



COMMUNITY COLLEGE-NORTHERN INLAND INC.

SMART AND SKILLED PRE ENROLMENT INFORMATION FOR STUDENTS

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Smart and Skilled Notification of Enrolment

Community College-Northern Inland Inc will follow the following procedures when enrolling students in Smart and Skilled training courses:

1. **Check eligibility:** We will check your eligibility for the program. A general guide of eligibility is included in the table below. All students must meet Criteria 1. However, further conditions apply for unemployed, disabled or Aboriginal people. If you are not sure of your eligibility please discuss it with us.

You will be asked to provide proof of eligibility and will be informed of what type of evidence is acceptable. Your Provider will take you through a **Proof of Eligibility Checklist** on enrolment. You will be required to provide some documents and sign statements.

For a student to be eligible for a Smart and Skilled funded place they must meet the following eligibility requirements:	
Type of training	Eligibility criteria
For all Smart and Skilled Courses	<ul style="list-style-type: none"> • Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and • aged 15 years or older, and • left school, and • live or work in New South Wales (or a defined NSW border) • Any student registered as a NSW Apprentice or New Entrant Trainee
For Courses up to and including Cert III	<ul style="list-style-type: none"> • Have not completed qualifications at Certificate IV or above.
Other training, part qualifications, prevocational training and full qualifications from Certificate IV to Advanced Diploma,	<ul style="list-style-type: none"> • Can have any level of Qualification
All	<ul style="list-style-type: none"> • Enrolling student must reside in the postcode designated in the Funding Contract

1. **Declarations:** You will also be required to sign the following documents:

- Consent to Use and Disclosure of Personal Information to The Department of Education and Communities and Other Government Agencies
- Privacy Form if you would like us to apply for USI on your behalf.

2. **Pre-enrolment information:** Prior to enrolment you will be provided with the following information:
 - Recognition of Prior Learning and Credit Transfer information
 - Consumer protection information
 - Subcontractor information if relevant

- What a student should do if they wish to defer or discontinue training
 - How students can access support during training
 - Contact details for any support services provided
 - The fees chargeable
3. **Notification to Department:** On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file. A Student Commitment ID will also be issued by the Department.

If you have any questions with regard to the Notification of Enrolment Process please do not hesitate to contact us.

Smart and Skilled Fee and Refund Policy

Community College-Northern Inland Inc is aware of its contractual responsibilities under Smart and Skilled with regard to the Fee and Refund administration requirements. To ensure compliance with the requirements we have put the following procedures in place:

- All information regarding fees to be paid by student will be supplied individually on enrolment on completion of the Notification of Enrolment Process. These will be as calculated using the Provider Calculator.
- Students are able to negotiate a schedule of course fee payments, via Ezidebit, on enrolment.
- Students will be notified of any additional resources, equipment or learning materials costs prior to enrolment.
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment and issue of qualification.
- All fees collected will be retained by Community College-Northern Inland Inc.
- Any VET FEE-HELP fees applied for by students will be paid directly to the RTO from the Commonwealth Government.
- Where applicable (i.e. under certain Awards) the employer will pay the fee for certain Apprenticeships and Traineeships.
- No extra fees will be charged to students under a sub-contacting arrangement.
- Students will be entitled to 3 attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge which will be at the discretion of the College.
- Fees may be adjusted to reflect any RPL or CT.
- If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees Community College-Northern Inland Inc will refund the course fee difference.

Withdrawal of students

Students are entitled to a full course fee refund if;

1. Community College - Northern Inland Inc cancels a course for any reason prior to its commencement. The College will refund all student fees where a course does not proceed

- for lack of enrolments or other reasons.
2. If the student has unique or extenuating circumstances which prevent their attendance. These cases will be assessed on an individual basis in discussion with the Executive Officer.
 3. Students are entitled to a refund, less \$10.00 administration charge, if they give the College 5 business days notice of cancellation.
 4. Should there be less than 5 business days notice of cancellation by a student the case will be assessed on an individual basis in discussion with the Executive Officer.
- 5 days prior to a course commencing, the student fees are deemed to be off set against the course budget and cannot be refunded except in special circumstances when a deduction for administration and/or purchase of resources for the course will be made.
5. There will be no refunds after the course has commenced unless, in the opinion of the Executive Officer, the course and/or its delivery has not met the reasonable expectations of the students and local Program Coordinator.

Continuing Students

If you started your training prior to 1 Jan 2015 you will now be required to pay a different schedule of fees. You will be informed of these fees by Community College-Northern Inland Inc prior to recommencing training in 2015.

