



NEW ENGLAND COMMUNITY COLLEGE
(Guyra Adult Learning Association)
ABN 60-199-621-042

New England Community College

Student Pre Enrolment

Smart Skilled and CSO

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Smart and Skilled and CSO Notification of enrolment of students.

The New England Community College requires the following procedures to be followed when enrolling students in the Smart and Skilled and CSO training courses:

1. Check Eligibility

The organisation will check your eligibility for the program you are enrolling in. A general guide of eligibility is included in the table below. All students must meet the stated criteria. However, further conditions apply for unemployed, disabled or Aboriginal people. If you are not sure of your eligibility please discuss with or preventives.

Your will be ask to provide proof of eligibility and will be advised 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 signed statements.

For students to be eligible for Smart and Skilled or SCO funded place they must meet the following eligibility requirements.	
Type of training	Eligibility criteria
For all Smart and Skilled and CSO courses	<ul style="list-style-type: none">• Australian Citizen, permanent resident, humanitarian visa holder or New Zealand citizen.• Aged 15 years or older• Left school• Live or work in New South Wales (or defined NSW boarder• Any student registered as a NSW Apprentice or New Entrant trainee
For courses up to and including Certificate 3	<ul style="list-style-type: none">• Have not completed qualification at Certificate 4 or above
Other training part qualifications, prevocational training and full qualification from certificate 4 to Advance 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 postcodes designated in the funding contracts



2. Declarations:

You are required also 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.
- Enrolment Form. By signing the enrolment form you agree to the following :
 - I have reviewed the Student Handbook supplied to me and have been informed about my rights and obligations
 - I have reviewed the schedule of Fees and Payments and been informed of the refund policy
 - I have reviewed the relevant course information and have been informed of the training and assessment services to be provided and the units of competency to be completed
 - I agree to the terms and conditions outlined within the pre-enrolment information provided
 - The information I have provided in this form is true and correct
 -

3. 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

4. Smart and Skilled and CSO Refund Policy

The New England Community College is aware of its contractual responsibilities under Smart and Skilled and CSO with regard to the Fee and Refund administration requirements. To ensure compliance with the requirements we have put the following procedure in place:

- All information regarding fees to be paid by students will be supplied individually on enrolment on completion of the Notification of Enrolment Process. These will be as calculated using the Provider Calculator.
- Students will be notified of any schedule of payments on enrolment.
- Students will be notified of any additional equipment costs prior to enrolment.

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- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment.
- All fees collected will be retained by New England Community College.
- Any VET FEE-HELP fees applied for by students 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 two 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 provider.
- Fees will be adjusted to reflect any RPL or CT and if necessary refunds will be made.
- 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 fees the New England Community College will refund as per their refund policy.

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5. Withdraw of Students

Withdrawal of students without penalty;

Students will be notified prior to enrolment that they can withdraw from the course up until 48 hours of the commencement of the course and receive a full refund of fees paid.

Withdrawal after the cut-off date with penalty;

When students withdraw from the course after the cut-off date the following fees will apply and an administration fee will be charge at the desecration of the CEO.

Extenuating Circumstance:

If for any reason the New England Community College is unable to complete the training the refund policy will apply. If the course does not commence due to numbers etc. a full refund will be given.

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 fees the New England Community College will refund the difference between the two qualifications.

Continuing Students:

If you start 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 prior to recommencing training in 2015.

6. RPL and Credit Transfer

As per normal pre-enrolment information regarding RPL and Credit transfer – can refer or link to appropriate source or add here

6.1 Recognition of Prior Learning (RPL)

We offer those enrolling in accredited VET programs recognition of appropriate competencies they may have already acquired through study and experience. If you wish to apply for recognition of prior learning please contact the Centre Manager.

6.2 Credit Transfers

Students have the opportunity to have prior attainment recognised and credited towards further achievement and of the process for applying for recognition.

A student seeking acceptance of a qualification issued by another RTO as evidence for recognition of prior learning will be advised to provide the original Certificate or Statement of Attainment issued by the other RTO or if unable to do so a certified copy of the document.

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7. Smart and Skilled CSO Customer Protection Policy

New England Community College has a Customer Protection Policy in place as contractually required under the Smart and Skilled and CSO. This includes the current Complaints and Grievances Policy which can be obtained on request.

