

MAI-WEL TRAINING SERVICES

A Division of the Mai-Wel Group

PARTICIPANT HANDBOOK



Introduction

Welcome to Mai-Wel Training Services

We are a Registered Training Organisation approved by VETAB to provide training delivery and assessment services for a range of nationally accredited courses. Our registration number is 5648, a record of the courses we are accredited to conduct can be found on the National Training Information Service (NTIS) web site (www.ntis.gov.au).

Mai-Wel Training Services also offers other courses developed to meet particular industry, corporate and participant needs. So please visit our website (www.maiwel.com.au) for a full list of programs we offer.

This Participant Handbook will assist you to understand your rights and responsibilities. We will ensure you have access to all relevant information as you embark on a learning experience so you can make informed decisions and know how to seek assistance when needed. This document will provide information and act as a road map to leading you to other sources where additional information is available.

I hope you find your learning experiences rewarding and stimulating. Please contact us if you would like to discuss any aspect of your training or workplace assessment conducted through Mai-Wel Training Services

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Code of Practice

Mai-Wel Training Services is committed to attaining the highest standards of fairness and professional practice as we deliver our training and assessment services and our contractual obligations. To uphold our commitment we will:

- Focus on customer satisfaction
- Demonstrate clear leadership
- Continually improving our processes, products & services
- Make effective decisions based on factual evidence
- Build relationships based on mutual benefit

Course Registration, Recruitment & Selection

All courses offered by Mai-Wel Training Services will be advertised and promoted as widely as practice. These advertisements will clearly state the course name and any type of pre-requisites or selection criterion for registration.

All enquiries for registration will be given full and equitable consideration. Where there are conditions of registration or pre-requisites applied (training package requirements) to a course(s), these shall be clearly stated to the potential participants.

Participants are required to register and accept the terms and conditions prior to attending the first day of the course(s).

Our participant selection criterion is based on:

- Your ability to complete the course
- Previous training and education
- Relevant work/life experience - paid or unpaid - full time, part-time, casual or voluntary
- Is the course relevant to your career plans
- Identified program prerequisites/priorities

Course Registration

- Obtain a Course Application Form (CAF8.15) from Mai-Wel Administration – 115a South Street, Telarah or by ringing (02) 4932 8599
- Complete Course Application Form and return with payment to the office.

Your Course Enrolment Confirmation will be posted to you with full details required such as time of course and starting date.

Traineeship Registration

- With assistance from New Apprenticeship Centre (NAC) complete Traineeship Contract
- Contract will be returned to you from NSW Department of Education and Training with commencement and completion dates and other relevant information.

Conditions of Enrolment

- Courses are open to all adults 16 years and over.
- Please advise us if you have a medical condition or disability and need assistance in attending training.
- A fee must accompany your enrolment. Please complete all credit card details or enclose a cheque / money order. We regret we cannot save you a place without payment.
- Minimum deposit accepted is one third of course fee. Final payment must be made one week prior to course start date. Deposits are non-refundable, but can be transferred to any course or held in credit.
- Upon acceptance of your enrolment, you will be sent an enrolment confirmation.
- Your enrolment confirmation is also your receipt and shows course venue, date and starting time. Participants can only join after the course start date if they meet all prerequisites, it is acceptable to the tutor and they pay the full price of the course on enrolment.
- Courses with low enrolments may be cancelled and *refunds will only be given when Mai-Wel Training Services cancel the course*. Every effort will be made to contact participants so please ensure we have your home and/or work telephone numbers. Requests for transfer or credit, as a result of changed personal circumstances will only be considered 5 working days or more before the course start date.
- Certificates of Attendance for non-accredited courses will be issued to participants who have attended at least 80% of the course.
- Nationally accredited certificates are issued to participants who are assessed as competent.

Course Fees

Courses undertaken by participants will vary in fee structure depending on the nature of the course. Where courses are government funded nominal administration/tuition fees usually apply. Payment of these fees should be negotiated between the participant and the employer.

If Participants are paying for the total course, it is expected that a one-third deposit is required with the application and the total cost of the course will be paid prior to its commencement. On receipt of payment, participants will be issued with a receipt confirming payment.