RPL AND CREDIT TRANSFER

See the VET Student Handbook or College website www.communitycollegeni.nsw.edu.au for the RPL and Credit Transfer policy and procedure

SMART AND SKILLS CUSTOMER PROTECTION POLICY

Community College-Northern Inland Inc has a Customer Protection Policy in place as contractually required under Smart and Skilled. This includes the current Complaints and Grievances Policy which can be found at VET Student Handbook or College website www.communitycollegeni.nsw.edu.au
Procedure:

- Every attempt will be made to resolve any student complaints using the Community College-Northern Inland Inc Grievance and Complaints Policy.
- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance procedures will be followed as per the Complaint and Grievance Policy.
- The Executive Officer will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines.
- Contact details are as follows: Lynne Sheather
Phone 0428498171
Email eo@communitycollegeni.nsw.edu.au

- If students feel matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

SUBCONTRACTOR ARRANGEMENTS

Community College-Northern Inland Inc has not entered into any subcontracting arrangements for the delivery of your training and assessment.

REASONABLE ADJUSTMENT

All students will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan.

Students are asked at time of enrolment if they require LLN or other learning support. Any individual requirements will be discussed and negotiated with the Employer, Assessor and Program Coordinator.

The local Program Coordinator must advise the trainer/assessor of any student who identifies their need for additional support.

The Program Coordinator, trainer/assessor and student, including a support person if requested, must discuss and document a plan to make reasonable adjustments to assessment tasks and/or processes to support the student to demonstrate competence. Completion and signing of the Reasonable Adjustments to Assessments Plan must be undertaken as soon as practicable after enrolment.

Assessors have the flexibility to make adjustments such as allowing an extension of time to submit written assessment tasks, make changes to font size and style to suit individual students and make changes to the time, date and local arrangements for workplace visits to suit the workplace routine or individual students' readiness for on-the-job assessment.

Assessors have flexibility (according to the requirements of the Training Package, including the Assessment Guidelines, Required skills and knowledge and Range Statement set out in the unit of competency) to accept other forms of evidence from individual students. There are a range of strategies that can be implemented including oral questioning and demonstration rather than text based answers to enable the assessor to make a judgement of competence. However this should not compromise the integrity of the assessment.

If adjustments to assessment tasks and/or processes are substantial the assessor must consult with another assessor of the same qualification to validate the method and assessment tool to ensure it still meets the competency and local industry standards prior to the actual assessment being undertaken.

If required the College will supply an LLN support person in the classroom or at another mutually agreeable time to assist the student complete the work.

STUDENT SUPPORT

Community College-Northern Inland Inc provides the following support for students. Details of how to access the support are provided in the table below.

Support Service	How to access	Contact details
LLN	Local Program Coordinator	Local College Office
IT and use of facilities	Local Program Coordinator	Local College Office
Additional Tutorial and other learning support	Local Program Coordinator	Local College Office

DEFERRAL OR WITHDRAWAL FROM TRAINING

Deferrals

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss any support requirements or to the local Program Coordinator if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course and refunds are not provided.

Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or local Program Coordinator. They may refer you to another appropriate staff member to discuss any support requirements or to the Executive Officer if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal.
- You will not be refunded any fees paid and any outstanding fees are still payable by you in line with the Fee and Refund Policy.
- You will be given the results of any assessments and issued a Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation.
- Your Training Plan will be updated and you will be given a copy.

UNIQUE STUDENT IDENTIFIER

Student Information

From January 2015 it is a requirement that all students in Australia have a Unique Student Identifier (USI).

The USI will be a lifelong number which will enable your records and results obtained after Jan 1 2015 to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before an RTO can issue Certificates or Statements of Attainment.

The Department of Industry has developed the following video to help students access a USI:

<http://usi.gov.au/students/Pages/default.aspx>

There are two ways to create an USI:

1. Create your own

This can be done by going to the [Unique student Identifier Website](#) and following some simple steps:

To create a USI, you will be required to provide:

- Personal information – name, date of birth etc
- Contact Information – at least one method of contact e-mail, mobile or mail

Form of ID: Options are: Driver License, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard

2. Community College-Northern Inland Inc can create a USI for you

To enable a USI to be created on your behalf you will need to give your permission and you will be required to sign a [Privacy Notice](#) to this effect.

PROTECTION OF STUDENTS PRIVACY

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you to choose to have access to your records.

YOUR PRIVACY

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

ACCESS TO RECORDS: SMART AND SKILLED

You will be required to set access controls to allow the Department of Education and Communities and Community College-Northern Inland Inc the appropriate levels of access to your USI records.

For further information please refer to the [USI Student Help Line](#)