

NATIONAL COLLEGE OF  
**VOCATIONAL  
EDUCATION**



2017

Student Information

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## Enrolment Process

National College of Vocational Education will follow the following procedures when enrolling students in the relevant training courses:

- 1. Pre-enrolment information:** Prior to enrolment you will be provided with the information listed below. This is included on later pages of this Student Handbook.
  - Recognition of Prior Learning and Credit Transfer information
  - Consumer protection information
  - Procedures required if you want to defer or discontinue training
  - Student Support
  - Contact details for any support services provided
  - The fees chargeable
  - Information about the Course you are enrolling in
  - Your rights and Responsibilities
  - Information about obtaining a USI
  
- 2. Check eligibility:** We will check your eligibility for the relevant funding program you are applying for. Available programs are:
  - QLD Certificate 3 Guarantee program;
  - QLD Higher Level Skills program;
  - QLD User Choice program; and
  - ACT Skilled Capital program

National College of Vocational Education also offers Smart and Skilled subsidised programs and the Student Information specific for these Students can be found in the *Smart & Skilled Student Information 2017* pack.

- 3. Proof of Eligibility:** You will be asked to provide proof of eligibility and sign statements; the table below outlines the type of evidence that is acceptable. Your Provider will take you through a ***Proof of Eligibility Checklist*** on enrolment.

Eligibility Requirement	Evidence Required
Proof of Identity/ Date of Birth	Drivers Licence, Birth Certificate or Passport, 18+ card,
Australian (or New Zealand) Citizenship	Australian/NZ Birth Certificate, Citizenship Certificate, Australian/NZ Passport, Green Medicare Card
Place of residency	Drivers Licence showing address, Health Care Card, Australian Electoral Commission document (e.g. acknowledgement of electoral enrolment letter or electoral enrolment card), contract of property purchase, lease / rental document, mortgage / land ownership certificate, electricity, gas or telephone account, Queensland local government rates notice, Queensland vehicle registration certificate, Queensland Drivers Licence or vehicle registration renewal notice, bank Statement issued within the last six (6) months, official letter from Centrelink or the Australian Government Department of Human Services, Australian Taxation Office assessment / Tax-file number confirmation notice.
Employment Arrangements	If required, a letter on business letterhead from employer as evidence of employment.
Previous Qualification	Participant declaration and signature, this is checked on AISS system to validate information declared. Copies of previous certificates
Fee-free training for Year 12 graduates	Senior Statement or Statement of Results
<b>Proof for Concession Status</b>	
Concession eligibility	Health Care Card, Dept. of Veterans' Affairs card, Pensioner Concession Card, Commonwealth Seniors Health Card
Aboriginal descent	Participant declaration and signature
Disability	Centrelink Evidence: proof of Disability Support Pension Documentary evidence of training support needs due to disability. A letter or statement from: - A medical practitioner - An appropriate government agency or - Relevant specialist allied health professional or - Centrelink evidence – dependent child of a recipient of a Disability Support Pension
Long term unemployed	Letter from Service Provider

- 4. Declarations:** You will also be required to sign the following documents:
  - Consent to Use and Disclosure of Personal Information to the relevant Government Department funding the training
  - Privacy Form if you would like us to apply for USI on your behalf.
- 5. RPL and Credit Transfer:** If you are applying for RPL or Credit Transfer for any units, it is best if you let us know prior to enrolment as your student fee will be adjusted according to how many units you are awarded Recognition for. You can still apply during the course and you may be entitled to a refund. (Refer to the section on Skills Recognition in this document for further information)
- 6. Fees and Charges:** You will be informed of all fees, schedule of payments, refunds for withdrawal or deferment and the policy relating to fees paid in advance.
- 7. Training Plan:** Prior to starting training you will be given a copy of the Training Plan

If you have any questions regarding the Enrolment Process, please do not hesitate to contact us.

## Fees and Refunds

When you enrol in training you may have to pay part of the cost of training, this is known as the Co-contribution Fee, the relevant Government department subsidises the remainder of the fee. The fees (total and the amount you must pay) are a requirement of the Government and must be paid. However, if you are entitled to a concession you will have this fee reduced and if you are entitled to a Fee-free subsidy then you will not have to pay any Co-contribution Fee. We will confirm the Total Co-contribution fee during the enrolment process.