Where payment is not possible prior to the commencement of a course, the participant is required to contact Mai-Wel Training Services and make special arrangements for date of payment. Special arrangements will require the approval of the Training Manager.

Refunds

Refunds will be made in the following circumstances:

- If Mai-Wel Training Services cancels the course.
- If a participant advises Mai-Wel Training Services in writing, fourteen (14) days prior to the commencement of training that they are withdrawing, the full course fee will be refunded minus expenses incurred to that time.

If a participant withdraws, by written notice within seven (7) days from commencement date of the course then Mai-Wel Training Services will refund 75% of the course fee paid. If the participant has not paid all fees up to date then no refund is applicable.

If in Mai-Wel Training Service's opinion, the participant would be unreasonably disadvantaged if not granted a refund, for example, a participant meets with a serious misadventure and is unable to continue their enrolment, Mai-Wel Training Services will:

- Register the participant onto a future course or
- Consider a full/part refund.

A refund will not be issued for:

- Non attendance at the course
- Change of mind
- Leaving the course early or not finishing the course.

Mai-Wel Training Services cannot accept responsibility for changes in personal circumstances.

Access and Equity

Mai-Wel Training Services ensures that all persons seeking to utilise our services are treated fairly and equitable. Mai-Wel Training Services select people based on their skills, aptitude and relevant qualifications including life experience. So that people achieve maximum benefit from our services, we also select based on the participant's ability to fulfil the program entry requirements. This may include assessment and support for identifying language, literacy and numeracy difficulties.

Mai-Wel Training Services promotes a learning environment that is totally free from discrimination and harassment including unsolicited approaches, comments or physical contact of a sexual nature, victimisation, bullying and racial vilification.

Mai-Wel Training Services is committed to supporting full access to the organisation's range of services by people from disadvantaged groups. This includes those disadvantaged socially, geographically, educationally, physically and intellectually, racially or by gender.

Participant's who require special equipment due to a physical impairment should discuss their requirements during the enrolment process. Every effort will be made to accommodate your impairment, however, where we are unable to assist you we will endeavour to refer you to an alternative Registered Training Organisation who would be able to provide training to meet your needs.

Privacy

Mai-Wel Training Services operates in compliance with all the current commonwealth privacy legislation. All Mai-Wel Training Services staff are aware of the requirements of the privacy act in relation to our operation as a Registered Training Organisation. We will at all times ensure that all required procedures are followed to ensure your rights to privacy.

All information gathered by Mai-Wel Training Services will only be utilised for the purposes of delivering training services and Australian Quality Training Framework (AQTF) documentation compliance requirements.

Participant Code of Conduct

Mai-Wel Training Services is committed to the delivery of quality training and assessment services in a fair and systematic manner and will enforce a standard of conduct for all persons undergoing training to ensure all participants and Trainers are not affected by the negative behaviour of another client of the service.

Attendance

- Participants must attend training at the time advised
- Stated break start and finish times are to be observed
- It is a requirement that participants will not leave courses before the stated finishing time
- Course times can only be varied by the written authority of the Training Manager

Behaviour

- Participants will not intimidate, threaten or coerce fellow participants by using physical, verbal or emotional violence, inappropriate language or other disorderly conduct
- Training rooms and other facilities are to be kept clean and tidy
- Unauthorised literature should not be distributed
- Participants are required to follow all reasonable instructions of trainers / assessors

Organisational Property

- Abuse, defacement or willful damage of company property will not be permitted
- Training products and information should not be revealed, copied or distributed, except where it is published for circulation to the general public with permission from management.

Health and Safety

- Smoking areas to be observed
- No weapons including knives, explosives or inflammable substances are to be brought onto Mai-Wel property or premises leased by Mai-Wel.
- No alcohol is to be brought to or consumed at training venues without permission.
- No drugs, other than those prescribed for personal use by your doctor are to be brought to training venues.
- Equipment is not to be used unless instructed by company personnel.
- In the case of an emergency, follow instructions given by your trainer/assessor.

Compliance with Participant Handbook

- It is the Participant's responsibility to be aware of & comply with the contents of the Participant Handbook.

