



Smart and Skilled

Student Information – Pre-Enrolment

Version. 190509

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Smart and Skilled Notification of Enrolment

Access Training and Logistics Pty Ltd (ATL) will adhere to the following procedures when enrolling students in Smart and Skilled training courses:

1. **Check eligibility:** We will check your eligibility for the program. ATL is funded by NSW Government to deliver training to students under the NSW Entitlement Apprenticeships and Traineeship program. To be eligible you must be:

- approved or registered as a NSW new entrant trainee **and**
- enrolling in a qualification that supports your traineeship

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

2. Check whether you are eligible for **fee concessions or exemptions**. More information can be found at: <https://smartandskilled.nsw.gov.au/for-students/how-much-will-your-course-cost/concessions-exemptions>

3. **Declarations:** You will be required to sign the following documents: (you will be given a hard copy or electronic copy of them):

- Consent to use and Disclosure of Personal Information to the Department of Education and Communities and Other Government Agencies
- Eligibility Declaration (attached to Smart and Skilled Enrolment Form)

4. **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 defer or discontinue training
- How students can access support during training
- Contact details for any support services provided
- The fees chargeable

5. **Verification of USI:** Once we have received your enrolment form we will verify your USI

6. **Notification to the 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.

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

2019 Smart and Skilled Course Fees

Under Smart and Skilled, a student contributes toward the cost of training through payment of student fees. Access Training & Logistics has been contracted by NSW State Training Services to deliver Traineeship training in the below areas. These fees are calculated at the time you enrol and may be subject to change throughout the duration of the course if you are eligible for Recognition of Prior Learning or Credit Transfer. These fees are set by the Department of Education and Training and are subject to variation from time to time

| Fee Categories | | |
|---|--------------------------|-------------------------|
| Qualification | Traineeship ¹ | Concession ² |
| SIT30616 Certificate III in Hospitality | \$1000 | \$240 |
| SIT40416 Certificate IV in Hospitality | \$1000 | \$240 |

¹ NSW Existing-worker trainees are not eligible for a government subsidy under any Smart and Skilled program for the qualification that supports their traineeship.

State Training Services definition of an existing worker: a person “who has been employed within an enterprise continuously for more than three months full-time or more than 12 months casual or part time or a combination of both, immediately before commencement of the training contract”.

² Concession or fee exemption available to eligible participants. Speak to your ATL representative for more information, or visit the Smart and Skilled website

You can estimate the enrolment fee you will have to pay by using the estimator on the Smart and Skilled Website – www.smartandskilled.nsw.gov.au

Some employers may choose to pay the enrolment fee for their trainees. This is a separate negotiation between employees and their employer. If the employer would like to organise this payment they can discuss this with their ATL representative.

For information on payment options please refer to the *Fees and Refunds Policy* or alternatively contact your ATL representative.

Smart and Skilled Fee and Refund Policy

Access Training & Logistics Pty Ltd 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 the student will be supplied individually on enrolment on completion of the Notification of Enrolment process. These will be calculated using the Smart and Skilled 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
- 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 ATL
- 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-contracting arrangement
- Students will be entitled to 2 attempts to complete a unit of competency without additional cost
- Fees will be adjusted to reflect any RPL or CT and if necessary fee 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 with lower level fees, ATL will refund the difference less and administration fee for the change

Withdrawal of students

Please refer to ATL's Course Fees and Refund Policy located on our website, or ask your ATL representative for a copy.

RPL and Credit Transfer

If you feel you have work/life experience that would enable you to provide evidence of prior learning, or have achieved, through the formal education and training process, a qualification and/or statement of attainment issued by another RTO, you may be entitled to RPL and/or Credit Transfer. Speak to your ATL representative for more information.

Smart and Skilled Consumer Protection Policy

Please refer to the Student Handbook and ATL's Policies and Procedures for more information regarding ATL's Complaints and Appeals Process.

ATL has a Consumer Protection Policy as contractually required under Smart and Skilled. This includes the current Complaints and Appeals Policy and the following procedure.

