



Mid North Coast Community
College RTO 45596

Smart and Skilled
Student Information Handbook

Version 3 2021



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Smart and Skilled (Training Service NSW) contact details:

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

Smart and Skilled Protection Policy:

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

Smart and Skilled Contact Number: 1300 772 104

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Smart and Skilled Notification of Enrolment

This handbook covers student information for those enrolled in a NSW government funded course.

Mid North Coast Community College (MNCCC) will follow the procedures below when enrolling students in Smart and Skilled funded training courses:

1. **Pre-enrolment information:** Prior to enrolment you will be provided with the following information as included in this Student Information Document
 - Information about the Course
 - Your rights and responsibilities
 - Information about obtaining a USI
 - The fees chargeable (if applicable)
 - Recognition of Prior Learning (RPL) and Credit Transfer (CT) information
 - Consumer protection information
 - Subcontractor information- if relevant
 - Procedures required if you want to defer or discontinue (withdraw) from training
 - Student Support
 - Contact details for any support services provided

2. **Check eligibility:** Upon receipt of the enrolment form, 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](#), which 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 subsidised training you must meet the following criteria	
Type of training	Eligibility criteria
For all Smart and Skilled Courses	<ul style="list-style-type: none"> • Australian citizen, Australian permanent resident, Australian humanitarian visa holder, or New Zealand citizen, <u>and</u> • aged 15 years or older, <u>and</u> • left school, <u>and</u> • live or work in New South Wales (or a defined NSW border), <u>or</u> • Registered as a NSW Apprentice or New Entrant Trainee

3. You will be asked to provide proof of eligibility and sign Declaration of Understanding at the back of your enrolment form. The table below outlines the type of evidence that is acceptable. Mid North Coast Community College will take you through a **Proof of Eligibility Checklist** on enrolment.

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Proof of Eligibility

Eligibility Requirement	Evidence Required
USI (Unique Student Identifier)	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 or Humanitarian Visa holder	One of the following must be sighted: <ul style="list-style-type: none"> • Certificate of Evidence of Residency Status (CERS) • Passport • Humanitarian Visa or substantiate using The Dept. of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO)
Date of birth	Valid USI check and participant signature (completed by the Department)
Place of residency or employment NSW	Participant declaration and signature
If registered as a NSW apprentice or new entrant trainee	Training contract identifier (TCID) – Department System check against Training Contract details stored in Training Services NSW database
Previous Qualification	Participant declaration and signature (Department will check)
Completion of Year 10 or equivalent (if under 17)	Participant declaration and signature
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 or Community identification
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)	Participant declaration and signature Evidence of Commonwealth Welfare Recipient Status

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Eligibility Requirement	Evidence Required
	or Evidence of a dependent of person with Commonwealth Welfare Recipient Status
Exemption: Long term unemployed	Letter from Employment Service Provider

- Declarations:** You will also be required to sign the following documents:
 - Consent to Use And Disclosure of Personal Information as outlined in the enrolment form
 - Privacy Form if you would like us to apply for USI on your behalf
- 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.
- 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.
- 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.
- Training Plan:** For your reference, 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.

Fee and Refunds

When you enrol in a course under 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 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. (if applicable)
- 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**
- In some circumstances (i.e. under certain Awards) your employer will pay the fee for 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 may incur a charge

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- 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

Note: MNCPP will advise all potential student of the most appropriate pathway to achieve its goals based on a student's ability. MNCPP will direct students to enrol in the most appropriate approved qualification.

First or Subsequent Qualification

- Your student fee will differ depending on if you have completed other qualifications since leaving school. Those who have another qualification will pay a higher student fee
- If you meet the Smart and Skilled eligibility conditions to undertake a qualification up to and including Certificate III, and if you don't have any post-school qualifications, you will pay the lower fee for your first Smart and Skilled subsidised course at Certificate III level or lower
You will pay a higher fee for any subsequent Smart and Skilled courses you undertake

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.

Exemptions

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

- Aboriginal or Torres Strait Islander
- 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. **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 inform our Training Manager

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 five days before the scheduled start of the training program
	If you withdraw within five days before the scheduled start of the training program you will be entitled to 50% of fees paid.
	After one day 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

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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 or the difference in the student fee will be refunded

Training Delivery

Training delivered by MNCCC meets the Standards for Registered Training Organisations (RTOs) 2015 and the requirements set by Training Services NSW under Smart and Skilled. Each course or program delivered by MNCCC has specific resource requirements for delivery. These include physical resources and human resources. MNCCC has in place a system for ensuring that suitable resources are available before training commences. Please ensure that you receive learning resources for each unit in which you are enrolled.

Nationally recognised training is delivered against competency standards and training requirements set by industry. Participants are advised of the units of competency they are studying for each course. An induction will be given at the start of each courses and a training plan, course outline and timetable will be issued prior to the commencement of any training program.