Any breach of the above procedures will be dealt with under the company's disciplinary policies and procedures.

Health and Safety

Mai-Wel Training Services will where practicable ensure the health safety and welfare of all persons involved in our activities to achieve this Mai-Wel Training Services will:

- Provide or maintain equipment and systems of work that are safe and without risks to health
- Make arrangements for ensuring the safe use, handling, storage and transport of equipment and substances
- Provide information, instruction, training and supervision necessary to ensure the health and safety at work of employees
- Maintain places of work under our control in a safe condition and providing and maintaining safe entrances and exits

As a participant on Mai-Wel Training Service's premises you must comply with the occupational health and safety requirements, including:

- Signing the attendance register when attending training
- Do not push other participants or employees
- Do not lift anything that is too heavy for you
- Observe legislation and policies
- Follow instructions set by the trainer/assessor
- Correct or report any unsafe condition to a Mai-Wel member of staff
- Not interfering with or misusing things provided for the health, safety or welfare
- Not obstructing attempts to give aide or attempts to prevent a serious risk to the health and safety of a person at work

You will find a copy of the relevant Occupational Health and Safety Act displayed in the training venue

First Aid

If you are injured during training, please inform a Mai-Wel member of staff

- We will assist you in obtaining appropriate treatment and completing the injury register
- The trainer/assessor will identify the location of First Aid facilities

Smoking

Mai-Wel Training Services is a smoke free learning environment. Smoking is permitted in designated areas only

Emergencies

A copy of the site Emergency Procedures will be on display at the training venue.

Participant Support Services

Language, Literacy and Numeracy

Mai-Wel Training Services will undertake an initial assessment of a participant's language, literacy and numeracy (LLN) skills by means of the completion of their registration form. This will assist us to identify a participant's possible LLN needs.

Mai-Wel Training Services will also ask participants to advise us should they require special assistance.

Where specific requirements are identified, action is taken to assist the participant, including:

- Discussions between the participant and their trainer/assessor about the participant's specific needs
- Restructuring training delivery and assessment methods to suit these needs
- On-going support provided and progress monitored by their trainer/assessor, to assist in achievement of learning outcomes.

If the participant requires further additional or specialist assistance, Mai-Wel Training Services will refer them onto a specialised LLN service provider. All LLN issues are treated with understanding, discretion and confidentiality.

Welfare and Guidance

If you are having study difficulties, require assistance with career direction, need support with solving personal problems or advice on financial assistance, please make an appointment to see the Training Manager.

Study Support

Participants may access support from their course facilitator or the Training Manager. Where required, a Client Services Officer may also be made available to assist with client services.

Flexible Learning and Assessment Arrangements

Mai-Wel Training Services will work with each participant to develop an Individual Training and Assessment Plan where training and assessment may be provided and completed within their workplace.

Complaints Grievance and Appeals Procedures

A complaint or grievance is any type of concern or problem pertaining to your work or course being undertaken. This may be raised by either a participant or a member of staff.

Mai-Wel Training Services will strive to establish a consistent atmosphere of trust and openness with participants so that any type of complaint or grievance is dealt with in a timely and effective manner.

All complaints and grievances are considered serious and will be dealt with within forty eight working hours of receiving the complaint or grievance in writing.

All participants making any form of complaint or grievance have the right to have an independent person or panel to act on their behalf or hear their complaint or grievance at any time or even to support them whilst the complaint or grievance is being resolved.

All complaints or grievances will be recorded in writing. All complaints or grievance outcomes will be communicated back to the complainant in writing with an explanation of decision and outcomes. The steps in the complaints and grievances resolution process are:

a. Local Level Resolution

Any participant with a complaint or grievance is encouraged to firstly raise the matter directly with the other party concerned. A meeting should be requested, by the participant, at which time the matter in dispute can be raised and a resolution sought. In other words, talk directly to the person you have a problem with, and try to sort the problem out between you.

b. Resolution by Trainer/Assessor

Should the matter remain unresolved following local level resolution, or should this be considered inappropriate, the participant is encouraged to contact their trainer/assessor, who will help in the resolution process. This may be by means of a mediated discussion or by talking individually with each person involved in the dispute.

