



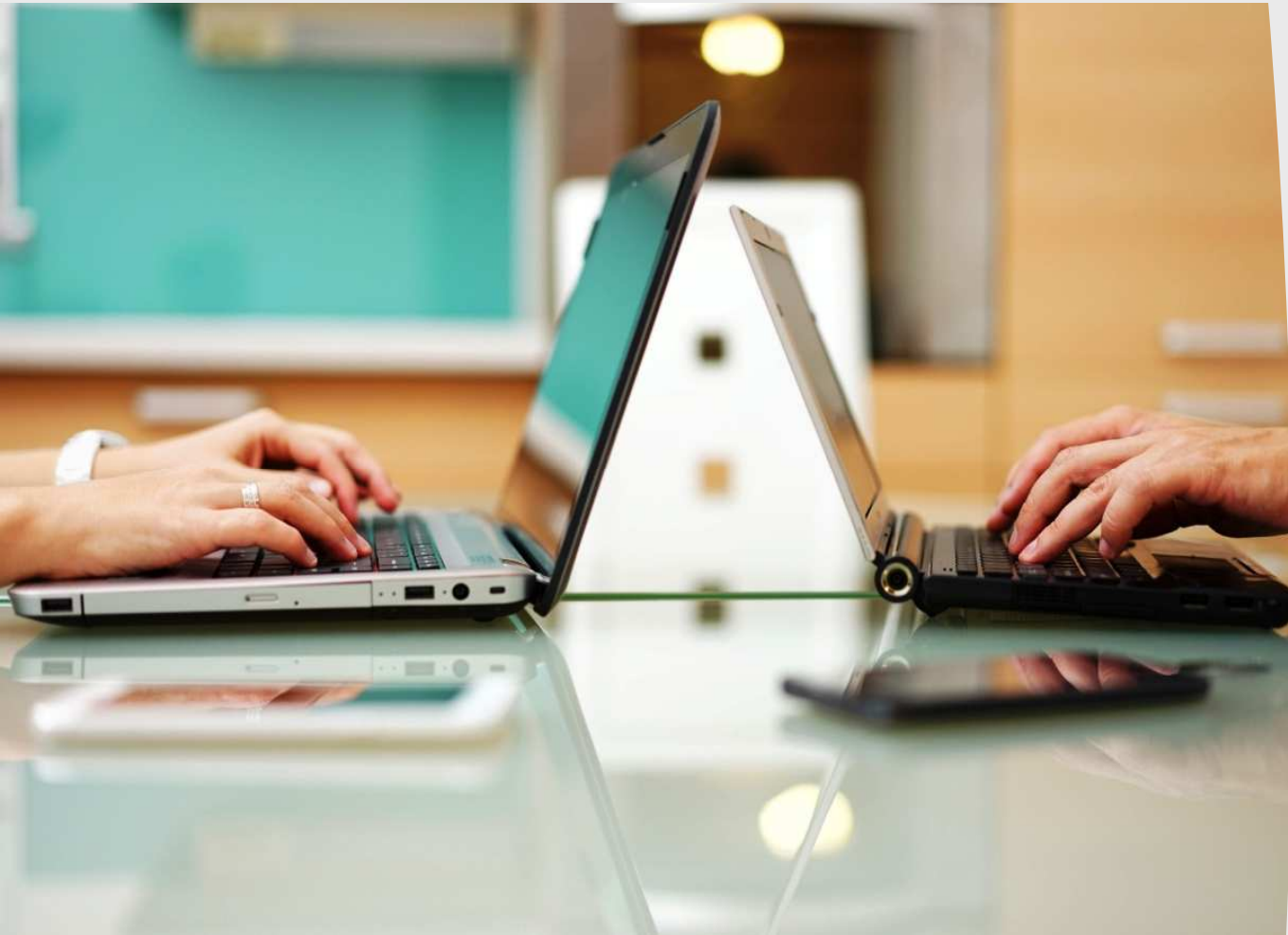
The Illawarra
Business College



Australian College
of Hospitality



AUSTRALIAN COLLEGE
OF COMMUNITY CARE



FOCAL HOLDINGS PTY LTD

**SMART AND SKILLED
STUDENT INFORMATION KIT**

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Smart and Skilled: Notification of Enrolment

Focal Holdings Pty Ltd will follow the following procedures when enrolling students in Smart and Skilled 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 Handbook.
 - ✓ Recognition of Prior Learning and Credit Transfer information
 - ✓ Consumer protection information
 - ✓ Subcontractor information if relevant
 - ✓ 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 program.

