



WORMALD RTO (RTO Code 2839)

External client Training
Product Disclosure Statement (PDS)
for Participants and
Employers of Participants

Effective as of Aug, 2025

Note: This document should be read in conjunction with the Enrolment Form.

Our Contact Details

Wormald RTO Training Administration

Postal Address: Locked Bag 7241 Silverwater, NSW 2128

Email Address: rtoadmin.au@wormald.com.au

Website: <https://wormald.com.au/fire-safety-training/>

Disclaimer

The information in this Product Disclosure Statement ('PDS') is subject to change. Please contact Wormald RTO to verify the latest version of our PDS or download the current version which is available on our website www.wormald.com.au

Overview of this Document

We encourage you to read this booklet. Keep it handy so you can refer to it when you have any questions. This document covers key items pertaining to Wormald Training Products including:-

- Enrolment/Registration in our Training Products
- Support offered during the course progression of the selected Training Product
- Training Product outline and assessment requirements
- Attendance requirements of the Training Product
- Feedback required following the completion of a Training Product
- Issuance of a Certificate/Statement of Attainment following completion of a Training Product
- Applicable fees and charges that may be incurred

Contents

Contents	3
Document Terminology.....	4
External Client Training Products Pertaining to the Product Disclosure	6
Section 1: Training Product Entry Requirements	7
Section 2: Enrolment Registration Requirements	8
Section 3: Training Delivery.....	9
Section 4: Assessment Requirements.....	10
Section 5: Feedback on a Training Product	12
Section 6: Fees and Charges	13
Payment Terms	13
Cancellation of Training.....	13
Section 7: Complaints.....	14
Formal Complaints.....	14
Section 8: Appeals (Academic Decision Complaints)	14
Section 9: Disciplinary Procedures.....	15
Section 10: Staff Responsibilities of Access and Equity	15
Section 11: Recognition of Prior Learning (RPL)	15
Section 12: Mutual Recognition of Qualifications Issued by Another RTO and Credit Transfer	16
Section 13: Certification and Issuing of Statement of Attainment	16
Section 14: Privacy and Personal Information Handling	17
Notifiable Data Breaches.....	18
USI Privacy Notice.....	19
Wormald Privacy Notice	20

Document Terminology

Australian Skills Quality Authority (ASQA):	The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's vocational education and training sector. ASQA regulates nationally recognised courses and training providers to ensure nationally approved quality standards are met.
Offer Acceptance:	Written correspondence such as a purchase order or payment from either the Participant or the Participant's Employer, detailing agreement to the ' <i>Letter of Offer</i> ' from Wormald.
Client:	An Employer, Sole Trader, Association or external participant that is sponsoring the training cost of a Participant to undertake one or more of Wormald RTO's Training Products. The Term Client and Customer are interchangeable.
Letter of Offer:	Written correspondence (including one or more types of written communication) from Wormald outlining the Training Product being offered and the general ' <i>Terms and Conditions</i> ' of the Offer that includes the requirements set out in this document.
Participant:	The individual who is enrolled to undertake one, or more, of the Wormald Training Products on offer.
Registered Training Organisation (RTO):	Registered Training Organisations (RTOs) deliver and assess nationally recognised training, including accredited courses that have been registered by the Australian Skills Quality Authority (ASQA). Only RTOs can issue nationally recognised qualifications.
Statement of Attainment:	A statement given to a person confirming that they have/have not satisfied the requirements of specified units of competency. Training Product: A Training Product may or may not be an accredited training course, If a Participant meets the Training Product's Unit of Competency requirements, it will result in the issuance of a Statement of Attainment or certificate of completion for a non-accredited training product.
Unique Student Identifier (USI):	A Unique Student Identifier (USI) is a lifelong education reference number made up of ten numbers and letters, that is linked to the secure USI Registry system, providing Participant's with an online record of their nationally recognised training. A Participant's USI Transcript captures the Participant's nationally recognised training achievements (capturing VET training since the implementation of the USI initiative in 2015). It is a compulsory requirement for all Participant's to provide a USI to the RTO, to facilitate enrolment in a Training Product and enable issuance of a credential upon course completion.

