LEARNER INFORMATION — PRE ENROLMENT

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Smart and Skilled Notification of Enrolment

Albury Wodonga Community College will follow the following procedures when enrolling Learners 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 Learners 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.

<table>
<thead>
<tr>
<th>Type of training</th>
<th>Eligibility criteria</th>
</tr>
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</table>
   | For all Smart and Skilled Courses | • 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 Learner registered as a NSW Apprentice or New Entrant Trainee |
   | For Courses up to and including Cert III | • Have not completed qualifications at Certificate IV or above. |
   | Other training, part qualifications, prevocational training and full qualifications from Certificate IV to Advanced Diploma, | • Can have any level of Qualification |
   | All | • Enrolling Learner must reside in the postcodes designated in the Funding Contract |

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 Learner should do if they wish to defer or discontinue training
– How Learners 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 Learner 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

Albury Wodonga Community College 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 Learner will be supplied individually on enrolment on completion of the Notification of Enrolment Process. These will be as calculated using the Provider Calculator.
- Learners will be notified of any schedule of payments on enrolment.
- Learners 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 Albury Wodonga Community College.
- Any VET FEE-HELP fees applied for by Learners 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 Learners under a sub-contacting arrangement.
- Learners 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.

Withdrawal of Learners

- Withdrawal without Penalty: Learners will be notified prior to enrolment that they can withdraw from the course within 3 working days prior to course commencement and receive a full refund of fees paid to date.

Withdrawal after the Cut-Off Date with Penalty

- An administration fee of $50 will be charged to any Learner who withdraws from a course in excess of 3 working days prior to course commencement.
- When Learners withdraw from a course after course commencement no refund will be given.

Extenuating Circumstances

- If for any reason Albury Wodonga Community College is unable to complete the training a refund will be issued.
- If the participant withdraws for a course or program due to illness or extreme hardship as determined and approved by the AWCC.
RPL AND CREDIT TRANSFER

Learners are able to have their competency from prior learning and work experience recognised in this qualification through the following arrangements:

The Lead Coach through the interview process will identify any such learning and work experience which could be recognised in this qualification.

The Lead Coach will undertake the RPL assessment after sufficient and valid evidence has been received from the Learner and sign off any units that can be recognised ensuring they meet the following requirements:

- Meets the requirements of the accredited course
- Is conducted in accordance with the principles of assessment and the rules of evidence;
- Meets workplace and where relevant, regulatory requirements.

SMART AND SKILLS CUSTOMER PROTECTION POLICY

AWCC recognises that differences and grievances can arise from time to time and believe that the quick settlement of these matters is in the best interest of all parties concerned. Refer to Learner Handbook for details of the Complaints and Appeals process.

Albury Wodonga Community College has a Customer Protection Policy in place as contractually required under Smart and Skilled. This includes the current Complaints and Grievances Policy as indicated above and the following procedure:

Procedure:

- Every attempt will be made to resolve any Learner complaints using the Albury Wodonga Community College 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 CEO 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: 63 High Street, Wodonga 3690 (PO Box 129, Wodonga 3689). Ph: 02 6043 8200 Email: reception@awcc.edu.au
- If Learners 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 Learners. They can do so at: https://smartandskilled.nsw.gov.au/for-Learners/consumer-protection-for-Learners
SMART AND SKILLED CODE OF PRACTICE

Albury Wodonga Community College has adopted the following Code of Practice for all Learners/trainees enrolled under the Smart and Skilled Program

LEARNER 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

Albury Wodonga Community College has not entered into any subcontracting arrangements for the delivery of your training and assessment.

REASONABLE ADJUSTMENT

The AWCC is committed to access and equity principles and processes in the delivery of its services and in the working environment, and we aim to ensure we offer training opportunities to all people on an equal and fair basis, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer’s responsibilities. All who meet our entry requirements will be accepted for enrolment if positions are available.

See the AWCC ‘Access and Equity Policy’ and ‘Reasonable Adjustment’

The Language, Literacy & Numeracy (LLN) activities that form part of this course are based around real life activities, Trainers can make adjustments to the training program to suit Learner’s needs and interests and draw upon the Learner’s past experiences and knowledge. Trainers must ensure that the assessment and the LLN skill levels of the learner meet the requirements of the unit of competency or workplace function.