You can also check out your eligibility on the [Eligibility Checker on the Smart and Skilled website](#), this will also give you an indication of the student fee that you will have to pay to enrol in your chosen course. (Refer to the Fees and Refund section below for more information on Student Fees, Concessions and Exemptions).

To be eligible for a Smart and Skilled Place you must meet the following criteria	
Type of training	Eligibility Criteria for all programs except NSW Trainees and Apprentices
For all Smart and Skilled Courses	<ul style="list-style-type: none"> • live or work in New South Wales (or a defined NSW border), <u>or</u> • be an Aboriginal or Torres Strait Islander student who lives in specific defined interstate NSW border areas; and • Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, <u>and</u> • aged 15 years or older, <u>and</u> • left school, excluding registered home schooling students

3. You will be asked to provide proof of eligibility and sign statements confirming eligibility; the table below outlines the type of evidence that is acceptable.

4. Our College representative will take you through a ***Proof of Eligibility Checklist*** on enrolment.

5. Proof of Eligibility

Eligibility Requirement	Evidence Required
Proof of Identity	USI – validity checked with Office of USI Registrar
Australian (or New Zealand) Citizenship	Participant declaration and signature (The following can be requested to verify residency status: Australian/NZ Birth Certificate or Passport, Green Medicare Card or Naturalisation Certificate)
Permanent resident	One of the following must be sighted: <ul style="list-style-type: none"> ✓ Certificate of Evidence of Residency Status (CERS) ✓ Passport ✓ Green Medicare Card ✓ Immicard
Humanitarian Visa holder	One of the following must be sighted: <ul style="list-style-type: none"> ✓ Humanitarian Visa ✓ Passport ✓ Immicard or substantiate using The Dept. of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO) Visa Sub-classes include: 200; 201; 202; 203; 204; 449; 785; 786; 790; 866; 309100; 820801
Date of birth	Valid USI check
Place of residency or employment NSW	Any Commonwealth or NSW Government document providing home address; Employer-issued document confirming employment in NSW
If registered as a NSW apprentice or new entrant trainee	Training contract identifier (TCID) – Department System check against Training Contract details stored in State Training Service database
Previous Qualification	Participant declaration and signature (Department will check)
Completion of Year 10 or equivalent (if under 17)	Evidence that student has met school leaving age Participant declaration and signature
Home-schooled students	Current certificate of home schooling registration
Postcode for ATSI on borders	Participant declaration and signature
Proof for Concession Exemptions	
Concession: Welfare recipient	Centrelink Evidence – proof of benefit or Centrelink Evidence – dependent child of a specified welfare recipient
Exemption: Aboriginal descent	Participant declaration and signature
Concession/Exemption: Disability	Centrelink Evidence: proof of Disability Support Pension Documentary evidence of training support needs due to disability. A letter or statement from: <ul style="list-style-type: none"> - 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
Exemption: Social Housing recipient (aged 15- 30)	Evidence of Commonwealth Welfare Recipient Status or Evidence of a dependent of person with Commonwealth Welfare Recipient Status Participant declaration and signature

Eligibility Requirement	Evidence Required
Out-of-home Care	<p><u>For Young People 15- 17yo</u> (one of the following must be presented):</p> <ul style="list-style-type: none"> • A copy of the Children’s Court Care order • A copy of the Confirmation of Placement letter • A letter from Family and Community Services or the <u>OOHC Designated Agency</u> verifying that the young person is in statutory or supported care • Any other evidence which clearly shows that the young person is in out-of-home Care <p><u>For young people 18-30yo</u> (one of the following must be presented):</p> <ul style="list-style-type: none"> • A copy of the expired Children’s Court Care order • A copy of the Leaving Care letter form the Minister for Family and Community Services letter • A letter from Family and Community Services verifying that the young person was previously in statutory or supported care • Any other evidence which clearly shows that the young person was previously in out-of-home Care
Exemption: Long term unemployed	Letter from Service Provider

6. **Declarations:** You will also be required to sign the following documents:

- 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.