Document Terminology (Cont'd)

Unit of Competency: Training Products consist of one, or more, Units of Competency. The specification of the standards of performance required in the workplace..**Wormald:** Wormald refers to the private fire specialist company, Wormald Australia Pty Ltd, and incorporates all its affiliated companies.

Wormald RTO: Wormald RTO, Code 2839, is a privately-operated, registered training organisation, affiliated with Wormald Australia Pty Ltd. Wormald RTO delivers nationally accredited training to both internal and external clients. The scope of Wormald RTO Training Products can be found on the training.gov.au website.

External Client Training Products Pertaining to the Product Disclosure

Fire Safety Officer (NSW) Training Product 'FSO'

Units of Competency:

- PUAFER001 Identify, prevent and report potential facility emergency situations
- PUAFER002 Ensure facility emergency prevention procedures, systems and processes are implemented
- PUAFER004 Respond to facility emergencies
- PUAFER005 Operate as part of an emergency control organisation
- PUAFER006 Lead an emergency control organisation
- PUAFER008 Confine small emergencies in a facility

Training Delivery:

- Face-to-Face, Theory, Practical

Duration:

- 2-day program

Fire Safety Adviser (QLD) Training Product 'FSA'

Units of Competency:

- PUAFER001 Identify, prevent and report potential facility emergency situations
- PUAFER002 Ensure facility emergency prevention procedures, systems and processes are implemented
- PUAFER003 Manage and monitor facility emergency procedures, equipment and other resources
- PUAFER004 Respond to facility emergencies
- PUAFER005 Operate as part of an emergency control organisation
- PUAFER006 Lead an emergency control organisation
- PUAFER007 Manage an emergency control organisation
- PUAFER008 Confine small emergencies in a facility

Training Delivery:

- Face-to-Face, Theory & Practical

Duration:

- 3-day program

Work Safely at Heights Training Product

Units of Competency:

RIIWHS204E: Work safely at heights

Training Delivery:

- Face-to-Face, Theory & Practical

Duration:

- 1-day program

Section 1: Training Product Entry Requirements

The following information details Wormald RTO Training Product course entry requirements. This document should be read in conjunction with information detailed in the Training Product '*Letter of Offer*' and '*Enrolment Form*'.

- All Wormald RTO Training Products and related training material is provided in English and therefore all Participants are required to meet the basic reading and writing standard. Wormald RTO is unable to provide translation services into any other languages. The Participant's ability to read and write basic English and make calculations, interpret and understand Australian Standards, interpret and understand complex building floor plans is assessed during the enrolment process. The mandatory minimum entry requirements, in literacy and numeracy, for all Participants enrolling in our Training Product(s) is that they must display competence at least to Exit Level 1 (minimum level) against the Australian Core Skills Framework ('ACSF'). Participants that do NOT meet this requirement will not be able to undertake the scheduled Training Product.
- **All Participants must be 18 years, or older, at the time of Enrolment.**
- All Participants must either provide their USI number or grant permission for Wormald RTO to locate their existing USI on the Government website, or, request that Wormald RTO create a USI on their behalf. The USI initiative became a mandatory Government requirement in 2015 and all Participants undertaking nationally recognised training are required to provide a USI, in order to receive a Qualification or Statement of Attainment on completion of a Training Product(s). For more information on the use and retention of personal information provided through the USI initiative, please refer to Section 14.
- All Participants will be required to complete a '*Enrolment Form*' which requires them to provide their full contact details and complete an initial language, numeracy and literacy assessment to ensure they meet the competency level required to complete the Training Product.

Note: Wormald RTO is required to collect Participant's personal information during the Enrolment process and may be required to provide these contact details to the National VET Regulator. Please refer to the 'Privacy Notice' at the back of this document, which provides more detailed information regarding the collection, management and use of personal information.

- All Participants will be required to provide proof of identification, during the Enrolment process.
- For each Training Product the maximum number of Participants will be detailed in the '*Letter of Offer*'.