As our cohort are facing a range of life issues, we offer a range of supporting services which Learners are provided with in the ‘Student Handbook’ during the induction process.

Coaches and Lead Coaches can refer to localised support agencies to Learners as required.

The following additional support is provided to all Learners:

One on one sessions to allow for more individualised assistance

Access to their Coaches for assistance anytime of the day and evenings Any Disadvantaged Learners will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan.

LEARNER SUPPORT

Albury Wodonga Community College provides support for Learners. Refer to the table below. A comprehensive list of access to support services are provided in the Learner Handbook.
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 Coach 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

\[
\begin{array}{|c|c|c|}
\hline
\text{Support Service} & \text{How to access} & \text{Contact details} \\
\hline
\text{Language and Literacy} & \text{Via Albury Wodonga Community College} & (02)60438200 – ask for State Manager of 2cool4school/Lifeworks program \\
\hline
\text{Numeracy} & \text{Via Albury Wodonga Community College} & (02)60438200 – ask for State Manager of 2cool4school/Lifeworks program \\
\hline
\text{ICT and Computer foundations} & \text{Via Albury Wodonga Community College} & (02)60438200 – ask for State Manager of 2cool4school/Lifeworks program \\
\hline
\text{Support for people with a disability} & \text{Via Albury Wodonga Community College} & (02)60438200 – ask for State Manager of 2cool4school/Lifeworks program \\
\hline
\text{Career advice} & \text{Via Albury Wodonga Community College} & (02)60438200 – ask for State Manager of 2cool4school/Lifeworks program \\
\hline
\text{Future study options advice} & \text{Via Albury Wodonga Community College} & (02)60438200 – ask for State Manager of 2cool4school/Lifeworks program \\
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**UNIQUE STUDENT IDENTIFIER**

**Learner Information**

From January 2015 it is a requirement that all Learners 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 Learners access a USI:

[http://usi.gov.au/Learners/Pages/default.aspx](http://usi.gov.au/Learners/Pages/default.aspx)

There are two ways to create an USI:

1. **Create your own**

   This can be done by going to the [Unique Learner Identifier Website](http://usi.gov.au/Learners/Pages/default.aspx) 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 Learners, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard

2. **Albury Wodonga 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](http://usi.gov.au/Learners/Pages/default.aspx) to this effect.

**PROTECTION OF LEARNERS 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 Learner 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 Albury Wodonga Community College the appropriate levels of access to your USI records.

Instructions for setting permission are available on the next page.

For further information please refer to the USI Learner Help Line
UNIQUE STUDENT IDENTIFIER (USI) POLICY

POLICY:

Albury Wodonga Community College will implement the national requirements for the Unique Student (USI) from 1 January, 2015. This RTO will adhere to all legislative requirements under the USI legislation and regulations (2014) and any amendments; this includes all Privacy requirements.

PROCEDURE:

- Albury Wodonga Community College will implement the national requirements for the Unique Student (USI) from 1 January, 2015. This will make sure USI can be reported through upgrading the administration software package.
- All students will be asked for their USI on enrolment.
- Pre-existing USI will be verified on enrolment.
- It is expected most students will be able to manage their own USI through the USI website, however, where a student is unable to obtain their own USI the RTO will assist in the process.
- USI will be verified at enrolment
- USI must have been verified before issuing a qualification.
- Any information gathered to create a USI will be destroyed upon completion in line with the privacy policy. (Privacy Act 1988)
- The privacy of USI will be protected within all administrative tasks.
- Students will be informed as to when their new qualifications will appear on their USI record.
- A staff member will be designated to administer the USI system
- Staff will be well trained in all aspects of USI administration and access and all computer security checked to ensure all unauthorised access is blocked.
- Information regarding obtaining a USI will be published on the website and in the Student Handbook

SMART AND SKILLED

- Albury Wodonga Community College will ensure student set access controls to allow the Department and the Provider the appropriate levels of access to their USI records.
PRIVACY NOTICE

If you do not already have a Unique Student Identifier (USI) and you want Albury Wodonga Community College will to apply for a USI to the Student Identifiers Registrar (Registrar) on your behalf, Albury Wodonga Community College will will provide to the Registrar the following items of personal information about you:

- your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document;
- your date of birth, as it appears, if shown, in the chosen document of identity;
- your city or town of birth;
- your country of birth;
- your gender; and
- your contact details.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney-General’s Department which is built into the USI online application process if you have documents such as a Medicare card, Birth Certificate, Driver Licence, Australian Passport, citizenship document, Certificate of registration by descent, Immicard or Australian entry visa.

