reasonable adjustment

We work to provide a high quality yet flexible learning experience and have procedures in place to support the needs of students who have a disability or special needs that could affect their learning.

Assessors can make reasonable adjustments to help students successfully complete their studies. This means we can tweak learning or assessment tasks to fit specific needs without compromising the integrity of the assessment. Examples of reasonable adjustment include:

- Allowing oral responses to knowledge questions rather than written responses. In this case your assessor would be expected to record your answers so that they can be assessed against our benchmarks. This may be approved where the Unit of Competency does not require evidence of your writing skills but does need you to provide evidence of your understanding.
- Extra time for assessment to allow for personal, family or caring responsibilities.
- We can offer live sessions if you are having technical difficulties in recording an audio or video as part of assessment.

Requests for adjustment must be made and reviewed on a unit-by-unit basis, since what's suitable for one unit might not be allowed for another. Any adjustments we make must not diminish the rigor of the assessment process.

Recognition of Prior Learning (RPL)

RPL acknowledges the skills and knowledge that you may have gained through formal and informal training/learning, work experience and life experience.

An application for RPL can be made at any point during the study period. RPL candidates are expected to prepare a portfolio of evidence addressing all aspects of the relevant unit/s of competency. An RPL kit is included in the support resources for each unit. Please refer to the [RPL and Credit Transfer Procedure \(RTOPR-006\)](#) for details on the process you will need to follow.

Credit transfer

You can apply for Credit Transfer if you have successfully completed one or more units that meet the packaging rules of the qualification. Credit will only be applied after verification by the issuing organisation and after other units in the qualification have been achieved. Please refer to the [RPL and Credit Transfer Procedure \(RTOPR-006\)](#) for details on the process you will need to follow.

Complaints, grievances and appeals

UNE Partnerships is committed to providing students with a high-quality service. As part of our commitment to quality we support the right of students to raise complaints or grievances about the quality of service or appeal a decision we make.

If you are unhappy with any aspect of our service, you should discuss this directly with relevant staff in the first instance. If you are unhappy with the outcome of the discussion you may lodge a written complaint, grievance or appeal by email to education@unep.edu.au. The [Complaints, Grievances and Appeals Procedure \(RTOPR-007\)](#) provides detailed information on the process we follow.

Program evaluation

Feedback from students and organisational clients plays an important role in the quality assurance and continuous improvement of UNE Partnerships' programs. Our staff communicate with students regularly to review progress and seek informal feedback on products and services. Formal feedback is sought through the following instruments.

- The Employer Satisfaction Survey focuses on employers' evaluations of students' competency development, its relevance to work and further training, and the overall quality of the training and assessment.
- The Learner Engagement Survey focuses on the extent to which students engaged in activities likely to promote high-quality outcomes, and their perceptions of the quality of the learning and the support they receive from RTOs.
- The Workshop Feedback Survey focuses on the quality of the educator, the relevance of the content covered, and the suitability of the venue and resources used.

On completion of your program, you will be invited to complete the Learner Engagement Survey. Your participation in the Learner Engagement Survey helps us to identify and build on our areas of strength, and to recognise areas for improvement. It is an integral part of our ongoing program review process, and we value the small amount of time you will need to devote to this.

The invitation will include a link to the Employer Satisfaction Survey which you can forward to your supervisor if your workplace has sponsored or otherwise assisted with your enrolment. If you are enrolled under a traineeship, your nominated supervisors will automatically receive an invitation to the Employer Satisfaction Survey.

If your program includes workshop components, you will be asked to complete a Workshop Feedback Survey at the end of each workshop.

Administrative information

This section covers information collection, student communications and administrative processes that you will encounter as a UNE Partnerships student. Please contact your Course Advisor if you wish to discuss any of these matters prior to enrolment.

Student communications, records and information handling

The *Student Identifiers Act 2014* requires RTOs to collect and report data on student demographics, courses, units of competency, and outcomes to the National Centre for Vocational Education Research on a regular basis.

Our student records include contact details, enrolment records, payment records, assessment records, communications and your Unique Student Identifier (USI). This information is collected at enrolment and throughout the study period. An outline of our approach to student communications and information collection is provided below.

Application

Depending on the specific requirements attached to your course, we may request additional information during the application process. This could include:

Evidence of eligibility for funding

Where applicable, you will be asked to provide evidence that confirms your eligibility for a funded training place. Specific requirements are described in the Appendices.