Training Products are offered to Participants under the condition that payment is made in full (if training product cost is less than \$1500 per person) prior to the Training Product start date. Should the cost of the training product be greater than \$1500 Wormald will create a payment plan indicating the training milestones that will trigger a payment. Alternatively a Credit Application can be made and in accordance with the agreed payment Terms and Conditions (this is the preferred option of payment).

- Training Products require all Participants to have certain physical capabilities as a pre-requisite, which are listed below:-
 - At the commencement of all Training Products, the Participant must be physically capable of meeting the performance requirements of the unit. If the Participant does not this criteria, to undertake any relevant assessment, then the Wormald RTO Trainer/Assessor will advise the Participant on their options to complete the Training Product, where appropriate.
 - The '*Working at Heights*' Training Product requires the Participant to be physically capable of ascending and descending from one level to another using a ladder and be above the ground greater than two metres in height.

Section 2: Enrolment Requirements

Prior to the commencement of a Training Product, the Participant is required to complete a *Enrolment Form*. The Wormald RTO Representative will provide this form to the Participant prior to/or on the first day of training.

The Wormald RTO Representative will be available to assist each Participant in completing their *Enrolment Form*.

- At this time, the Participant can also discuss the Recognition of Prior Learning (RPL) assessment, which may allow credit for their current skills and previous learning that may be linked to the competencies and requirements of the Training Product. If the Participant undertakes an RPL assessment, they must complete the *RPL Application Form*. Please refer to *Recognition of Prior Learning*' process for further information on the RPL process.
- During the Enrolment process the Participant will also be given the opportunity to discuss any specific needs during the training period and to have these needs assessed and reflected in the learning program. More detailed information on how Wormald RTO supports Participants to meet their learning needs is contained in '*Section 10 - Access and Equity*'.

Wormald RTO manages all personal and sensitive information in an open and transparent manner and is committed to maintaining privacy and confidentiality pertaining to all record-keeping processes. Commonwealth privacy legislation (National VET Data Policy, Privacy Act 1988 and the Australian Privacy Principles) regulates the collection, storage, use and disclosure of your personal information and compliance is maintained in accordance with these legislative requirements. A copy of Wormald RTO's *Privacy Policy* and associated procedures are available, upon request.

Any Participant who does not meet the Enrolment requirements will not be able to complete the Training Product at that time. The Wormald representative will discuss the relevant issues, where compliance has not been met against the PDS and advise the Participant of the possible options to address such issues.

Section 3: Training Delivery

The Participant attendance requirements will be provided in the Wormald 'Letter of Offer'. This will include the Training Product commencement and completion times, delivery mode and course outline.

The Participant attendance requirements will also be detailed in the 'Letter of Offer' outlining the required workplace attire for participating in classroom and practical activities, including any PPE needed for a specific task.

A Participant's attendance is subject to:-

1. The Participant's Training Product fee being paid as per the payment terms to for Training Product , or as per arrangements organised against Wormalds Credit Application and in accordance with the agreed payment Terms and Conditions, which is our preferred option.
2. The Participant's compliance in participating in the Training Product, in accordance with Wormald RTO Trainer/Assessor instructions and in accordance with the disciplinary, access and equity procedures as detailed in *Section 9 and 10* of this document.

Training will be delivered by Wormald RTO Trainers including sub contractors who have:

- a Certificate IV in Training and Assessment or as per ASQA requirements at the time of training delivery and assessment
- the vocational competencies, at least to the level being delivered (i.e. they hold the Training Product qualification being delivered); and
- current industry skills and knowledge directly relevant to the training and assessment being provided.

Where training is to be carried out in a venue or facility not provided by Wormald and is provided by the Participant and/or their Employer (the Client) then the training facility needs to be a suitable training environment that is unimpeded and has restricted access to others during the Training Product delivery. If the Client's preferred option is to utilise their own training venue/facility, these requirements must be discussed and confirmed with your Wormald Representative in order to comply with the Training Product requirements and assessment outcomes.