c. Resolution by the Training Manager

Should the matter remain unresolved following resolution by the trainer/ assessor, or should this be considered inappropriate, the participant is encouraged to contact the Training Manager for consideration and intervention, as necessary, in order to reach an objective solution to the matter in dispute.

d. Resolution by Arbitration

Should the matter remain unresolved following resolution by the Training Manager, the CEO may appoint an independent arbiter or panel to review the dispute and suggest an amicable solution.

e. Resolution by External Authority

Should the matter remain unresolved following arbitration, the participant may seek the advice of an independent authority that is skilled in the dispute resolution processes. Mai-Wel Training Services will advise on the different authorities available.

Assessment Appeals

Mai-Wel Training Services has an impartial appeals process available for all participants. If a participant wishes to appeal their assessment result, they must first discuss the situation with the trainer/assessor.

If the participant is not satisfied with the results of the discussions and would like to proceed further or if the participant does not wish to approach the trainer/assessor then a formal request will need to be made in writing outlining the reason(s) for the appeal.

Participants will need to ensure they have reasonable grounds for the appeal, for example:

- Unclear or inaccurate instructions by the assessor
- The participant was treated unfairly or inequitably
- Illness during the period of assessment and this can be substantiated

This is to be forwarded onto the Training Manager who will take responsibility for implementing the formal appeals process and will record the appeal into the appeals register and notify the participant in writing of receipt of the appeal.

Mai-Wel Training Services acceptance of re-assessment appeals is up to seven days after the participant has been issued with the results of their initial assessment. Every effort is made to settle the appeal to both the participant's and Mai-Wel Training Services satisfaction. If the appeal is proven and a reassessment is required, Mai-Wel Training Services will consult with the participant to arrange a date and time for the reassessment with an independent assessor. The results of the reassessment will be supplied to the Training Manager who will supply this information to the participant in writing. The results of the reassessment will be final.

Throughout the entire appeal process the participant can request that their appeal heard by an independent person. The participant has an opportunity at any stage to formally present their case.

The participant will be provided with a written statement of the appeal outcomes, including reasons for the decision.

Should the outcome of the appeal not be acceptable to the participant, they will be informed, in writing, of the opportunity to lodge a complaint with the State Training Authority.

Mutual Recognition

Mutual Recognition is acknowledged and supported as an important feature of the Australian Quality Training Framework (AQTF).

We accept the credentials issued by other Registered Training Organisations based within Australia.

- Participants seeking recognition must apply in writing and provide evidence of the qualifications/units of competency achieved.
- Recognition will be granted for qualifications/units of competency achieved in attaining a qualification where these outcomes also form part of the requirement for another qualification. It is necessary for an applicant to demonstrate that the knowledge/skills learned have remained relevant or current.
- Applicants will be provided with the results of their application in writing.

Recognition of Prior Learning - RPL

If you already have the knowledge and skills covered in some or all of the course units, you may not have to study them to complete the course.

RPL is the acknowledgement of existing competencies regardless of how those competencies were obtained. A person may apply for RPL to gain a whole or part of a qualification. RPL is intended to allow participants to focus on developing new skills and knowledge, rather than re-learning or re-doing what they already know or have already done and can do.

Identified competencies may have been achieved in a number of ways:

