




TRAINING CHECKLIST for CONSUMERS

Answer all of these questions before:

-  choosing a training course
-  advising someone on a course and/or
-  Enrolling in one.

| Things to consider | Find out the following: | Tick box (✓) |
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| <p>The training provider must be registered to deliver the course you are interested in.</p> | <p>1. Is the training provider registered and by which authority? Ask for the training provider's registration number for your records.</p> <p>Information about Registered Training Organisations (RTOs), Training Packages accredited courses and qualifications can be accessed at http://www.training.gov.au or http://www.vrqa.vic.gov.au/StateRegister/Search.aspx/Search?SearchType=0 or go to www.acpet.edu.au the Australian Council for Private Education and Training.</p> | <input type="checkbox"/> |
| <p>Make sure the qualification is Nationally recognised.</p> | <p>1. Is the qualification Nationally accredited?</p> <p>For further information visit http://www.studyinaustralia.gov.au/en/Why-Study-in-Australia/Australian-Qualifications-Framework</p> | <input type="checkbox"/> |
| <p>Check if a particular licence is required for the occupation you are interested in and make sure it is the correct one.</p> | <p>1. Will I need a licence to practice this occupation? For further information on licensing requirements visit http://www.worksafe.vic.gov.au/safety-and-prevention/licensing</p> | <input type="checkbox"/> |
| <p>Check with the training provider what knowledge and skills the course will provide.</p> | <ol style="list-style-type: none"> 1. Obtain a list of course competencies (skills and knowledge). 2. Is there Recognition for Prior Learning (RPL) into higher courses or complimentary studies? 3. Does this qualification provide articulation into any Tertiary qualifications? 4. What jobs the training may lead to and what are the job prospects on completion? (These cannot be guaranteed but are indicators). 5. Are there any other requirements in addition to training to obtain a job in the related area? 6. Does the training provider assist in finding employment for students upon completion of the course? Not a necessity but this can influence the choice of course and provider. | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
| <p>Make sure the training is not affecting future studies.</p> | <ol style="list-style-type: none"> 1. Will this course affect further study options in the future? 2. Does this training preclude students from undertaking a traineeship/apprenticeship in a related field or any other field? | <input type="checkbox"/> <input type="checkbox"/> |

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| <p>Shop around for a course and training provider that meets your needs.</p> | <ol style="list-style-type: none"> 1. What are the breakdown of costs including final total cost of training and include any additional fees on top of stated tuition? 2. What resources are provided as part of the course fee and what will students be required to provide themselves? 3. If undertaking Hairdressing/ Automotive/ Beauty courses, are students allowed to buy their own kits rather than the one provided by the course? Students can often buy the kits at a cheaper rate from wholesalers. 4. What is the training provider refund policy? Obtain a copy of the refund policy and make sure you understand the details. 5. How will the course be delivered? (e.g. part time, full time) 6. What are the hours of attendance and total hours of course delivery? Check this against nominal hours recommended on www.training.gov.au. Beware of courses that offer low hours – as these are often not recognised by relevant industries or employers. 7. Is there flexibility in the course delivery? (e.g. early completion) 8. Ask about the timetable, location of the training and assessments. How and where the students are assessed? When are the certificates awarded to students? Does the certificate list the competencies? 9. Whether training and/or assessment will be undertaken in a real workplace. If a simulated environment is to be used to replicate a workplace, consider how realistic the environment is. This may be critical when applying for a job or credit transfer. 10. Does the training provider provide any support services to students with non-English speaking backgrounds, disability aid and financial assistance? 11. Obtain feedback from past students on the quality of training and whether the training assisted them in finding appropriate employment. | <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> |
| <p>Be cautious about paying large sums of money up-front.</p> | <ol style="list-style-type: none"> 1. Before making an up-front payment students should make sure the training provider is registered and the course offered meets their needs. 2. Compare training charges for the course to other institutions. Does it seem right? 3. Ask for a receipt on payment, check that it is correct and keep it in a safe place. 4. Students may qualify for government subsidies (e.g. if holder of a Health Care/ Disability/VET affairs card). Check if you are eligible. | <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> |
| <p>Read the contract.</p> | <ol style="list-style-type: none"> 1. Read the contract/enrolment form carefully before signing or paying any money. 2. Ask the training provider to explain items you are unsure of and discuss the conditions of enrolment with family, friends, colleagues or teachers to clarify. 3. Ensure you understand and agree with any cancellation and refund conditions. | <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> |

Disclaimer: This checklist is produced by the Hume Whittlesea Local Learning and Employment Network (HWLLEN) which has used its best efforts to provide a guide that will assist training consumers protect themselves. HWLLEN, however, takes no responsibility for any problems consumers may encounter with their training provider despite them following the recommendations on this checklist.

This Document has been adapted from the DE&T QLD Government and the Outer Eastern Local Learning & Employment Network (OELLEN) checklist.