If you do not have a document suitable for the DVS and we are authorised to do so by the Registrar we may be able to verify your identity by other means. If you do not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify your identity by other means, we cannot apply for a USI on your behalf and you should contact the Student Identifiers Registrar.

In accordance with section 11 of the (Commonwealth) Student Identifiers Act 2014 (SI Act), we will securely destroy personal information which we collect from you solely for the purpose of applying for a USI on your behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information about you that we provide to the Registrar, including your identity information, is protected by the Commonwealth Privacy Act 1988 (Privacy Act). The collection, use and disclosure of your USI are protected by the SI Act.

If you ask Albury Wodonga Community College will to make an application for a student identifier on your behalf, Albury Wodonga Community College will have to declare that Albury Wodonga Community College will has complied with certain terms and conditions to be able to access the online student identifier portal and submit this application, including a declaration that Albury Wodonga Community College will has given you the following privacy notice:

You are advised and agree that you understand and consent that the personal information you provide to us in connection with your application for a USI:

- is collected by the Registrar for the purposes of:
• applying for, verifying and giving a USI;
• resolving problems with a USI; and
• creating authenticated vocational education and training (VET) transcripts; may be disclosed to:
  • Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    – the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    – education related policy and research purposes; and
    – to assist in determining eligibility for training subsidies;
• VET Regulators to enable them to perform their VET regulatory functions;
• VET Admission Bodies for the purposes of administering VET and VET programs;
• Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
• Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
• The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
• Researchers for education and training related research purposes;
• Any other person or agency that may be authorised or required by law to access the information;
• Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and
• will not otherwise be disclosed without your consent unless authorised or required by or under law.

Privacy policies and complaints

You can find further information on how the Registrar collects, uses and discloses the personal information about you in the Registrar’s Privacy Policy or by contacting the Registrar on email usi@industry.gov.au or telephone the Skilling Australia Information line on 13 38 73, international enquiries +61 3 5454 5280. The Registrar’s Privacy Policy contains information about how you may access and seek correction of the personal information held about you and how you may make a complaint about a breach of privacy by the Registrar in connection with the USI and how such complaints will be dealt with.

You may also make a complaint to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

• misuse or interference of or unauthorised collection, use, access, modification or disclosure of USIs; and
• a failure by Us to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.
Notes for RTO’s:

1. You may be an Australian Privacy Principle (APP) entity bound by the Privacy Act or an entity bound by State or Territory Privacy legislation. Please consider whether your organisation is bound by any privacy legislation and if so, what your organisation’s obligations under such legislation would be.

2. Please note, in addition to the above, if your organisation contravenes sections 11, 16 or 17 of the SI Act, then pursuant to sections 23 of the SI Act, your organisation will be considered to be an APP entity bound by the Privacy Act and the contravention may be subject to investigation by the Information Commissioner.

3. Where your organisation is bound by Commonwealth or State or Territory Privacy legislation, your organisation may need to provide students, either in connection with applying for the USI on their behalf or more generally as part of the enrolment information, advice about how the student’s information is stored and protected, such as for example secure server at the RTO, third-party server in the cloud, or if hard-copy, in a locked file/cupboard.
**SETTING PERMISSIONS FOR YOUR USI**

State Training Services require access to your USI records to determine your eligibility for NSW Smart and Skilled funding.

By giving Albury Wodonga Community College permission we are able to update your record on your behalf.

Once you have obtained a USI you need to log into the [www.usi.gov.au](http://www.usi.gov.au) half.

1. At the home page – click on Manage Permissions

2. Then click on ADD ORGANISATION.
3. In Code put in 3732, in name type in Albury Wodonga Community College. Name and details appear Click Add.
4. Next: Manage Permissions. Tick and select from drop down.
5. Click Save
6. Repeat from Step 2 to enter in Name: State Training Services Office of Education Code: TA0002.