Mandatory work placement

Work placement is mandatory in some courses and requires students to complete a prescribed number of hours of work in a relevant role performing duties associated with specific units of competency. Information you supply on your enrolment form will be used to confirm that you have current suitable employment.

Language, Literacy and Numeracy (LLN) assessment

Information such as prior schooling, post school education and your level of spoken English will be used to assess your ability to complete the course successfully. Where there is doubt, you may be asked to complete an online LLN test. Results will be shared with you.

It is important to understand that this is a diagnostic tool and is not used to restrict entry, however if your results fall outside of the stated entry requirements, we may recommend that you seek LLN support from a specialist external provider. Fees may apply.

If you decide to proceed with enrolment your results will be saved to your student file and shared UNEP education and administration staff. You may share the results with others if you wish.

Enrolment and onboarding

Once your application has been processed you will receive confirmation of your enrolment with UNE Partnerships and advice on what comes next.

- Access details for **my.unep** will be sent in a separate message around the same time.
- Where applicable, you will be asked to provide the name and contact details of your workplace supervisor so that we can establish credentials and initiate a Student Workplace Supervisor Agreement.

You will also be invited to join an orientation session where we will provide an overview of the course and demonstrate various aspects of the **my.unep** learning site.

Progression

Once you're underway, we'll communicate with you at regular intervals to check your progress and provide assistance as needed to help with motivation, goal tracking, time management and accountability.

- Progress update emails every 6 weeks.
- Regular check-up calls from the student services team, becoming less frequent as your progress builds.
- Regular email check-ups and invitations to book support time with your allocated educator.

You will receive a reminder approximately eight weeks before the scheduled end of your study period. If you need an extension, you may submit a request at that time. Please note that your progress and commitment to your studies will be considered when evaluating your request. Further information can be found under 'Changes to your enrolment' below.

Nationally recognised qualifications are reviewed and updated from time to time and may result in the need for you to transition to a new version of the course. UNE Partnerships will advise you in writing as soon as practical about these and any other changes that affect your study.

Completion

Once you have successfully completed all assessment tasks related to your course of study, UNE Partnerships will undertake checks to ensure that course requirements have been satisfied prior to issuing credentials. A hard copy of your testamur and record of results will be issued and sent to you through the post unless other arrangements have been made.

Post nominals

Post-nominals are letters or abbreviations that appear after a person's name to indicate their qualifications, titles, or honours. You can use post-nominals on your resume or business card. Once you have completed your studies you will be entitled to use post nominals to reflect the qualification you have achieved. Please refer to the [Post-nominals for completion of UNEP qualifications](#) on our web site.

Requests for information

Personal information regarding your enrolment with UNE Partnerships is available at your request and may only be disclosed outside UNE Partnerships in accordance with our [Records and Data Management Policy \(RTO-005\)](#).

We will confirm your identity before discussing any aspect of your enrolment with you by phone and before providing information to you by email. In most cases, a request for documents is satisfied within 48

hours, though it could take up to 30 days if the information has been archived. A service fee may be charged to re-issue certification documents more than three months after the date they were first issued.

Third party requests for information are attended to promptly and must have your consent where disclosure is not required by law.

UNE Partnerships is committed to best practice in records and data management. Personal information regarding your enrolment may only be disclosed to a third party in limited situations as detailed in our [Records and Data Management Policy \(RTO-005\)](#).

All staff are required to apply themselves to the provisions of the [Privacy and Personal Information Protection Act 1998](#)⁴

Changes to your enrolment

UNE Partnerships ensures that students are allocated a reasonable period in which to successfully complete their chosen program of study. The study period is based on the number of weeks it would take for an average student, studying part time, to complete all learning and assessment requirements. The study period for individual students is calculated from the expected commencement date.

Changes in your life may affect your study plans. Your course participation and progress will be monitored, and we will follow up if you are not regularly accessing the myUNEP system, completing learning activities and submitting assessment tasks. If you are having difficulties, please speak with a member of staff to discuss the following options.

- deferral or leave from study
- extension to the study period
- withdrawal.

Please read the [Terms and Conditions of Enrolment \(RTO-009\)](#) and the [Admissions, Enrolment, Withdrawal and Cancellation Procedure \(RTOPR-002\)](#) before deciding to proceed with any of these options.