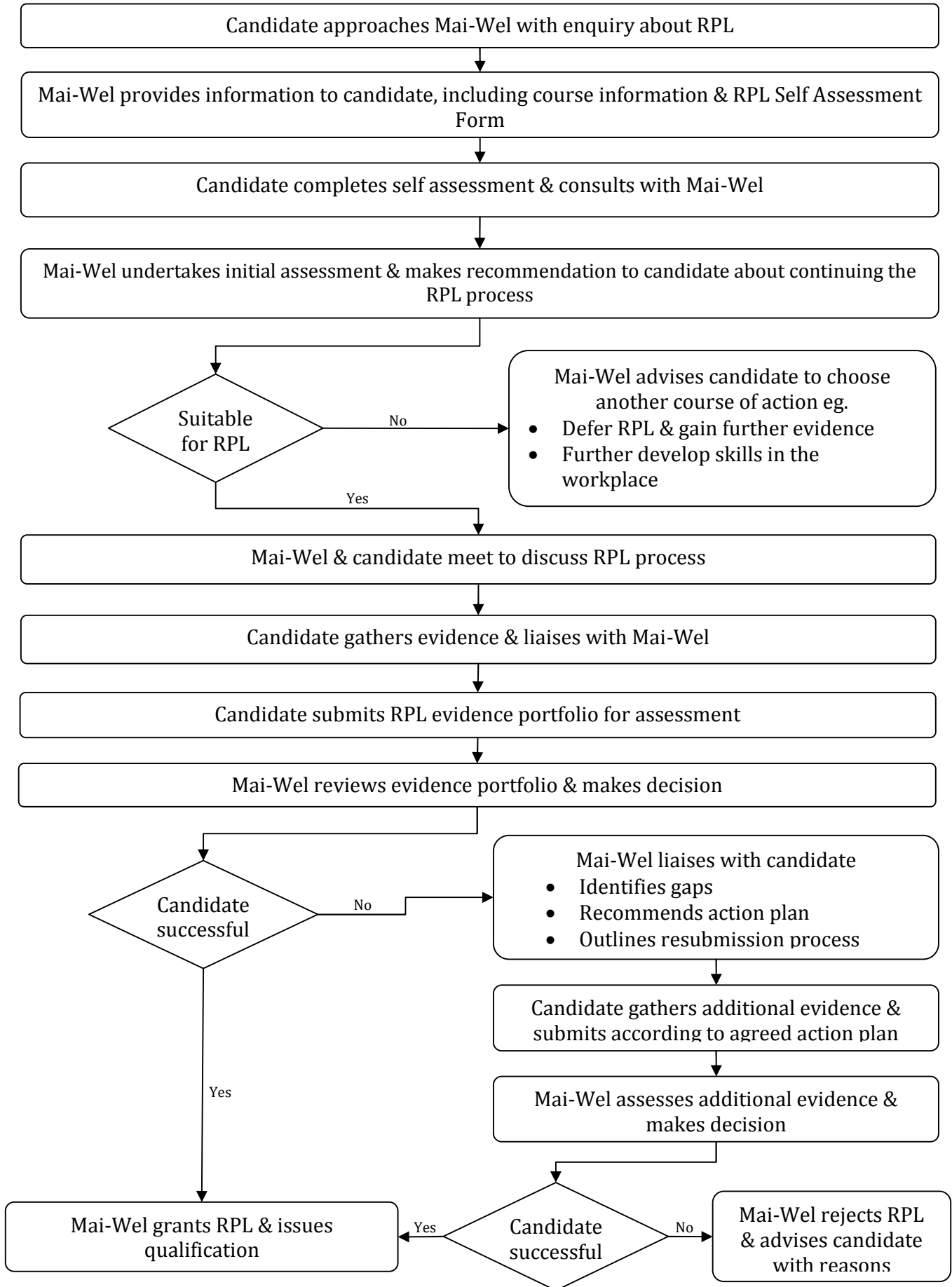
- Work experience – including both work that is paid or unpaid ie working in a voluntary capacity with a community organisation or assisting to run a family business
- Education – including programs or courses taken at school, TAFE, adult education centers or training programs at work.
- Life experience – this includes being a voluntary worker, competencies gained from hobbies, interests or involvement in social groups / clubs.

How to Make an Application for RPL

To gain Recognition of Prior Learning you have to pay an assessment fee and provide evidence of knowledge and skills - usually by filling out an application form (RPL Self Assessment Form) and attending an interview. During the interview the process will be fully explained to applicants and assistance provided to identify suitable evidence to support the claim.

Applicants will be provided with a 'Recognition Pack' to assist the preparation of the application. Each application will be assessed and results forwarded to the applicant.