The Training Product delivery timeframe and conduction methodology will be detailed in the 'Letter of Offer'. The delivery timeframe will allow adequate learning time for the Participant to obtain the required knowledge and to demonstrate any required skills, aligned to the Training Product competency assessment requirements and to meet industry benchmarks.

Note: The Training Product delivery timeframe and conduction methodology is in accordance with Wormald RTO Learning and Assessment Strategy for each specific Training Product.

At the commencement of face-to-face Training Products, all Participants will be thoroughly informed during a training orientation session (usually provided on the first day of training) by the Course Facilitator (Trainer/Assessor), who is an Industry Training Specialist.

This session will include the following:-

- ☑ An overview of Wormald RTO
- ☑ Enrolment instructions and information regarding the collection and management of personal information
- ☑ Distribution of relevant learning materials
- ☑ Discussion regarding the Units of Competency to be undertaken in the Training Product
- ☑ An outline of the planned timeline for the Training Product, including the scheduled training sessions
- ☑ Information on self-paced study and/or workplace assignments, that might be required
- ☑ Review of on-the-job training that will be part of the Training Product, if applicable
- ☑ Discussion regarding the assessment and re-assessment process
- ☑ Participants will be made aware of the possibility that they may be contacted to verify the training and assessment delivery of the Training Product for audit purposes
- ☑ Advice on structuring and arranging special or additional assistance for Participants who may be consequently identified, during the enrolment process
- ☑ Issuance of Statement of Attainment/Qualification related to the Training Product.
- ☑ Discussion regarding the rationale for each Participant to complete of a Questionnaire (Learner Engagement Form) on the completion of the Training Product (which will be collected by the Trainer/Assessor and forwarded to Wormald RTO, for reporting purposes)

Note: The orientation session includes a review of this document and an overview of the support services offered by Wormald RTO, especially for those Participants who might require additional LLN support. In addition, the 'Privacy Policy', 'Appeals Procedure' and 'Complaints Procedure' will be discussed.

Section 4: Assessment Requirements

Assessments will be delivered by a qualified Wormald RTO Assessor(s)

including sub contractors who have:

- a Certificate IV in Training and Assessment or as per ASQA requirements at the time of training delivery and assessment
- the vocational competencies, at least to the level being assessed (i.e. they hold the Training Product qualification being delivered); and
- current industry skills and knowledge directly relevant to the assessment being provided.

Note: Typically, the Trainer and Assessor will be the same person.

When assessments are to be carried out at a venue or facility, which is not a Wormald facility, and is being provided by the Participant and/or their Employer (the Client), then the assessment facility must:-

- be a suitable environment that is unimpeded and will have restricted access to others during the assessment conduction; and
- have the capacity to conduct all the required assessment tasks and meet all workplace safety requirements for these tasks

If the Client's preferred option is to utilise their own training venue/facility, these requirements must be discussed and confirmed with your Wormald Representative in order to comply with Training Product requirements and assessment outcomes.

Reasonable adjustment in training and assessment refers to making changes to test conditions or assessment methods to allow individuals with disabilities or specific needs to participate fairly and equally. It's about

ensuring all learners have an opportunity to demonstrate their knowledge and skills, regardless of any learning difficulty or disability.

During your training and assessment journey with Wormald if a trainer and assessor determines (or you self-identify) that you may benefit from a reasonable adjustment in the assessment process they will first seek the advice of the Wormald NTM, employer and you.

Reasonable adjustment can take different forms but must still meet the assessment requirements of the unit of competency in question.

Example of reasonable adjustments include, but are not limited to:

- Additional time to complete the assessment
- Alternative assessment formats for example oral assessments using a recording device
- Assistive technology such as speech to text software
- Reader/scribe to assist in the assessment

Reasonable adjustments are important to create inclusive and equitable learning environments where all students have the opportunity to succeed. Wormald may engage an independent third party to review the reasonable adjustments to ensure access and equity for all learners.