UNE Partnerships reserves the right to cancel your enrolment due to non-progression. Please review relevant policies to ensure you understand your rights and obligations.

Deferral or leave from study

If you think you need to take a break from your studies, contact the Student Services Team first, there may be an option that allows you to continue without interrupting your progress. If you decide to proceed, please make sure you understand the following conditions.

Applications

- deferral or leave is only permitted once per enrolment
- the maximum deferral period is 12 months. You must resume study within this timeframe or re-enrol in a new course

⁴ AustLII, 2025. *Privacy and Personal Information Protection Act 1998*. URL: http://www.austlii.edu.au/au/legis/nsw/consol_act/papipa1998464/. 16 October 2025.

- all payments must be up to date
- your application must be made in writing to any member of staff.

During Your Break

- access to **my.unep** and student support services will be suspended during your deferral
- EzyPay debits will continue unless alternative arrangements are made
- course updates during your break may result in additional requirements beyond our control.

Resuming Your Studies

- contact us promptly - it's your responsibility to advise when you're ready to resume
- resume within 12 months - failure to resume results in course cancellation
- complete remaining study period - you'll have the balance of your original study timeline to finish.



If enrolment has been funded by a state or commonwealth government agency, the terms and conditions set by the funding body will apply and may prevent deferral of study. Check with UNEP for any specific conditions before you apply.

Extension to the study period

If, due to illness or other extenuating circumstances, you have difficulty meeting the course requirements within the allocated study period you may apply for a Special Extension of Time. Please apply at least six weeks prior to your expected completion date. We will advise the outcome within a week.

The following factors will be considered when deciding the outcome of your application. In all cases the final decision rests with UNE Partnerships.

- Consideration will only be given to students who have made a genuine attempt to complete the course within the allocated study period.
- Consideration will be given to students with a chronic illness, special learning needs or other extenuating circumstances that may affect their ability to study.
- Verification by way of a medical certificate, employer advice or other evidence may be required to support the claim.



If enrolment has been funded by a state or commonwealth government agency, the terms and conditions set by the funding body will apply and may prevent an extension to the study period. Check with the student services team for any specific conditions before you apply.

Course updates

Training packages are periodically updated by industry and government to reflect current workplace requirements. If this affects your course, we will:

- contact you promptly about any changes to your course requirements
- provide comprehensive support to help you understand the updates
- work with you to identify the best pathway to completion.

Withdrawal

If you wish to withdraw from your enrolment during the study period, please provide a written notice including the following details.

- your full name
- your date of birth
- the name of the course you are enrolled in
- a brief outline of the reason for your withdrawal
- documentary evidence, if you are requesting a refund. *

A Statement of Attainment will be issued for any units completed with UNE Partnerships once your withdrawal has been finalised.



Refunds will only be considered under exceptional circumstances such as medical reasons and may incur an administrative fee. Please see further information below.

Refunds

If you withdraw from your course within 21 days of commencement, you can request a refund of any fees paid for enrolment. All such requests must be in writing. In such an event, any course fees paid at the time of notification of withdrawal will be reimbursed in full.

If you withdraw from your course or your enrolment is cancelled after 21 days from commencement, UNEP may, in its absolute discretion, choose to accept requests for a partial refund of any fees paid for enrolment on an exceptional basis such as medical reasons. In such instances, each case will be examined and decided upon its merits.

UNEP is under no obligation to provide a reason for granting or refusing a request for a refund after 21 days from commencement. If UNEP does agree to a refund, the amount will be calculated using elapsed study time.

For detailed information on processes relating to withdrawal and refunds, please refer to the [Admissions, Enrolment, Withdrawal and Cancellation Procedure \(RTOPR-002\)](#).

Recovery of fees

If fees are not paid in full by the end of course delivery as per the payment schedule supplied at enrolment, UNE Partnerships will put the following procedure in place to recover fees.

- A single statement of fees and payments will be provided with a request for immediate payment of the outstanding balance;
- Standard monthly accounts follow-up will follow until payment is received,
- Recovery of debt through a debt collector may be instigated if other attempts at recovery are unsuccessful.