RPL Flowchart



Competency Based Training

Competency standards focus on what the participant can do as a result of the training, rather than on the training process itself. Put simply, it means:-

- Making a clear statement about what participants should be able to demonstrate after completion of the training (learning outcomes)
- Having training based on that outcome
- Seeing that participants can actually do what they are required to do

Competency standards focus on competencies relevant to your workplace. The training will help you to identify and demonstrate the skills, knowledge and attitudes needed for these competencies, as they would be used in your workplace. Learning methods will be chosen to give you the best opportunity to demonstrate these skills, knowledge and attitudes. These learning methods will also help you to transfer and apply skills and knowledge to new situations and environments.

Training Sessions

Methods

A variety of training methods may be used throughout your course. These will depend on the needs of individual participants and may take a number of formats including:-

- Group discussions
- Informal question and answer sessions
- Small group activities
- Role plays
- Research (individual and group)
- Videos, powerpoint presentations, slides
- Informal presentations
- Self, peer and third party assessments
- Work based activities
- Work / activity sheets

It is recognised that participants bring a broad range of experiences and personal expertise to the training, and therefore Mai-Wel Training Services encourage participation to help others with shared knowledge. Mai-Wel Trainers act as 'facilitators' in a learning environment and assist exchange of information and present material in such a way that is conducive to learning.

Breaks

When training sessions cover a whole day, a number of breaks will be scheduled. Morning tea, lunch and afternoon tea breaks will be negotiated between the trainer and participants. Duration and timing will depend on the material to be covered.

Timeframes & Missed Training Sessions

Trainers are responsible for commencing and concluding all training sessions according to the agreed timeframes. Participants are responsible for attending training sessions according to the agreed timeframes. Participants who are late are responsible to catch up on missed content. Those who miss training sessions for genuine reasons will be supported to cover material from the missed session.

Workbased Activities

Mai-Wel Training Service trainers and assessors will need to collect evidence of your skills and knowledge for each unit of competency. One way to collect this evidence is by assessing activities you complete in the workplace and as a part of your normal work routine. This will generally involve activities related to tasks discussed and/or practices during the training, as well as others you complete with input from your supervisor, peers and others. These activities will provide evidence of your ability to apply skills, knowledge and attitudes for each unit of competency in a real work environment.

Assessment

The training you will be undertaking is competency based. The competencies and assessment for your course will be clearly stated to you at the beginning of the course.

All Mai-Wel Training Services trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will seek evidence to confirm achievement of the stated competencies in your course and more than one competency may be assessed at any given time.

All units within your course have set assessment activities which have undergone an assessment and validation processes. All assessments have been designed to meet the training package requirements (validity and sufficiency of information).

After successful completion of the course you will receive a certificate or statement of attainment for the appropriate units for the course.

It is the trainer/assessor's responsibility to ensure all participants receive the full scope of information, knowledge and assessment required to complete their course successfully. The following types of assessment methods may be utilised during the course:

- Presentation / demonstration
- Illustrative program examples
- Specially developed example programs
- Exercises
- Project assignments
- Questioning

Assessments should not be a stressful activity. They are conducted in a relaxed and friendly atmosphere. Do not regard your assessment as an examination. Your trainer/assessor simply needs to know which competencies from your course you have mastered, and which competencies require further practice.

Participants have a maximum period of 12 months to complete the course, unless there are exceptional circumstances why you cannot complete within the timeframes. Please contact Mai-Wel Training Services, if you feel you have extenuating circumstances.

Requirements for Assessment Activities

This section deals with the specification of the style and the physical production of the assessment activities. Please make sure you read the assessment criteria thoroughly, for each unit prior to starting your work.