The **Training Plan** will include MNCCC contact details, specify the training activity including scheduled hours for each unit, time frames and delivery modes, include details of support services, any RPL and or credit transfer if granted and the list of units that that meet the training package requirements relating to the qualification in which you are enrolled. The training plan needs to be signed by the learner and a MNCCC representative.

To support you, MNCCC will be offering workshops, and/or online additional training through our Google Classroom. All MNCCC learning resources are accessible in the Google Classroom.

The delivery of training will be arranged for you and may take the form of formal workshops or alternatively be delivered one-on-one, or through online units.

The workshops will:

- Support the training
- Review the performance requirements of the units of competency
- Provide for the participant to review their competency with the trainer/assessor
- Provide current industry information to the participant
- Provide a possible alternative forum for assessment

One-on-one assessment visits may also be done by MNCCC trainers/assessors on a regular basis. For the duration of a qualification, a participant maybe visited to review training and assessment activity. On-the-job training may be discussed with the employer and the participant at these meetings.

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Assessment Policy

Assessment is the method by which participants are judged to have, or not to have, demonstrated competence in a unit of competency.

Assessments are conducted for all accredited training. Your trainer/assessor will outline the assessment method and requirements for your training as part of your induction and at the start of each unit. If your trainer/assessor fails to provide this information, please request details. Course material either developed or purchased by MNCCC will meet the Learning Outcomes and Assessment Criteria for each unit of competency. Assessments undertaken by your trainer/assessor will be valid, reliable, fair and flexible and directly related to the assessment requirements specified in the training package.

The Assessment Strategy for each course will vary.

It may consist of any, or all, of the following:

- Prereading
- Question and Answers
- Role Play
- Case studies
- Project
- Practical Assessment
- Observation/Demonstration
- Third party evidence/Supervisors report (if you are currently working)

Reasonable Adjustment

MNCCC 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 abilities

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
- Use of ramps, height adjustment desks
- One on one sessions with an assessor

Any **Disadvantaged students** will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan. MNCCC will inform students that need special support as to how it will plan, deliver and assess training to take into account these special needs.

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If MNCCC does not have the resources to offer a student with special needs MNCCC will assist the student in locating another provider who can offer Subsidised Training that has the necessary resources. MNCCC complies with the Disability Standards for Education found at <https://education.gov.au/disability-standards-education>

Student Support

MNCCC provides additional support for students. MNCCC is dedicated to providing high standards of service to students. Students can contact their trainer via email or phone during office hours. We endeavour to respond to students as quickly as possible and we will provide feedback on assessment outcomes within 10 working days and to all enquiries, telephone calls and emails within two working days.

Should students require further support MNCCC can assist in identifying the appropriate support services as well as organising such services. This may include language, literacy and numeracy, business English, one on one support with a trainer, additional workshops, counselling services, additional learning materials etc. Please ring the college on 02 65837288 for further information.

About Your Training

Who helps me with my training?

1. Workplace Based Training – Workplace coach (on-the-job for employees only)

Your workplace coach, who may be a workplace trainer, your employer or another employee who has the appropriate skills, knowledge and expertise in your workplace to teach you the competencies required and to monitor your progress, will provide assistance on the job.

Your workplace coach is expected to:

- Assist you with your learning both on and off-the-job
- Integrate knowledge learning off-the-job with skills learned on-the-job
- Monitor your progress in off-the-job training through discussion with your workplace coach
- Carry out the unit assessment
- Maintain records relating to workplace training, progress, achievement and assessment
- Liaise with your training organisation for your formal assessment

2. Training – off-the-job

Your off-the-job trainer will be an authorised trainer/assessor. The off-the-job trainer is expected to:

- Assist you with learning off-the-job
- Monitor your learning progress
- Maintain records relating to off-the-job training and achievement of trainer competence
- Maintain contact with your employer
- Provide information to your employer/workplace coach concerning your progress
- Take responsibility for your Integrated Competency Assessment tasks

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 Consumer Protection Officer if you have a

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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.

A student who wishes to recommence training after discontinuing an Approved Qualification will be treated as a new student and the Notification of Enrolment process must be carried out.

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 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 Statement of Attainment for units assessed as competent within 28 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

Issue of Qualifications

MNCCC issues qualifications within 28 days of completion when all assessment decisions have been agreed and endorsed by the Training Operations Manager.

MNCCC issues qualifications for accredited training in accordance with the national requirements of the Australian Quality Framework. Qualifications are valid only if as a minimum they include:

- Signature of the CEO or Training Manager
- The full name of the participant
- The full name and national code of the Training Package or Qualification completed
- A list of all unit of competency and unit codes successfully completed
- The MNCCC logo and the correct statement set by ASQA

Full AQF qualifications are only issued where all units of competency relevant to the qualification have been successfully completed. Where all units and competency have not been successfully completed, a Statement of Attainment for units completed will be issued detailing the AQF qualification from which the units have been taken.