Procedure:

- Every attempt will be made to resolve and student complaint using the organisation Grievance and complaint policy. This policy can be obtained on request.
- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance procedure will be followed as per the Complaint and Grievance Policy
- The CEO will be the designated Customer Protection Officer. Their role will be to handle all complaint and grievances and to ensure Consumer Protection contractual compliance with Smart and Skilled and CSO guidelines
- Contact details for and complaint or grievance to be in writing addressed to the CEO New England Community College PO Box 170 Guyra NSW 2365.
- 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://smartand skilled.nsw.gov.au/for-students/consumer-protection-for-students>.

Fees:

The National VET regulator requires each training organisation to have in place a policy regarding fee that are charged for the Smart Skilled courses.

The training organisation will not accept any fees over \$1500.00 from any student prior to the commencement of the course.

However each student can be charge a deposit of \$500.00 in advance the balance of the course fee will be payable within the first two weeks.

All course fees will refund if they meet the refund policy

8. Subcontractor Arrangements

New England Community College has not entered into any subcontracting arrangements for the delivery of you training and assessment.

9. Reasonable Adjustment

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

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10. Support Services

At New England Community College Inc. we are committed to providing our students with the support that they need to confidently undertake their training.

10.1 Language Literacy and Numeracy Support

- Our students support officers and training team can assist individuals to identify areas where they may require extra support and arrange support where necessary.
- Our trainers are there to help our students and are highly experienced in assisting students at all skill levels to reach their training goals
- We also have trainers who are dedicated to getting students ready to undertake studies or gain entry level employment via our certificate I and II level qualifications in Vocational pathways which address key areas such as language, literacy and numeracy.

10.2 Disability Support

New England Community College embraces the universal design approach to accessibility, whereby spaces, services and resources can be readily accessed and used by everyone, regardless of ability or disability. We can provide a wide range of services and support to students with a disability and students with additional needs relating to learning difficulties.

New England Community College does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

If you require support please contact us via our web page



10.3 Types of support offered:

If support services are identified, the following is a guide to support that can and should be provided:

Individual need	Support Service
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided	Learners requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the learner through the information contained within the learner handbook, the applicable course brochure and the schedule of fees and charges. It is preferable if these sessions are conducted face-to-face.
Minor LLN need that would inhibit the participation	<p>Scheduled training during a weekday only. Allocate an additional trainer to provide individual support during learning activities and reasonable adjustment during assessment activities. This support must be coordinated through the Training Manager to ensure suitable allocation of trainers is available.</p> <p>A verbal course can be offered and course structured altered to accommodate the learner.</p>
Significant LLN need that would prevent participation and completion of the course	<p>Refer the learner to a Course in Language, Literacy and Numeracy</p> <p>Nil Cost</p> <p>Part Time Day: 10 hours per week x 18 Weeks</p> <p>This course is delivered part-time 2 days a week 9.00am - 1.00pm</p>
Recognised difficulties in studying and learning	Where appropriate to the program learners identified with recognise difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the learner and to engage the learner in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct learner back to the course reference material in order to encourage their individual self-paced effort.



Individual need	Support Service
	<p>The following online resources are also useful for providing learner support to study:</p> <p>Effective Study skills A useful quick overview of study skills www.adprima.com/studyout.htm</p> <p>How to Study A large directory to study skills websites, including how to study in specific subject areas. www.howtostudy.org</p> <p>Study Guides and Strategies A wide ranging overview of the skills needed at all stages of learner life. www.studygs.net</p> <p>Study Skills Self-Help Covers important skills such as time management, note taking and exam preparation. www.ucc.vt.edu/stdysk/stdyhlp.html</p>
<p>Work hours are restrictive which would prevent the learner attending training during Monday to Friday.</p>	<p>Course can be offered as a weekend course to accommodate the availability of the learner. The learner can also attend split sessions to allow for half day participation. Where required, learners can also be supported to adopt a self-paced study method we scheduled support sessions to assist the learner to progress in the course program whilst taking into account their restricted availability.</p>
<p>English as second language</p>	<p>A verbal course can be offered and course structured altered to accommodate (split days so not consecutive, more time to study and more individual attention from our trainers).</p>
<p>Financial difficulties that prevent the full payment of fees in advance.</p>	<p>Offer fees on payment plan with a small initial payment to be made in advance then small fortnightly payments as a direct debit.</p>