Assessment Formatting Guidelines

- Word or Page Limits – Some trainers may set page or word limits. Any participant could provide all the information they consider necessary if they could have more space, but it is important to communicate efficiently. Therefore, the participant has to work out what is critical, and provide text in an efficient manner; and what is not critical should be left out.
- Paper size (assessments sent by post) – The size of the paper should be A4 except for illustrative material such as drawings, maps and printouts, which can be larger.
- Single or double sided (assessments sent by post) – Materials in essays or assignments can be presented either double sided or single sided.
- Orientation: Pages containing text should be presented in portrait orientation. It is permissible to use landscape orientation for other material, such as tables, figures and so on.
- Margins – the margins on each sheet should be 2.5cm for all pages in either portrait or landscape orientation.
- Page Numbers - All pages shall be numbered consecutively. The location of the page number is a matter for personal preference, although it is preferred that page numbers be centred in the page footer.
- Presentation – the assessment activity should be typed.
- Font style – it would be preferable, if the font could be
 - Headings Arial, Arial - size 14
 - Sub headings, Arial - size 12
 - Main body text, Arial - size 11
- Paragraph justification – for presentation purposes, it is preferable to have text in paragraphs justified.
- Spacing – assessment activities should be typed using 1.5 space settings.
- Spelling and grammar – spelling errors and poor grammar will detract from the overall quality of the report. Therefore the participant should take particular care with the correct spelling in the Report. Many word processing packages have their spell check systems, and these are very useful.
- Abbreviations – it is acceptable to use abbreviations throughout the text. Some abbreviations are well known, and do not need explanation (such as NSW). However, others should be expressed in full text followed by the abbreviation in brackets the first time they are mentioned in the text, for example Environmental Protection Agency (EPA).

Preparing Assessment Activities

- General – Participants should demonstrate that they have good written skills in their assignments through clear writing, logical flow of ideas.
- Copied materials – Assessment activities will not be marked if the material contained within has been copied from other sources, as this merely demonstrates an ability to find original information and reproduce it uncritically, this is plagiarism.
- Plagiarism – The unacknowledged copying of the work of other people and presentation as your own is called plagiarism. This is prohibited
- References – The use of cited references in assessment activities is strongly recommended, and indicates that the participant has been reading beyond the course materials.

Assignment Submission

Assignments should be sent to Mai-Wel Training Services with the accompanying assessment agreement form. When submitting more than one assignment at a time, please bind each assignment separately with its own assessment agreement form. Assessments will not be accepted without the accompanying assessment agreement form.

Assignment Due Dates

Participants should be aware that all assessments have set due dates for completion, this has been put into place to assist you in keeping on track with your studies. Assignments must be submitted by the set due dates.

Extensions

We provide a reasonable amount of time after the course to complete assignments, taking into account the participant's busy work and personal lifestyle. Assignments will not be marked after the due date unless an extension has been granted.

Queries on Assignments Prior to Submission

If you have queries regarding assignments, please email your trainer directly with questions only. Please note, we do not look at full assignment documents prior to submission.

Re-submission of Assignments

If your assessor requests a re-submission of an assignment you will be provided with a maximum of 4 weeks to re-submit. Only one re-submission will be allowed. We do not provide reminders or extensions on re-submits. If after the re-submission you are still found not to be competent, we would suggest the following:-

- Attend the training again for the unit. A per unit fee will be charged for re-attendance. or
- Individual tutoring. A tutorial fee will be charged.

Records Management

All participant records will be stored in hard copy and electronically for 30 years. Access to records is available to authorised staff only. Access to your records can be achieved through written permission to the Training Manager

Scope of Registration

Mai-Wel Training Services is accredited by VETAB NSW to conduct the following courses:

- BCG10103 - Certificate I in General Construction
- BCG20103 - Certificate II in General Construction
- CPC10108 - Certificate I in Construction
- CPC20108 - Certificate II in Construction
- MEM10198 - Certificate I in Engineering
- MEM20198 - Certificate II in Engineering and Production
- CHC30102 - Certificate III in Aged Care
- CHC30208 - Certificate III in Aged Care
- CHC40102 - Certificate IV in Aged Care
- CHC40108 - Certificate IV in Aged Care
- BSB40807 - Certificate IV in Frontline Management
- CHC30302 - Certificate III in Disability Work
- CHC30208 - Certificate III in Disability
- CHC40302 - Certificate IV in Disability Work
- CHC40108 - Certificate IV in Disability
- CHC30202 - Certificate III in Home & Community Care
- CHC30308 - Certificate III in Home & Community Care
- ICA10105- Certificate I in Information Technology

Further Information

The following web addresses may be useful should you require further information about training:

- www.apprenticeship.det.nsw.edu.au
- www.aben.com.au
- www.nswfitc.com.au
- www.bvet.nsw.gov.au
- www.det.nsw.edu.au
- www.vetab.nsw.gov.au
- www.cshta.com.au