The Smart and Skilled Consumer Protection Strategy can be found at:

http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf

Procedure:

- Every attempt will be made to resolve any student complaints using the ATL 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 General Manager will be designated Consumer 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: sophiem@accesstraininglogistics.com.au or 1300 853 031
- 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>

Smart and Skilled Code of Practice

ATL has adopted the following Code of Practice for all students/trainees enrolled under the Smart and Skilled Program.

Consumer Rights and Obligations

All students have the right to:

- expect that the education and training they receive will be of a quality consistent with ASQA regulations and Smart and Skilled Contract requirements
- be informed about personal information that is collected about them and the right to review and correct that information
- access ATL's Consumer Protection and Complaints system

All students have obligations including but not limited to:

- provide accurate information to ATL
- behave in a responsible and ethical manner

Provider Obligations

ATL has obligations, including but not limited to:

- provide the training and support necessary to allow the consumer to achieve competency
- provide a quality training and assessment experience for all consumers

- provide a clear and accessible feedback and consumer protection system including an identified consumer protection officer
- maintain procedures for protecting consumers’ personal information

Subcontractor Arrangements

ATL has not entered into any subcontracting arrangements for the delivery of your training and assessment.

Reasonable Adjustment

Reasonable adjustment is designed to ensure that all students are treated equally in the assessment process – this means that, where possible, “reasonable” adjustments are made to the assessment process to meet the individual needs of students.

Reasonable adjustment may mean

- making learning materials and methods accessible
- adapting the physical environment and equipment
- making adjustments to the procedures for conducting assessment
- making adjustments to the evidence gathering techniques

In the event that you have difficulties understanding the requirements for assessment due to language or any other difficulties, ATL will attempt to make reasonable adjustments to the assessment in order to afford you every opportunity to achieve competency. This may include oral questioning or demonstration of skills and knowledge in another format. If you believe you have a case for your needs to be adapted, please discuss with your trainer/assessor.

All students will be interviewed at enrolment to ensure any required adjustments are included in their Training Plan.

Student Support

ATL provides the following support for students to assist them to successfully complete their training. Where we cannot provide specific support for a student, we will refer to you an appropriate agency or service.

| Support Service | How to access | Contact details |
|--|-------------------------|--|
| Career Advice | Speak to your trainer | 1300 853 031 |
| Student Administration Support | Speak to Training Admin | 1300 853 031 admin@accesstraininglogistics.com.au |
| Support in relation to language, literacy and numeracy | Speak to your trainer | 1300 853 031 |
| Support in relation to using technology and | Speak to your trainer | 1300 853 031 |

| | | |
|--|--|--------------|
| communication devices | | |
| Support for people who are of ATSI background | Speak to your trainer | 1300 853 031 |
| Support for people with a culturally and linguistically diverse background | Speak to your trainer | 1300 853 031 |
| Support for people with a disability | Speak to your trainer | 1300 853 031 |
| Support with recognition of prior learning or credit transfer | Speak to your trainer | 1300 853 031 |
| Problem or complaint | Speak to your trainer or contact the General Manager | 1300 853 031 |

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 Consumer 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 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.

Withdrawals

If you decide to withdraw from/discontinue a 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 Consumer Protection Officer if you have a complaint or grievance. If you still to 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 be refunded any outstanding fees in line with the Fee and Refund Policy
- you will be issued any 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
- you will be given the results of any assessments

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 January 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 a Certificate or Statements of Attainment.

You will be required to provide ATL with a USI when you enrol.

If you don't already have one, you can create one on the USI website: www.usi.gov.au

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: email, phone or mail

Form of ID: options are: Driver licence, Medicare card, Australian Passport, Visa (with non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard.

Protection of Student's Privacy

Your 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 choose to have access to your records.

Your Privacy

The personal information that you provide to the Student Identifiers Registrar (SIR) is collected, used and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The SIR'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 SIR and how to make a complaint about a breach of your privacy and how such complaints are handled