Unique Student Identifier (USI)

The USI is a lifelong number that enables reporting of enrolment records and results dated from 1 January 2015 to an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to. Our [Unique Student Identifier Procedure \(RTOPR-012\)](#) provides further information. Full information is available at <https://www.usi.gov.au/>.

You must have a USI before your RTO can issue a Certificate or Statements of Attainment. To create a USI, you will be required to provide the following information.

- Personal information – name, date of birth etc.
- Contact Information – at least one method of contact e-mail, mobile or mail.
- Form of ID - Driver Licence, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard.

Please set the access controls on your USI account to allow UNE Partnerships the appropriate level of access to your USI record.



Results for courses outside the Australian Qualifications Framework will not be available through the USI initiative.

Exemptions

Students may apply for an exemption however you will need to provide a reason and will be expected to and accept the listed consequences of not having a USI. In general, students who apply for exemption:

- will not be eligible for financial assistance under the VET Student Loans Act 2016
- will not be eligible to obtain a USI authenticated VET transcript (or an extract) of results
- will not be eligible to be a Commonwealth supported student, or for HECS-HELP assistance or FEE-HELP assistance
- will not be eligible for OS-HELP assistance
- will not be eligible for SA-HELP assistance in relation to student services and amenities fees.

International students

International students who complete all their study outside of Australia do not need and cannot apply for a USI. Results will not be available through the USI initiative.

Confidentiality

All information received by UNE Partnerships is treated as confidential. This includes personal information as outlined above and workplace information and documentation that you may need to provide during the assessment process. Such information is subject to the same expectations for confidentiality as personal information.

UNE Partnerships' staff and contractors are required to maintain confidentiality as part of their employment agreement.

Policies and Procedures

All policies and procedures referenced in this guide are available at <https://unep.edu.au/students/policies/>.

Key student policies and procedures

Table 3: Relevant policies and procedures

Policies	FIN-007 Protecting Pre-paid Fees Policy RTO-001 Training and Assessment RTO-002 Qualifications and Certification RTO-003 Admission, Enrolment, Withdrawal and Cancellation RTO-004 Quality Assurance RTO-005 Records and Data Management RTO-006 Student Wellbeing and Support RTO-007 Marketing and Communication RTO-008 Academic Misconduct RTO-009 Terms and Conditions of Enrolment RTO-010 Tuition Fees
Procedures	RTOPR-002 Admission, Enrolment, Withdrawal and Cancellation RTOPR-006 Recognition of Prior Learning and Credit Transfer RTOPR-007 Complaints, Grievances and Appeals RTOPR-012 Tuition Assurance RTOPR-013 Student Information Handling Procedure

Appendix 1: Advice for funded students

UNE Partnerships offers a range of government funded training options that make nationally recognised qualifications more affordable and accessible for eligible students across New South Wales and Queensland.

- User Choice: Apprenticeships and Traineeships Training Program.
- Certificate III Entitlement: Government-subsidised training up to Certificate III level.
- Higher Level Funding: Government funding for Certificate IV and above in priority areas.

These programs provide significant government contributions toward your course fees, with various options available depending on your location, circumstances, and career goals. Whether you're seeking your first qualification, advancing your skills through an apprenticeship or traineeship, or building on existing experience, government funding may be available to support your professional development.

Each program has specific eligibility requirements, entitlements, and obligations that are important to understand before enrolling. The following general and state specific information is provided as a guide only. Detailed information can be accessed through the information points provided for each program.

Part A: Common requirements and processes

General eligibility requirements

To be eligible for government funded training, you must meet these general criteria:

- Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen.
- Aged 15 years or older and no longer at school (with specific exceptions noted in program details).

Application and Enrolment Process

Step 1: Eligibility Verification

- Complete eligibility checker (links provided in program-specific sections).
- Provide required proof of eligibility documentation.
- Sign eligibility declarations.

Step 2: Pre-Enrolment Information

- Review course information supplied by UNE Partnerships.
- Review the pre-enrolment checklist at Appendix 3 to confirm you have the necessary information.
- Seek further information from UNE Partnerships as/if necessary.

Step 3: Enrolment Completion

- Complete the Enrolment Form and required declarations.
- Arrange payment of the student contribution fee as advised by UNE Partnerships.
- Receive Confirmation (Notification) of Enrolment and confirm details are correct.

- Receive details for access to **my.unep**.
- Complete and return any state specific documentation.