7. **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)

8. **Notification to Department:** On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file, you will also be given a copy. A Student Commitment ID will also be issued.

9. **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.

10. **Training Plan:** Prior to starting training you will be given a copy of the Training Plan

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 Refunds

When you enrol in Smart and Skilled you may have to pay part of the cost of training, this is known as the Student Fee, the NSW Government subsidises the remainder of the fee. The fees (total and the amount you have to pay) are set by the government and cannot be changed. However, if you are entitled to a concession you will have this fee reduced and if you are entitled to an exemption then you will not have to pay any Student Fee.

When you check your eligibility as outlined in the Notification of Enrolment Student Information, you can also check out if you are entitled to a concession or exemption and how much your fees will be for the Qualification you to enrol in. We will confirm this amount when we complete the enrolment process.

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

- Concessions or exemptions to student fees are set by the government on completion of enrolment and cannot be changed so make sure you provide us with all relevant information before you enrol.
- On enrolment we will give you a Schedule of Fees which will set out when and how you are to pay the student fee.
- We will let you know of additional equipment costs for equipment, text books or field trips prior to enrolment. This will be included in our Course Information and on our website.
- You 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 and if the fees continue to remain unpaid in certain circumstances will refer your debt to a debt collection agency***
- In some circumstances (i.e. under certain Awards) your employer will pay the fee for Apprenticeships and Traineeships – we will let you know if this will be the case.
- There will be no extra fees if we use another party to recruit or deliver training and assessment on our behalf (known as a Third Party Arrangement).
- You will be entitled to ***two attempts*** to complete a unit of competency without additional cost. Any further attempts will incur a charge ***of \$50 per assessment*** which will be invoiced to you and must be paid prior to the third attempt.
- 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.

First or Subsequent Qualification

Your student fee will differ depending on whether you have completed other qualifications since leaving school. Those who have another qualification will pay a higher student fee.

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.

Fee Subsidy

You will not be required to pay any student fee if you successfully complete your course and qualify for receipt of a Certificate or Testamur. In such circumstances, the College will waive the Government-nominated fees.

Exemptions

You will be entitled to an exemption of fees if you are:

- Aboriginal
- Disabled
- 15- 30 years and live in Social Housing

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 *fill in our Refund Form located on our website and send to: accounts@tbc.nsw.edu.au*.

REFUNDS	
Circumstance	Refund Policy
Discontinuing from a training program	You will be entitled to a full refund of fees paid if you withdraw more than 28 days before the scheduled start of the training program.
	If you withdraw within 28 days before the scheduled start of the training program you will be entitled to 25% of fees paid.
	If you withdraw after the scheduled start date 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
Our College's 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)	<i>No refund will be made or the difference in the student fee will be refunded</i>

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)

Focal Holdings Pty Ltd 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

Under the Smart and Skilled Program your 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.

Further Information

[Candidate Guide to Skills Recognition - Training Services NSW](#) is a good source of further information regarding Recognition and how it applies to your training and assessment.

Smart and Skilled: Consumer Protection Policy

Focal Holdings Pty Ltd 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.

Focal Holdings Pty Ltd 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.

The Australian Consumer Law also applies when these services are provided by Subcontractors and Brokers (referred to as Third Parties) on our behalf.

Focal Holdings Pty Ltd has a Customer Protection Policy and Strategy

For students undertaking training and assessment under the Smart and Skilled the following procedures are additional to the points above:

- The **National Manager** will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance.
- The contact details of the Customer Protection Officer will be made available to all clients on the website and in pre-enrolment information.
- Details of, or links to, the Smart and Skilled website and 1300 772 104 contact number will be made available on all public information including the website, brochures/information downloaded from then the website or printed, enrolment forms and student induction material.
- A link to the Smart and Skilled Consumer Protection Strategy will be included in Student Information available on our website.
- Every attempt will be made to resolve any student complaints using the Complaints and Appeals Policy.
- If after following the Complaints and Appeals Process, a student feels matters are unresolved to their satisfaction and wish to inform a third party, they will be provided with contact details for NSW Department of Education and Communities Consumer Protection Unit for Students.
- We will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.
- Students will sign to confirm they have received Consumer Protection Information. This will be included in the Declaration made by students when completing the Proof of Eligibility Checklist on enrolment.