Other information you should know about our Fees and Refunds processes:

- Eligibility for Concessions is set by the government so make sure you provide us with all relevant information and required evidence before you enrol to avoid being invoiced for the wrong amount.
- In some circumstances, your Jobactive Provider may pay the fee and you should discuss this with your Provider and let us know if this will be the case. An invoice will be sent to the Provider upon enrolment in your Qualification.
- In some circumstances, your employer may pay the fee for Apprenticeships and Traineeships – we will let you know if this will be the case and an invoice will be sent to your Employer prior to completion of your Qualification.
- You, your Employer or your Jobactive Provider must have paid the student fees in full by the end of the training course, if you have not ***we will not issue you with a Certificate.***
- If you are awarded RPL or Credit Transfer before the enrolment process is completed your student fee will be adjusted to reflect the number of units awarded recognition.
- If you are awarded RPL after enrolment a refund of fees paid or an adjustment to any outstanding fees will be made.

## Concessions

For Qualifications up to and including Certificate IV, you are entitled to a concession in if you are in receipt of a Commonwealth Benefit or are the dependent of someone on such a benefit.

You will also be entitled to a concessional fee rate if you are:

- Aboriginal
- Disabled
- Adult prisoner

## Fee Protection

We are aware of our obligations as Registered Training Organisation to protect any student fees paid in advance. To this effect, we ***do not collect fees in advance of more than \$1500.***

## Refund Information

We will make refunds to students in certain circumstances as listed in the table below. To apply for a refund, you should email a request detailing your circumstances to [reception@ncve.edu.au](mailto:reception@ncve.edu.au)

REFUNDS	
Circumstance	Refund Policy
Withdrawing from a training program	You will be entitled to a full refund of fees paid if you withdraw more than 7 days before the scheduled start of the training program
	If you withdraw more than 3 days before the scheduled start of the training program you will be entitled to 50% of fees paid
	After 3 days before the scheduled start of the training program no refund will be made
If a training program is cancelled before commencement	You will be entitled to a full refund of fees paid
Provider Fee Refund Guarantee	
If for any reason, we cannot complete the training	You will be entitled to a refund of fees proportional to the amount of training not delivered
If you withdraw from training but have completed an embedded qualification (i.e. complete all the units for a lower level qualification)	No refund will be made

## Prior Learning

### Recognition of Prior Learning (RPL)

RPL is the process by which your existing skills, knowledge and experience are recognised towards the achievement of a qualification. These skills may have been obtained through: Training programs; work experience; voluntary work; school work, life or sporting experience.

If you apply for Recognition and are successful it can save you time in achieving a qualification as you do not have to repeat learning for skills and knowledge you already have.

All students are entitled to apply for Recognition of previously learnt skills and knowledge. To be awarded RPL you must provide evidence of when and how their competency was acquired.

To ensure that we assess your application for RPL in a consistent and fair manner we have developed the following process:

1. If you feel you want to apply for RPL, contact our office; we will explain the initial application process and send you out an RPL Application Form.
2. When we receive the completed RPL Application Form, we will arrange for you to meet with the assessor to discuss your application and make sure you understand the evidence collecting process. At this stage, you will be given an RPL Assessment Kit.

3. We will schedule further meetings to assess the evidence you have provided
4. When all the evidence has been submitted, the assessor will decide if you are competent in all aspects of the unit(s).
5. If yes: Statements of Attainments are issued for the units achieved or a Certificate is issued if you have achieved competence in all units in a Qualification.
6. If no: a meeting will be arranged with the assessor to explain areas requiring further evidence or training.

### **Credit Transfer (CT)**

National College of Vocational Education recognises the training you have successfully completed with other RTO's (or previously by us) and can apply credit to units on provision of Certificates or Statements of Attainment.

Our Credit Transfer Process is as follows:

1. Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
2. You will be required to complete the Credit Transfer Application Form and present it to us with your Statement(s) of Attainment or Certificate. You will be asked submit originals for copying and endorsement by our staff or copies which are certified as true copies of the original by a Justice of the Peace (or equivalent).
3. You can apply for Credit Transfer at any time but we encourage you to apply before commencing a training program. This will reduce unnecessary training and ensure a reduction in your student fee if Credit Transfer is awarded.
4. Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer and you will be advised to seek RPL.
5. You cannot enrol in a training program only for credit transfer.