Proof of eligibility

All applicants must provide evidence of their eligibility to access a funded place. Evidence we will collect to confirm your eligibility is listed in the table below.

Table 4: Proof of eligibility requirements

Requirement	Acceptable evidence
Proof of identity	Valid USI (verified with Office of USI Registrar)
Citizenship/Residency status	Birth certificate, passport, Medicare card, naturalisation certificate, or VEVO verification
Age verification	Included in USI verification process
State of residency	Participant declaration and signature
Previous qualifications	Participant declaration (subject to government database verification)

Fees and Payment

It is important to note that:

- student co-contribution fees cannot be waived by UNE Partnerships
- fees may be paid by employers or third parties on student's behalf
- RPL and Credit Transfer applications may affect the total amount of fees payable
- concessions and exemptions may be available (see program-specific sections).

Recognition of Prior Learning (RPL) and Credit Transfer

- Applications accepted before or during study period.
- Fees are adjusted according to units achieved through RPL and/or Credit Transfer.
- Detailed process information is provided in the [RPL and Credit Transfer Procedure \(RTOPR-006\)](#).

Unique Student Identifier (USI)

To ensure government funding is processed correctly and that your qualifications are properly recorded, please set your USI account permissions to allow access by:

- UNE Partnerships (your training provider).
- NSW Department of Education (NSW Smart and Skilled students).
- Queensland Department of Education and Training (Queensland Skills Assure students).

Part B: Important Considerations

Loss of Entitlement Warning

Government funding entitlements may be limited in some cases and cannot be restored once used. For this reason, it is very important that you take the time to consider the course you are choosing and to compare training options and costs before proceeding with your enrolment.

- research thoroughly and compare your training options and costs
- consider your goals and ensure the qualification aligns with your career objectives
- understand the limitations and review any entitlement restrictions for your program. Details are provided in the next section of this document under **Program specific information**.
- seek advice from one of our course advisors if you are uncertain.

Changes During Study

Table 5: Withdrawal and refunds, obligations and government reporting

Withdrawal and Refunds	<ul style="list-style-type: none"> • Standard UNEP withdrawal and refund policies apply. • Government funding implications vary by program. • Some programs may limit Deferral and prevent extensions to study periods.
Your obligations	<ul style="list-style-type: none"> • Provide accurate information in all declarations. • Maintain eligibility throughout study period. • Notify UNE Partnerships of changes affecting eligibility. • Complete required government surveys and data collection.
Government reporting	<ul style="list-style-type: none"> • Enrolment and progress data will be shared with relevant government departments. • USI records updated with completion outcomes. • Employer satisfaction surveys may be required for some programs.

Part C: Program-Specific Information

NSW Smart and Skilled Program

UNE Partnerships can offer places under the following Smart and Skilled Programs. Applicants must meet the following Eligibility Requirements in addition to the general requirements described earlier.

Table 6: Smart and Skilled Program Requirements

Program	Eligibility Requirements	Limitations
User Choice Program (Traineeships)	NSW resident (or resident of a border region) Valid Training Contract for funded qualification Appropriate visa allowing work in Australia (where applicable)	One government contribution per qualification at any time Maximum two funding contributions under User Choice program Includes school-based trainees
Entitlement Full Qualification Program	NSW resident (or resident of a border region)	Prior qualifications may affect the co-contribution fee.
Targeted Priorities Full Qualification Program	NSW resident (or resident of a border region)	Prior qualifications may affect the co-contribution fee.

Further information and key contacts

Table 7: Key contact information

Resource	Link
Skills Compare: Find a course and check your eligibility	https://skills.education.nsw.gov.au/
Eligibility Policy: Student eligibility and evidence requirements	https://www.nsw.gov.au/sites/default/files/noindex/2025-06/smart-and-skilled-student-eligibility-policy-v4.pdf
Fee Administration Policy: Requirements for the application and management of student fees	https://www.nsw.gov.au/sites/default/files/noindex/2025-06/smart-and-skilled-fee-administration-policy-v5.0.pdf
NSW Department of Education Customer Support	13 28 11 or 1300 77 2104
Skills NSW Website	https://skills.education.nsw.gov.au/
Consumer Protection	smartandskilled.enquiries@det.nsw.edu.au

Queensland Skills Assure Program

UNE Partnerships can offer places under the following Skills Assure Programs. Applicants must meet the program eligibility requirements detailed below in addition to the general requirements described earlier.