Listed below are the standard Training Product assessment conditions:-

- The assessment time and conduction methodology will be detailed in the '*Letter of Offer*'. The assessment process will allow adequate time for the Participant to demonstrate their knowledge and skills to meet the Training Product competency requirements, aligned to industry benchmarks.
- The assessment tasks for each Training Product are appropriate and have been validated by Wormald RTO Trainers/Assessors to meet the Unit(s) of Competency requirements
- Where a Participant is found 'Not Yet Competent', after three (3) attempts, on any assessment within the scheduled timeframe, the Participant will need to re-schedule training at a future date and will incur further cost. Alternatively, they can lodge an appeal to Wormald RTO, as detailed in The RTO policy and procedures document.
- Each Participant will be advised during conduction, or completion of the Training Product, if they have been judged 'Competent' or 'Not Yet Competent' in the Training Product. At that time, the Participant will have an opportunity to provide feedback on the assessment document, for each Unit of Competency. The Participant is also required to sign-off on their assessment document to verify that they were advised by their Wormald RTO Trainer/Assessor that they have been judged 'Competent' or 'Not Yet Competent' in that Training Product.

Wormald RTO at no time guarantees that any Participant who attends a Training Product will be judged 'Competent' at the scheduled completion of the Training Product. A Participant who is judged 'Not Yet Competent' will have an opportunity for re-assessment, or alternatively can lodge an appeal to Wormald RTO, as detailed in The RTO policy and procedures document.. Wormald RTO is not responsible for any lose or liability that may result from any Participant being judged 'Not Yet Competent'.

Section 5: Feedback on a Training Product

Wormald RTO appreciates all feedback on our Training Products, of both a positive and negative nature, as it supports our continuous improvement process.

Wormald RTO, in line with ASQA requirements, will issue the standard Participant/Learner and Employer Engagement Questionnaires, at the completion of each Training Product. To meet ASQA's requirement, the following will be requested by the Wormald RTO Trainer/Assessor from each Participant: -

- Each Participant will be requested to complete a Learner Engagement Questionnaire (names are not required on the Questionnaires– anonymity can be maintained).
- The most senior representative of a Company that has more than one (1) Participant enrolled in a Training Product will be selected to also complete the Employer Questionnaire.

Should any Participant and/or their Employer (the Client) not be fully satisfied with any aspect of our Training Product processes, this can be documented on the feedback forms or alternatively refer to *Section 7 'Complaints'* in this document.

Section 6: Fees and Charges

Training Product Fees are available by quotation for individuals, or groups from a Company (Client). Wormald will provide this information as part of our *'Letter of Offer'*.

In our standard *'Letter of Offer'* Training Products are conducted within normal business hours (7:00am to 5:00pm, Monday to Friday- excluding public holidays). Additional training sessions/hours can be organised to suit business needs, as agreed by both parties and will be documented in the *'Letter of Offer'*. In these instances, an additional charge may be incurred and will be confirmed in writing.

A Training Product will only proceed on receipt of acceptance of our *'Letter of Offer'*.

Training Product fees are available on request, whereby Wormald Commercial Training Department will provide a quotation.

It is Wormald RTO Policy that fees are not collected in advance. Wormald Australia Pty Ltd Tax Invoices for all Training Product sessions will be sent by standard mail or email, following the completion of the Training Product and within the calendar month following the delivery of the Training Product. EFT is the preferred method of payment.

Payment Terms

All payment terms for Training Products are subject to the Terms and Conditions detailed in the Wormald *'Credit Application'*. This document is available from our Commercial Training Departments.

Cancellation of Training

Unless otherwise stated, the Training Product Fee is non-refundable, if cancellation notice is provided by the Participant/Client, less than five (5) working days from the agreed Training Product commencement date.

Participants/Clients may apply for a refund of fees, by detailing their request in writing, to the relevant Commercial Training Department offering the Training Product, and in accordance with the Terms and Conditions of the Wormald *'Credit Application'*.

Where the Training Product has commenced (at the agreed time), no refund will be provided if a Participant does not attend or leaves before completing the full Training Product, unless there are extenuating circumstances, such as a documented medical reason or other hardship. In those cases, a refund may be provided less a \$50.00 administration fee.

