
STUDENT INFORMATION – PRE ENROLMENT

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Smart and Skilled Notification of Enrolment

BRCC 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, criteria 1:	
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 within 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:

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- 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

BRCC 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 application for 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 BRCC
- No extra fees will be charged to students under a sub-contacting arrangement
- Students will be entitled to 3 attempts (re-submits) 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 with lower level fees BRCC will refund the difference less an administration fee for the change.

Withdrawal of students

- Withdrawal without Penalty: students will be notified prior to enrolment that they can withdraw from the course 3 days or more 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 3 days before course commencement, no refund will be granted except for extenuating circumstances.

Extenuating Circumstances

- If for any reason BRCC is unable to complete the training the following Refund Policy will apply: Refund all fees for units not completed (pro-rata)
- If for any reason BRCC is required to close or the Smart and Skilled contract is cancelled BRCC will follow the Transfer Out process as outlined in the smart and Skilled Operating Guidelines. Students will be advised as soon as practically possible. Students would be refunded pro-rata for any units paid for and not completed.

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 BRCC prior to recommencing training in 2015.

RPL AND CREDIT TRANSFER

RPL and Credit Transfer will be offered to all students as per section 8.5 of the BRCC Policies and Procedures

SMART AND SKILLS CUSTOMER PROTECTION POLICY

Please refer to the Student Handbook and section 8.10 of BRCC Policies and Procedures for more information regarding BRCC's Complaints and Appeals process.

BRCC 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 in the Student Handbook and includes the following procedure:

Procedure:

- Every attempt will be made to resolve any student complaints using the BRCC 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 Senior Administrator 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: lance@byroncollege.org.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

BRCC 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

BRCC has not entered into any subcontracting arrangements for the delivery of your training

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

BRCC provides the following support for students. Details of how to access the support are provided in the table below, refer to <T:\Byron College Data\VET\Admin VET\Policies and Procedures\BRCC Student Support Policy and Procedure V2.pdf> for further information on the BRCC Student Support Policy and Procedure

Support Service	How to access	Contact details
BRCC student support officer	Talk to administration staff to arrange an appointment	(02) 6684 3374
'Drop-in" student support with student support tutor	Every Wed. 3.00 – 5.00 Mullumbimby Computer lab	Front administration office
Psychotherapist Counsellor Carolyn Zantis	Talk to administration staff to arrange an appointment	(02) 6684 3374
Mullumbimby Community Health	Phone	(02) 6684 1677
Byron Community Health	Phone	(02) 6685 6254
Byron Youth Service (YAC)	Phone or email	(02) 6685 7777 or info@bys.org.au
Immigration advice/support	Community legal centre	http://www.iarc.asn.au/

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

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. BRCC 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 BRCC the appropriate levels of access to your USI records

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