Table 8: Skills Assured Program Requirements

Program	Eligibility requirements	Limitations
Career Start – General training pathway	Qld resident Not already have a certificate III or higher qualification completed within the last 10 years ⁵ Not be enrolled in another qualification ⁶ , even if it deferred, whether funded by DTET or not.	Individuals may access either <ul style="list-style-type: none"> One general qualification at certificate III followed by an apprenticeship/traineeship⁷. Two traineeships⁸ at either Certificate II or III. In addition, students may access one subsidised introductory level skill set.
Career Start – Traineeship pathway	Valid Training Contract Have not completed two apprenticeships/traineeships within the last 10 years.	
Career Boost – General training pathway	Qld resident Not already have a certificate IV or higher qualification (including tertiary qualifications) completed within the last 10 years ⁵ . Not be enrolled in another qualification ⁶ , even if it is on hold or deferred, whether funded by DTET or not.	Individuals may access one subsidised training place in a higher-level course (certificate IV, diploma or advanced diploma qualification).

Further information and key contacts

Table 9: Key contact information

Resource	Link
Find a course and check your eligibility	https://www.qld.gov.au/education/training/subsidies/check-your-eligibility
Qld Department of Trade, Employment and Training	http://www.desbt.qld.gov.au/training/providers/funded

⁵ Qualifications completed as a school student and foundation skills qualifications are exempt.

⁶ Foundation skills qualifications are exempt.

⁷ If the apprenticeship/traineeship is done first, the individual is no longer eligible to access a general qualification.

⁸ Includes school-based apprenticeships or traineeships.

Resource	Link
Apprenticeship and traineeship enquiries	apprenticeshipsinfo@qld.gov.au or 1800 210 210
Other training enquiries	training@desbt.qld.gov.au or 1300 369 935

Appendix 3: Pre-enrolment Checklist

Please use this checklist to confirm you have all the information you need to make a confident and informed decision about your enrolment.

Table 10: Pre-enrolment Checklist

Type	Information	✓
General information	Contact information for UNE Partnerships	
	Customer Protection Strategy	
	Policies and procedures relating to study	
	Recognition of Prior Learning (RPL) and Credit Transfer	
	Student Rights and responsibilities	
	Subcontracting arrangements	
	Unique Student Identifier (USI)	
Course information	Assessment requirements	
	Course title and code	
	Course duration	
	Commencement date/s and delivery schedule	
	Delivery mode and location	
	Entry requirements	
	Employment pathways and exit points	
	Materials and equipment needed	
	Units of competency	
	Work placement requirements	
Fees and funding	Course fees	
	Government funding advice	
	Terms and Conditions of Enrolment	
	Tuition Fees Policy	
Support services	Administrative support and access details	
	Changes that may affect study	
	Training support and access details	
	Wellbeing support and access details	

Appendix 4: Glossary of terms

The table below contains explanations for a range of terms and abbreviations that you may come across during your study with UNEP.

Table 11: Glossary of terms

Term	Definition
Australian Qualifications Framework (AQF)	<p>The framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.</p> <p>The AQF comprises titles and guidelines that define each qualification, as well as the principles and protocols covering cross-sectoral qualification links and the issuing of qualifications and statements of attainment.</p> <p><i>NB: Some UNEP short courses do not fall under the AQF. Check course information on our web site for specific details or search the national register at https://training.gov.au/</i></p>
Australian Skills Quality Authority (ASQA)	The national regulator for Australia's vocational education and training sector. ASQA regulates courses and training providers to ensure nationally approved quality standards are met.
Activities	Included in learning material to help develop the skills and knowledge covered in a course. Some activities are available in an interactive format online. Learning activities are not compulsory and do not contribute to course completion.
Assessment	The process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course. Assessments may be made up of a number of tasks.
Assessment task/s	Assessment components. Tasks may be quizzes, short answer responses, long answer responses, reports, video/audio or face to face presentations or workplace / workshop observations.
Assessor	Person allocated to evaluate a learner's competence to ensure they meet the required standards for a qualification. Minimum requirements apply.
AISS	The Apprenticeships Info Self Service (generally known as AISS) is a search facility, providing contractual information to organisations registering apprentices and trainees in Queensland, as well as student award information.
Credit transfer	A process whereby units of competency that have been successfully completed can be transferred from one course to another.