Should Wormald RTO cancel or suspend a Training Product, a full refund will be provided for any monies paid in advance. Wormald RTO will endeavour to deliver the Training Product at the agreed date, however if Wormald is unable to deliver the Training Product, due to unforeseen circumstances, the course will be conducted at another date agreeable to all parties who have accepted a Wormald *'Letter of Offer'*. Wormald is not responsible for any losses or liabilities that may occur as a result of any Training Product not being conducted on a scheduled date.

Section 7: Complaints

Wormald RTO handles all complaints as an opportunity to improve our services and values any feedback, of both a positive and negative nature. If you have any complaints, please speak to the Wormald Representative to see if the matter can be resolved satisfactorily. If the matter is not satisfactorily resolved, please document the matter, in writing, as a 'formal complaint' as set out below.

Formal Complaints

- Written complaints must be signed by the complainant, clearly setting out the complaint and parties involved (if any). Where appropriate, the complainant may suggest a satisfactory resolution process.
- The Wormald State Commercial Training Manager/Representative will acknowledge receipt of the formal complaint in writing within ten (10) working days of receipt.
- The Wormald State Commercial Training Manager/Representative will write to the complainant within 10 working days of receipt of the complaint, unless there are extenuating circumstances, outlining a proposed solution. This correspondence will outline the process involved should the complainant not be satisfied with the proposed outcome.
- If the complainant is not satisfied with the outcome, the complainant may seek a meeting with the Wormald RTO National Training Manager seeking final conciliation. The complainant may be accompanied by a witness, if required.

Taking into account the processes outlined above, if the complainant does not believe that the complaint has been adequately resolved, then he or she, may appeal to the Wormald RTO Chief Executive, to seek final resolution of the matter.

Section 8: Appeals (Academic Decision Complaints)

Appeals must be in writing and submitted to the RTO National Training Manager within one (1) month of the date of notification of the outcome of the academic decision, citing the grounds on which the appeal is based.

The following procedure must be implemented: -

- Each Participant's individual appeal must be in writing as set out above.
- The Wormald RTO will acknowledge receipt of the Appeal Submission within ten (10) working days of its receipt.
- The appeal will be reviewed by Wormald RTO within 30 working days from the Appeal Acknowledgement, to ensure the case is investigated in its entirety and that it acts fairly, taking into account the rules of natural justice and equity principles.
- The Participant/Appellant will be given an opportunity to formally present their case, as will the person against whom the complaint is made (if applicable).
- The Wormald RTO may decide to endorse the formal academic assessment findings in relation to the appeal or determine an alternative resolution.
- The Wormald RTO will confirm the decision, in writing to the Appellant within five (5) working days of the final decision. The decision is final and is not subject to further review.

Section 9: Disciplinary Procedures

To ensure that all Participants receive equal opportunities and gain the maximum benefit from their time with Wormald RTO, specific rules apply to everyone who attends any Training Product. Any person(s) who displays dysfunctional or disruptive behaviour may be asked to leave a training session and/or course.

Dysfunctional or disruptive behaviour may include: continuous interruptions to the Wormald RTO Trainer/Assessor's delivery of the course content, being disrespectful to other Participants or the Trainer/Assessor, harassment and use of offensive language, sexual harassment, dangerous and unsafe behaviour that places the Participant and others at risk, refusing to participate in group activities when required, and/or continued absence at the required times.

Any Participant who is asked to leave a training session and/or course has the right of complaint through Wormald RTO's '*Complaint Process*', as outlined in *Section 7*.

Section 10: Staff Responsibilities of Access and Equity

Wormald RTO is committed to integrating Access and Equity principles within all services that are provided to Participants/Clients. All Wormald RTO Representatives recognise the rights of Participants/Clients and will provide information, advice and support. Regardless of cultural background, gender, sexuality, disability or age, all Participants/Clients have the right to study in an environment that is free from discrimination and harassment.

Section 11: Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is an assessment process whereby a Participant may demonstrate their competence against the Unit of Competency, or a number of Units, in a Training Product. These skills may have been acquired through work experience, other formal study, or informal methods.

