

TRAINING CHECKLIST FOR CONSUMERS

The following checklist is a really useful resource that can help young people and their families or support people to ensure the best outcome when choosing a training course.

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:	✓
The training provider must be registered to deliver the course they are providing.	Is the training provider registered and by which authority? Ask for the training provider's registration number, scope (what they are offering) and keep for your records. Information about Registered Training Organisations (RTOs), Training Packages accredited courses and qualifications can be accessed at www.training.gov.au or www.vrqa.vic.gov.au or go to www.iteca.edu.au the Independent Tertiary Education Council Australia.	<input type="checkbox"/>
Make sure the Qualification is nationally recognised	Is the qualification nationally accredited? For further information visit: www.studyinaustralia.gov.au	<input type="checkbox"/>
Check if you require a specific licence for this occupation	Does the person delivering training hold a TAE 40110 AND the appropriate industry accredited qualification?	<input type="checkbox"/>
Check with the training provider what knowledge and skills the course will provide.	Will I need a licence to practice this occupation? For further information on licensing requirements visit www.worksafe.vic.gov.au	<input type="checkbox"/>
	Obtain a list of course competencies (skills and knowledge)	<input type="checkbox"/>
	Is there Recognition for Prior Learning (RPL) into higher courses or complimentary studies?	<input type="checkbox"/>
	Does this qualification provide articulation into any Tertiary qualifications?	<input type="checkbox"/>
	What employment options will this training lead to and what are the real job prospects on completion? (Ask for examples and evidence).	<input type="checkbox"/>
	Are there any other requirements in addition to training to obtain a job in the related area?	<input type="checkbox"/>
	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"/>
Make sure the training is not affecting future studies.	Will this course affect further study options in the future? Ask for a written explanation (or chart) so you can easily see the implications, if any, this course has on your future study selections.	<input type="checkbox"/>
	Does this training preclude students from undertaking a traineeship/ Apprenticeship in a related field or any other field?	<input type="checkbox"/>

Things to consider	Find out the following:	<input checked="" type="checkbox"/>
<p>Shop around for a course and training provider that meets your needs.</p> <p><i>(Continued over page...)</i></p>	I have been told that there are no upfront costs? Does this mean I am using VET Student Loans? If so, when do I have to pay this back and will it be with interest?	<input type="checkbox"/>
	How many times can I use this loan? When does the full amount of the loan apply: when I start my course or when I finish my course?	<input type="checkbox"/>
	What if I do not finish – what is my debt?	<input type="checkbox"/>
	Is my “kit” included in these fees? www.studyassist.gov.au is a good website to check as VET Student Loans – they are NOT FREE!	<input type="checkbox"/>
	What is the breakdown of costs? (including final total cost of training and any additional fees on top of stated tuition)	<input type="checkbox"/>
	What resources are provided as part of the course fee and what will students need to provide themselves? (If undertaking tuition that requires a kit e.g. Hairdressing, Automotive, Engineering, Hospitality, Beauty etc., 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.	<input type="checkbox"/>
	What is the training provider refund policy? Obtain a copy of the refund policy and make sure you understand the details. Will I still incur a debt?	<input type="checkbox"/>
	How will the course be delivered? (e.g. part time, full time, online, onsite, classroom) and what support is available if online?	<input type="checkbox"/>
	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. Beware: in most cases if you start at a higher qualification – you cannot then study something later at a lower qualification. If unsure start at the lower qualification and work up to the Diploma.)	<input type="checkbox"/>
	Is there flexibility in the course delivery? (e.g. early completion)	<input type="checkbox"/>
	Ask about the timetable, location of the training and assessments. How and where students are assessed? When are the certificates awarded to students? Does the certificate list the competencies? Is a Diploma a nationally recognised full qualification or does the term “Diploma” relate to the organisations own in-house recognition. (sometimes organisations blend qualifications that are combinations of various certificates but are not a full nationally accredited qualification in their entirety.) Very important to check this.	<input type="checkbox"/>

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<p>Shop around for a course and training provider that meets your needs.</p> <p><i>(...Continued from previous page)</i></p>	<p>Ask 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.</p>	<input type="checkbox"/>
<p>Be cautious about paying large sums of money up-front.</p>	<p>Does the training provider provide any support services to students with non-English speaking backgrounds, disability aid, indigenous and/or financial assistance?</p>	<input type="checkbox"/>
<p>Read the contract.</p>	<p>Obtain feedback to gain insight from past students on the quality of training and if it assisted them in finding appropriate employment. (Check on-line forums like Whirlpool and others)</p>	<input type="checkbox"/>
	<p>Before making any up-front payments or signing any documents for VET Student Loans students should make sure the training provider is registered and the course offered meets their needs.</p>	<input type="checkbox"/>
	<p>Compare training charges for the course to other institutions. Does it seem right?</p>	<input type="checkbox"/>
	<p>Ask for a receipt on payment, check that it is correct and keep it in a safe place.</p>	<input type="checkbox"/>
	<p>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>Read the contract/enrolment form carefully before signing or paying any money.</p>	<input type="checkbox"/>
	<p>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.</p>	<input type="checkbox"/>
	<p>Ensure you understand and agree with any cancellation and refund conditions.</p>	<input type="checkbox"/>
	<p>Do not commit to anything over the telephone.</p>	<input type="checkbox"/>
	<p>Remember, training is NOT free.</p>	<input type="checkbox"/>

Disclaimer: This checklist is produced by the Hume Whittlesea Local Learning and Employment Network (HWLLEN) which has used its every effort to provide a guide that will assist training consumers to 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.