### **Fees for RPL or CT**

Your Co-contribution Student Fees will be adjusted if you are granted RPL or Credit Transfer for any units in the Training Program. If you apply for, and are granted, RPL or CT before enrolment this will be inputted to the Fee Calculator and the fee you are charged will be reduced. If RPL or CT is awarded after the start of the Training Program you will receive a refund to any student fees paid. For further details refer to the Smart and Skilled Fee and Refund Information.



## Consumer Protection Policy

National College of Vocational Education is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the NVR Standards for RTO's 2015 and the Smart and Skilled Consumer Protection Policy. To ensure our customers are fully protected and are aware of their rights and of avenues of complaint we have developed a Customer Protection Strategy as listed below.

National College of Vocational Education is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law applies to the following services all education and training services, including:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment.

National College of Vocational Education has a Customer Protection Policy and Strategy which is published on our website <http://ncve.edu.au>

Contact details for the Customer Protection Officer are as follows:

**Emma McComb**

Executive Manager

[reception@businessadvice.net.au](mailto:reception@businessadvice.net.au)

## Our Guarantee

National College of Vocational Education guarantees that it will provide quality training and assessment that meets the requirements of the Australian Quality Framework, other legislation that is relevant to Registered Training Organisations and in the time frame and as described in our Course Brochures. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund student fees in accordance with our Fee and Refund Policy.

## Complaints and Appeals

National College of Vocational Education has a Complaints and Appeals Policy

<http://businessadvice.net.au/wp-content/uploads/Complaints-and-Appeals-Policy-2017-v1.pdf>

It is a requirement of our Government contracts that before making a complaint to the relevant Department that you first attempt to resolve it with your training provider. Please follow the steps outlined in the Complaints and Appeals Policy and we will do everything we can to resolve the issue.

## Student Rights and Responsibilities

### Student Rights

National College of Vocational Education will ensure that all enrolled students will:

- receive quality training and assessment that meets the NVR Standards for RTO's 2015
- receive the training and support necessary to enable competency to be achieved
- Issue AQF certificates and Statements of Attainment on successful completion of the training course
- have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- be provided with a safe training environment free from harassment and discrimination

### Student Responsibilities

All students must ensure that they:

- provide true and accurate information
- behave in an ethical and responsible manner always when engaged in training and assessment activities
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions.
- do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- are free from drugs and alcohol always while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- meet assessment deadlines
- do not cause damage to equipment or facilities
- provide an USI or give permission to obtain one on their behalf

## Reasonable Adjustment

National College of Vocational Education understands that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called Reasonable Adjustment and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

Students with any of the following could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- physical disabilities
- limited language
- limited literacy and numeracy skills
- limited communication skills
- limited learning strategies.

The types of adjustments that are made must be within our capacity to provide them and may include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material
- Printing material on different coloured paper for individuals with Dyslexia.

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

## Student Support

National College of Vocational Education provides the following support for students. Details of how to access the support are provided in the table below.

Support Service	Contact details
Access to an allocated Trainer	As per individualised training plan.
Free call phone number to speak with your trainer at no cost to you.	1800 180 881
Computers with Internet access and Microsoft programs for use by Students in our Offices.	Contact your trainer or relevant office to book
Email access to your trainer between class times	As per individualised training plan.

## 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 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, 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

It has been a requirement since January 2015 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 an RTO can issue a Certificate or Statements of Attainment. As such, National College of Vocational Education requires the Student have a USI prior to enrolment in the Smart and Skilled course.

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; our preference is that you create your own but please contact us if you are having difficulty with this.

#### 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. A USI is created on your behalf.**

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 student's 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 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**

You will be required to set access controls to allow the relevant Government Department and National College of Vocational Education the appropriate levels of access to your USI records

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

For more information regarding privacy of personal information please refer to our <http://businessadvice.net.au/wp-content/uploads/NCVE-privacy-policy-2017-v1.pdf>