The RPL assessment allows Participants to have skills recognised, no matter how or when they were obtained. The important aspect is that the Participant can demonstrate the required skills in an appropriate manner to meet the required benchmarks. Currently there is no explicit fee for RPL and the assessment service is provided as part of the Training Product fee.

If you would like to be considered for RPL, you will need to apply on the '*Request for Recognition Application*' available upon request, from the Wormald RTO. Supporting evidence must also accompany the Application. This Application will allow you to document supporting information about your RPL request.

RPL Assessment may involve questioning, perhaps a written exam, and for most Units requires a practical assessment observing skills in the workplace (or simulated workplace environment).

There are two status levels dependent on the success of the RPL assessment: -

- **Full Status:** This means the Participant has been given full recognition for their Application against the respective Unit(s) of Competency. There will be no requirement for the Participant to partake in any further assessment for that Unit of Competency/Training Product.

- **Partial Status:** This means the Participant has been awarded partial recognition in their Application. The Participant will need to study and undertake the learning and assessment requirement of the Unit of Competency's element(s) where a shortfall still exists.

Section 12: Recognition of Qualifications Issued by another RTO and Credit Transfer

Wormald RTO will recognise Qualifications and Statements of Attainment achieved by a Participant and issued by another RTO, unless that RTO has been de-registered and issued qualifications, statements of results/attainment recalled. Wormald RTO will grant the Participant credit for the Qualifications/Statements of Attainment, provided they are equivalent to the Unit of Competency within the enrolled Training Product with Wormald RTO.

Participants seeking credit transfer shall be required to substantiate all claims of attainment by submitting a certified copy of a Qualification/Statement of Attainment listing the units of competency in the Training Product. A certified copy of a Qualification/Statement of Attainment is to be sent to the Wormald RTO detailing what recognition the Participant is requesting.

Copies of a submitted Qualification/Statement of Attainment MUST be certified by an accredited person in the jurisdiction where the training is proposed to be delivered and assessed., after sighting the original document. Wormald RTO can provide you with a list of the types of persons who can certify documents Typically this includes, but is not limited to

- Police Officer
- Qualified Accountant
- Wormald RTO Staff Member
- Justice of the Peace (JP) authorised in the relevant State or Territory

The certified copy of a Qualification/Statement of Attainment will be retained by the Wormald RTO Representative, who will advise on the outcome of the Application. For results issued after 2015 Wormald reserves the right to use the applicants USI to verify the results of previous training.

The cost for credit recognition of a Unit(s) of Competency within a Training Product is included in the standard Training Product fee.

Section 13: Certification and Issuing of Statement of Attainment

A Statement of Attainment will be issued to a Participant when judged 'Competent' in a specific Unit(s) of Competency and when all Training Product fees have been paid. A Statement of Attainment will be issued in a timely manner for all nationally recognised Unit(s) of Competency and will meet the compliance requirements set down by the Australian Qualification Framework and National VET Regulator.

Participants/Clients who request a replacement Statement of Attainment will incur a \$50.00 fee to cover administration and postage costs.

Section 14: Privacy and Personal Information Handling

Wormald RTO is committed to maintaining the privacy and confidentiality of its RTO Personnel and Participant records. Wormald RTO complies with the *Australian Privacy Act 1988* which regulates the handling of private information, including its collection, use, storage and disclosure. In conjunction with this Act is the Privacy Amendment (Enhancing Privacy Protection) Act 2012 which introduced the thirteen (13) *Australian Privacy*

Principles (APPs) and applies to the handling of personal information. Wormald RTO also complies with privacy management and governance of the USI Registry and the National VET Regulator, which is aligned to the National VET Data Policy.

As part of our risk management practices, Wormald RTO conducts a *Privacy Impact Assessment* for all operations on an annual basis. Mitigation actions from this risk assessment have been implemented for the management of privacy risk at each stage of the information lifecycle including collection, use, disclosure, storage, destruction and de-identification. Providing an overall framework for our privacy practices, Wormald RTO has developed and implemented an *RTO APP Privacy Policy*. A copy of the *RTO's APP Privacy Policy* is available, on request, from the RTO National Training Administrator, or alternatively can be accessed on the RTO intranet site.