Contact details for the Customer Protection Officer as follows:

Ms Lisa White

National Manager

Tel: 02 9791 6555 or 1800 501 277. Email: lisaw@tbc.nsw.edu.au

If you wish to find out more information about Customer Protection you can go to

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

Or if you have a complaint or enquiry about any service to do with Smart and Skilled you can email: enquiries@smartandskilled.nsw.gov.au

Or telephone: 1300 772 104

Our Guarantee

Focal Holdings Pty Ltd 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

Focal Holdings Pty Ltd has a Complaints and Appeals Policy

It is a requirement of Smart and Skilled that before making a complaint to the Department of Industry that you first attempt to resolve it with your training provider. Please follow the steps outlined in the College's Complaints and Appeals Policy and we will do everything we can to resolve the issue.

Smart and Skilled: Student Rights and Responsibilities

Student Rights

Focal Holdings Pty Ltd 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 fully informed of their obligation in relation to the repayment of any debt to be incurred under the VET Student Loans Program
- 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 at all times 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 at all times 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

Subcontractor and Broker Arrangements

Focal Holdings Pty Ltd has not entered into any subcontracting or Broking arrangements for recruitment, marketing, training and assessment or any other services.

Reasonable Adjustment

Focal Holdings Pty Ltd 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 issues 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 include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person
- Enlarging reading material
- Braille translations
- Use of technology such as voice-activated software screen reading, voice synthesisers
- Use of ramps, height adjustment desks

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

Student Support Services

Area	Initial contact person		Issues
Academic	Smart and Skilled Manager	Deborah Crawley	Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study, issues with timetable, academic progression
Academic	Relevant Trainers		Questions about content of units, teaching procedures, assessments, re-assessments
Administrative	Student Services/ Accounts	Daniella Kulevska	<p>Visa problems, financial problems, enrolment and short term accommodation, complaints processes</p> <p>Health care, health insurance problems, accommodation, understanding of how to utilise College processes effectively, change of address. Manning Critical Incident phone 24/7.</p>
Administrative	Chief Executive Officer	Elizabeth Absolon	Complaints or grievances/ appeals, resources, equipment, website
Administrative	National Manager	Lisa White	Complaints or grievances/ appeals, course progress, attendance and Interventions
Digital Literacy Support	IT Support	Angelo Toitov Peter Kocielnik	IT support, login, basic computer guidance
Personal	Student Support	Lynda Harrison Christine Wright	<p>Counselling</p> <p>Problems with relationships, home-sickness, gambling, depression, drug and/or alcohol abuse, relationship issues</p> <p>Sexual harassment, discrimination issues</p> <p>Examination / study adjustments because of disability issues</p>

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 discontinue your 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 discontinuation
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- Your Training Plan will be updated and you will be given a copy of your amended Training Plan
- You will be given the results of any assessments
- You will be issued a Statement of Attainment for any units assessed as competent within 28 days of notice of discontinuation.

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 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; 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 Licence, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard

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 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 Focal Holdings Pty Ltd 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 *Privacy Policy*.

Smart and Skilled (Department of Industry) contact details

If you feel you cannot resolve an issue with us or would like more information about Smart and Skilled the contact details for the Department of Industry are as below.

Smart and Skilled Website: <https://smartandskilled.nsw.gov.au/>

Smart and Skilled Phone Number: 1300 772 104

Additional details are available in:

1. Smart and Skilled Customer Protection Policy:

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

2. Department Support Centre:

<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

3. Smart and Skilled Fee Administration Policy:

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2020_21/fee_administration_policy_20_21_v2.5.pdf (nsw.gov.au)

4. Smart and Skilled School-Based Fee Administration Policy:

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract//2020_21/sbats_fee_admin_policy_20_21_v2.5.pdf (nsw.gov.au)

College Contact Details

Ms Elizabeth Absolon

CEO, Focal Holdings Pty Ltd

Tel: 02-9791 6555

Email: liza@tIBC.nsw.edu.au

or

Ms Lisa White

National Manager

Tel: 02-9791 6555

Email: lisaw@tIBC.nsw.edu.au