Individual need	Support Service
Learner suffers from a nervous/anxiety disorder.	We can accommodate by giving individual attention away from others involved in the training program. Training and assessment deliberately offered in a relaxed mode without time pressures.
Inadequate clothing to participate in training	Learner may be able to access suitable clothing and footwear at low cost via: St Vincent de Paul Society in your area.
Learner required counselling support and advice about their personal situation	Learner may be referred to: <ul style="list-style-type: none"> – Lifeline 13 11 14 – Beyond Blue 1300 22 4636 – Salvation Army Family Welfare Centres – CatholicCare, Family Support Service
Learners with a disability or medical condition	All possible allowances may be provided to persons with disabilities. Assessors are to use their judgement in assessing the learner's ability to perform tasks in a safe manner.
Learners with visual impairment	Learners with visual impairment can be supported by supplying internal learning resources with a larger printed font. Learners can also be supplied with audio recordings of learning sessions where appropriate.
Learners who are Aboriginal and Torres Strait Islander	Refer to ATSI Cultural Awareness Policy



11. Deferral or Withdrawal from Training

If for any reason you wish to defer your involvement in training and assessment, please discuss with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss and support requirements or to the Customer Protection Officer 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 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.

Withdrawals

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

- You should give formal notice in writing of the date and reasons for your withdrawal
- You will be refunded a percentage of fees paid up to the date of withdrawal
- You will be issued any statement of Attainment for units for units assessed as competent within 21 work days of notice of discontinuation.
- Your Training Plan will be updated and you will be given a copy.
- You will be given the results of any assessment



12. Unique Student Identifier

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 January 2015 to be collected in an online system. By having USI you will be able to access your training records and results whenever you need to.

You must have a USI before the RTO can issue a Certificate or Statement 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 two ways to create and 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 number or mailing address.

Form of ID: Options are: Driver's 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. New England Community College 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 employers you choose to have access to your records.

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You're Privacy:

Your personal information that you provide to the Student Identifiers Registrar is collected used, and may be disclosed, in accordance with the provision of the Student Identifiers Act 2014 and the Privacy Act 1998. The Student Identifiers Registrar 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.

13. Access to Records: Smart and Skilled

You will be required to set access controls to allow the Department of Education and Communities and New England Community College the appropriate levels of access to you USI records.

All students have access to their records on request during business hours. These records detail the student current status of each assessment for each unit.

For further information please refer to the USI Student Help Line



14 Appeals against Assessment

Students in accredited training courses have the right to appeal against an assessment with which they disagree.

The first appeal is directed to the tutor for the course, outlining any evidence for reassessment. They may nominate a third person to be present to act as an advocate. The tutor notifies the EO of the outcome of the appeal.

If the dispute is unresolved an appeal can be made to the EO within seven days on an Assessment Appeal Form obtainable from the Office, accompanied by payment of the Re-Assessment fee.

The EO and a member of the Management Committee will view the assessment tool and the work done by the student and other students to gain a view of the fairness of the process

They will then consult with the tutor and/or assessor and the student for their views of the issue and record their comments on the Assessment Appeal Form.

If the EO believes the student has a case for a review, then a suitably qualified person other than the original tutor/assessor will be employed to conduct another assessment or evaluation.

When the re-assessment has been conducted, the re-assessor will discuss their report with the EO. The outcome of the re-assessment will be noted on the Assessment Appeal Form and the student will be advised of it within two days.

The EO will take any corrective action that may be necessary to improve the assessment process.

If the EO does not believe there is a case for a review the student will be advised of the decision within 2 working days of the dispute being lodged and may then appeal to the Committee for a final review of the assessment at which the EO will present the case for and against reassessment. A person may be nominated to attend as an advocate on the student's behalf. The Committee's decision will be final.

All complaints must be completed within 60 days or the person issuing the complaint must be advised of the reason why more time is required to complete the investigation.

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