Term	Definition
Commencement date	Date you commenced your study with UNEP in a qualification or skill set.
Competent	Satisfactory completion of all assessment tasks in a Course. You have demonstrated competence for each of the unit/s covered in the Course.
Course	A module or unit of study. A course includes learning resources and assessment materials for one or more units of competency
Deferred	Means that you have chosen to delay commencement of study. Deferral is valid for up to 12 months. Students must re-commence study within 12 months and will have the balance of their study period in which to complete the course.
Due dates	Suggested dates for submission of assessment tasks. These dates are provided to keep you on track with your studies.
Educator	A person who possesses the necessary vocational competencies and industry currency to deliver training in a specific area. Minimum requirements apply. May also be referred to as a Trainer.
Enrolment date	Date your application for enrolment with UNEP in a qualification or skill set was approved and processed.
Expected completion date	Final date to complete your study program.
Leave of absence	Means that your course is put on hold for you to re-commence and complete after you've returned from leave. Leave is valid for up to 12 months. Students must re-commence study within 12 months and will have the balance of their study period in which to complete the course.
Module	Consists of a number of courses or units of competency. Modules each have a start and end date and census date.
my.unep	Online student resource site (Moodle). Log on details required.
National register	https://training.gov.au/ is the official national register of information on vocational education and training (VET) in Australia. The national register has the details of all nationally recognised training products and training providers.
Not Yet Competent (NYC)	Additional information/resubmission required to reach competency.

Term	Definition
Not Satisfactory (NS)	Assessment/Task not completed to a satisfactory level (<100%). Further evidence and re-submission required.
Qualification	A qualification will be issued to successful students who have satisfied all assessment requirements for a program of study.
Recognition of Prior Learning (RPL):	RPL allows a student to demonstrate competency through the provision of evidence from previous personal and workplace experience, rather than completing the listed assessment tasks. This usually involves providing a current portfolio of evidence that might include providing projects and reports, presentations, written correspondence such as emails, written statements or testimonials from managers or colleagues and detailed interviews.
Record of results	Record of assessment outcomes for each unit of competency enrolled in.
Registered Training Organisation (RTO)	A training organisation registered by a VET Regulatory body in accordance with the Standards for Registered Training Organisations. UNE Partnerships is your RTO.
Satisfactory (S)	Assessment/Task completed no further submission required. (100%)
Skill set	Single or combination of units of competency
Statement of Attainment (SOA)	A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification(s)/course(s).
Study period:	Candidature period for enrolment. The length of time allotted to a student at enrolment in which to complete the requirements of the study program. (Has a commencement & completion date for study).
Tax File Number (TFN)	A tax file number is your personal reference number in the Australian tax and superannuation systems. To be eligible for a VET Student Loan a student must have a valid Australian Tax File number.
Testamur	The official certificate that you receive after you have completed your course.
Trainer	A person who possesses the necessary vocational competencies and industry currency to deliver training in a specific area. Minimum requirements apply. May also be referred to as an Educator.
Training /Study Plan	A documented program of training and assessment required for students enrolled under a funded training contract. Developed by UNEP in consultation with the student (and other parties to the training contract in

Term	Definition
	the case of traineeships) as the basis for delivery of training and assessment services.
UNE Partnerships (UNEP)	Your training provider. UNE Partnerships is a Registered Training Organisation (RTO ID: 6754) wholly owned by the University of New England
Unit of competency	Specification of industry knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace as described in a Training Package.
University of New England (UNE)	The University of New England is a public university in Australia located in the city of Armidale in northern New South Wales. UNE was the first Australian university established outside a state capital city.
USI (Unique student identifier)	A unique national VET student number for all nationally recognised training. The system and details are yet to be implemented. However, some jurisdictions have a state VET student number. If RTOs are required to submit data as part of funding arrangements, then this will be part of the reporting requirements. RTOs will need to contact the appropriate jurisdiction which will advise on collection requirements.
Vocational Education and Training (VET)	Vocational Education and Training (VET) qualifications have been developed with the specific goal of preparing students with skills for work. VET is designed to help people to join or re-join the workforce, move into a new career or gain additional skills in their existing career.