Wormald RTO manages personal information in an open and transparent way. This is evident in the implementation of practices, procedures and systems outlined in the *RTO's APP Privacy Policy* to ensure Wormald RTO meets its privacy compliance obligations. When collecting personal information from Clients/Participants, Wormald RTO will take reasonable steps to ensure the Participant is aware of the reasons for collection, including:-

- Circumstances for collection
- Purpose of collection
- Consequences if personal information is not collected
- USI legislated requirements
- National VET data collection requirements

Wormald RTO takes all reasonable steps to ensure accuracy in information retained, ensuring all personal information is up-to-date and complete. All personal information is protected against misuse, loss, unauthorised access or disclosure by the use of stringent and secure data management systems and processes. When the retention of the personal information is no longer required it will be destroyed in a secure manner or deleted in compliance with the NVR Record Management Policy.

Notifiable Data Breaches

If a Participant considers that the Wormald RTO has breached its obligations in the handling, use or disclosure of their personal information, they may raise a complaint. We encourage Participants to discuss the situation with their Wormald RTO Representative in the first instance, before making a complaint. Wormald RTO will handle the complaint in accordance with Wormald RTO's 'Complaints and Appeals' process.

Data breaches that are likely to result in serious harm will be reported to affected Participants and the Office of the Australian Information Commissioner (OAIC), except where limited exceptions apply.

USI Privacy Notice

Consent for collection, use or disclosure of personal information

The following is provided to Participants on behalf of the Student Identifiers Registrar (Registrar).

“You are advised and agree that you understand and consent that the personal information you provide in connection with your application for a Unique Student Identifier (USI):

- *is collected by the Registrar as authorised by the Student Identifiers Act 2014.*
- *is collected by the Registrar for the purposes of:*
 - *applying for, verifying and giving a USI;*
 - *resolving problems with a USI; and*
 - *creating authenticated vocational education and training (VET) transcripts;*
- *may be disclosed to:*
 - *Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:*
 - *the purposes of administering and auditing VET, VET providers and VET programs;*
 - *education related policy and research purposes; and*
 - *to assist in determining eligibility for training subsidies.*
 - *VET Regulators to enable them to perform their VET regulatory functions;*
 - *VET Admission Bodies for the purposes of administering VET and VET programs;*
 - *current and former education or training providers to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;*
 - *schools for the purposes of delivering VET courses to the individual and reporting on these courses;*
 - *the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;*
 - *researchers for education and training related research purposes;*
 - *any other person or agency that may be authorised or required by law to access the information;*
 - *any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and*
- *will not otherwise be disclosed without your consent unless authorised or required by or under law.*

The consequences for not providing the Registrar with some, or all of your personal information are that the Registrar will not be able to issue you with a USI.”

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you on their website <https://www.usi.gov.au/about-us/privacy> or by contacting the Registrar on BusinessStrategy@usi.gov.au or telephone 1300 857 536. The Registrar’s Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Office of the Australian Information Commissioner (OAIC) about an interference with privacy pursuant to the Privacy Act 1988, including in relation to the misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs.

Wormald Privacy Notice

Why do we collect your personal information?

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with Wormald RTO.

The consequences of not providing the RTO with some, or all of your personal information are that the RTO will not be able to issue or verify your USI. Under Section 53 of the Student Identifier Act a registered training organisation must not issue a VET qualification or statement of attainment to a Participant without a USI. If a Participant is unable to provide the required personal information, they will not be able to be enrolled in an accredited Training Product with the Wormald RTO.

How do we use your personal information?

We use your personal information to enable Wormald RTO to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information?

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information?

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the appropriate Australian Government Department, Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:-

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy

If you would like to seek access to, or correct your information, in the first instance, please contact our RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>. If you require a hard copy of this Notice, please send an email request to our RTO.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact Information

At any time, you may contact **Wormald Australia Pty Ltd, RTO 2839**, to:-

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Web Address: www.wormald.com.au
Email Address: rtoadmin.au@wormald.com.au

Contact: Rod Rolfe
National Learning & Development Manager
rrolfe@wormald.com.au