



## NSW SMART AND SKILLED STUDENT INFORMATION – PRE ENROLMENT

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## Smart and Skilled Notification of Enrolment

Steven Millard & Associates Pty Ltd 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"> <li>• Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and</li> <li>• aged 15 years or older, and</li> <li>• left school, and</li> <li>• live or work in New South Wales (or a defined NSW border)</li> <li>• Any student registered as a NSW Apprentice or New Entrant Trainee</li> </ul>
For Courses up to and including Cert III	<ul style="list-style-type: none"> <li>• Have not completed qualifications at Certificate IV or above.</li> </ul>
Other training. Part qualifications, prevocational training and full qualifications from Certificate IV to Advanced Diploma	<ul style="list-style-type: none"> <li>• Can have any level of Qualification</li> </ul>
All	<ul style="list-style-type: none"> <li>• Enrolling student must reside the postcodes designated in the Funding Contract</li> </ul>

2. **Declarations:** You will also be required to sign the following documents: (you will be given a hard or electronic copy of them):
  - 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.
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
  - The fees chargeable
4. **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.

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

Steven Millard & Associates 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 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 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 Steven Millard & Associates Pty Ltd
- 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 unlimited attempts to complete a unit of competency without additional cost.
- 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 with lower level fees Steven Millard & Associates Pty Ltd will refund any difference in monies due.

### Withdrawal of students

- Withdrawal without Penalty: students will be notified prior to enrolment that they can withdraw from the course within 7 days and receive a full refund of fees paid to date.

### Withdrawal after the Cut-Off Date with Penalty

- When students withdraw from a course after 7 days the following will apply:

Cancellations or withdrawals (other than cancellations before commencement, or during the 7 day orientation period) for students that have commenced their course will not be entitled to a

refund. Statement of Attainment/s will be issued for any units that have been satisfactorily completed.

### **Extenuating Circumstances**

If for any reason Steven Millard & Associates Pty Ltd is unable to complete the training the following Refund Policy will apply:

- Students enrolled at the time Steven Millard & Associates Pty Ltd announces the cancellation will be entitled to a full refund of course fees paid, and this will incur no administrative charges or penalties.

Should Steven Millard & Associates Pty Ltd be unable to provide all units to meet the student's course completion schedule, the following will apply:

- Course fees paid will be refunded in full; and
- No Statement of Attainment will be issued on any unit; or
- Course fees paid on any unavailable unit/s will be refunded; and
- Statement of Attainment will be issued for satisfactorily completed units.

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 Steven Millard & Associates Pty Ltd will refund any difference in monies due.

### **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 Steven Millard & Associates Pty Ltd prior to recommencing training in 2015.

### **RPL AND CREDIT TRANSFER**

In accordance with the requirements of the Australian VET Framework, Steven Millard & Associates Pty Ltd provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

#### **What is recognition?**

Recognition involves the assessment of previously unrecognised skills and knowledge that an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competence, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

#### **Recognition guidelines**

The following guidelines are to be followed when an application for recognition is received:

Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.

Students may not apply for recognition for units of competence or a qualification which are not included in Steven Millard & Associates Pty Ltd's scope of registration.

Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.

Assessment via recognition is to apply the principles of assessment and the rules of evidence.

Recognition may only be awarded for whole units of competence.

### **Forms of evidence**

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case for competence. Steven Millard & Associates Pty Ltd reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

### **Getting credit for your current competence**

Steven Millard & Associates Pty Ltd acknowledges the requirement as an RTO to recognise the awards issued by other RTOs. This is limited to outcomes that are drawn from the national skills framework being units of competence awarded and accurately identified in statements of attainment and qualifications.

### **What is credit transfer?**

Credit transfer is the recognition of learning achieved through formal education and training. Under the Australian VET Framework, qualifications and statements of attainment issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be awarded a unit of competency/module based on successful completion of the unit which has been previously awarded.

### **Evidence requirements**

An applicant will be required to present his or her statement of attainment or qualification for examination by Steven Millard & Associates Pty Ltd. These documents will provide the detail of what units of competence the applicant has been previously issued. Applicants must provide satisfactory evidence that the statement of attainment or qualification is theirs and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework Implementation Handbook. The applicant is required to submit copies only which are certified as a true copies of the original by a Justice of the Peace (or equivalent).

### **Credit transfer guidelines**

The following guidelines are to be followed in relation to credit transfers:

Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.

Students may not apply for credit transfer for units of competence or qualification which are not included in Steven Millard & Associates Pty Ltd's scope of registration.

Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.

The student does not incur any fees for credit transfer and Steven Millard & Associates Pty Ltd does not receive any funding when credit transfer is granted.

Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

## **SMART AND SKILLS CUSTOMER PROTECTION POLICY**

Steven Millard & Associates Pty Ltd has a Customer Protection Policy in place as contractually required under Smart and Skilled:

Procedure:

- Every attempt will be made to resolve any student complaints using the Steven Millard & Associates Pty Ltd 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 Training Director 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: Phone 1800 180 881, email [reception@businessadvice.net.au](mailto:reception@businessadvice.net.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>

## SMART AND SKILLED CODE OF PRACTICE

Steven Millard & Associates Pty Ltd has adopted the following Code of Practice for all students/trainees enrolled under the Smart and Skilled Program

### STUDENT RIGHTS AND OBLIGATIONS

- high quality education and training
- be informed about personal information that is collected about them
- review and correct that information
- access the provider's consumer protection complaints system.
- All consumers have obligations, including but not limited, to:
- provide accurate information to the provider
- behave in a responsible and ethical manner.

### PROVIDER OBLIGATIONS

All providers have 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 clear and accessible feedback to the consumer

- provide a consumer protection system including an identified consumer protection officer
- maintain procedures for protecting consumers' personal information.

## SUBCONTRACTOR ARRANGEMENTS

Steven Millard & Associates Pty Ltd has not entered into any subcontracting arrangements for the delivery of your training and assessment.

## REASONABLE ADJUSTMENT

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

## STUDENT SUPPORT

Steven Millard & Associates Pty Ltd 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
Training Support	Phone and email	Phone 1800180881, <a href="mailto:geoffh@businessadvice.net.au">geoffh@businessadvice.net.au</a>

## 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 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 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 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 Customers Protection 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 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

Steven Millard & Associates Pty Ltd

**National Head Office - Shops 5-7, 13 Beach Road Batemans Bay NSW 2536. Ph 1800 180 881 Fax 02 4472 2401**

**Email: [reception1@businessadvice.net.au](mailto:reception1@businessadvice.net.au) Web: [www.businessadvice.net.au](http://www.businessadvice.net.au)**

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## 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 a RTO can issue a 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. Steven Millard & Associates Pty Ltd 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 Steven Millard & Associates Pty Ltd the appropriate levels of access to your USI records

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