Student Records

Participants are required to notify MNCCC immediately when their name, address or contact details change. Participants may access their records on request. MNCCC keeps electronic records for up to 30 years as required by our RTO registration and contractual requirements.

Replacement of qualifications

If you require a copy of your certificate or statement of attainment other than those that will be issued to you at the completion of your qualification, there will be no cost.

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Recognition of Prior Learning (RPL) and Credit Transfer

Participants attending MNCPPC courses will be given the opportunity to apply for Recognition of Prior Learning (RPL) or Recognition of Current Competency (RCC) any time prior to the course starting. A student will be issued with the following RPL/RCC student guideline if they want to apply:

What is Recognition of Prior Learning (RPL)?

It is the acknowledgement of your skills and knowledge obtained through:

- Education and training (university, TAFE, school qualifications, industry courses)
- Work experience
- Life experience (sport, hobbies, community group involvement, unpaid work, etc.)

The main focus of RPL is the learning outcomes of these experiences, not how, when or where the training occurred. It is the process of comparing your skill and knowledge against clearly defined vocational outcomes.

Advantages

The advantages of RPL are that as a learner you will not have to repeat what you have previously learned and acquired.

MNCPPC can then advise you on what training is most relevant in terms of content, certificate level and development

Portfolio

This is what evidence is called once it has been collected ready for submission for assessment.

Evidence

To be awarded a qualification or Statement of Attainment through RPL, documented evidence showing the unit/s of competency have been met must be produced. This evidence is the proof of competence and there is a range of evidence that can be used. These include:

- Work produced
- Work records documentation
- Statements from others
- Statements from you previous study/courses
- Life experience
- Work experience

When assessing your portfolio of evidence your trainer/assessor will be guided by the following principles of assessment and rules of evidence:

Authenticity	You are actually the person who performed the tasks, which are being submitted for assessment. You may be asked to verify this.						
Currency	The currency for the evidence presented. Can you still perform the task/activity to the appropriate standard?						
Validity	Your evidence must cover the broad range of knowledge, skills and the application of that knowledge and skills as specified in the performance criteria and evidence guide.						
Sufficiency	You must collect enough evidence to satisfy the trainer/assessor that you are competent across all elements of a unit of competence according to the performance criteria.						
Reliability	Gather and interpret evidence in a consistent manner that provides for reliable assessment both for the participant and the assessors.						
Flexibility	We provide assessment opportunities that reflect a participant's needs. We assess the participant's current competence and employ methods appropriate to the context of the industry.						

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Fairness	MNCCC's assessment approach encourages fairness in assessment through consideration of the participant's needs and through making reasonable adjustment when required.
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Applying for RPL

- Familiarise yourself with the RPL process. Establish the units of competency you wish to have recognised
- Complete a self assessment and gather your evidence for each unit. A list of possible evidence for each unit is within our RPL kits
- Arrange to speak to a trainer/assessor about the process
- Submit your portfolio
- Your portfolio will be assessed. You will be contacted by the trainer/assessor for a meeting and/or competency conversation
- A Certificate or Statement of Attainment will be issued upon successful assessment

Preparing your portfolio

The best way you can demonstrate your competency is by submitting a portfolio of evidence. This is a collection of items that supports your claim of already having skills and knowledge and demonstrated application of these to meet the criteria required within the unit of competency.

Remember the evidence you submit must be relevant to the unit of competency being assessed. However, one piece of evidence can be used for more than one unit of competency.

For each unit you wish to apply for RPL you need to complete the following:

- Read the performance criteria carefully and list the units you will need to provide evidence against
- Complete the RPL kit
- Gather your evidence and put it in sequence. You will need to identify and label the evidence as to which unit of competency it applies. The trainer/assessor will not sort through your evidence and decide this for you. A Justice of the Peace must authenticate any copies of certificates. **Do not include originals**
- Check your portfolio and a copy to keep for yourself
- Send your completed application to our head office

Credit Transfer (CT)

MNCCC 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 present MNCCC with your Statement(s) of Attainment or Certificate. You will be asked to submit originals for copying and endorsement by our staff.
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 competency 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 into a training program to complete the qualification solely by credit transfer.

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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 unit in the Training Program. If you apply for, and are granted, RPL or CT before enrolment this will be input into 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

https://smartandskilled.nsw.gov.au/data/assets/pdf_file/0017/105056/rpl-candidate-guide.pdf is a good source of further information regarding Recognition and how it applies to your training and assessment.

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Smart and Skilled Consumer Protection Policy

MNCCC 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 Standards for Registered Training Organisations (RTOs) 2015 and the Smart and Skilled Consumer Protection Policy. To ensure our Consumers are fully protected and are aware of their rights and of avenues of complaint we have developed a Consumer Protection Strategy as outlined below.

MNCCC 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 (ACL) 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 ACL also applies when these services are provided by third parties on our behalf

For Smart and Skilled students the following procedures are additional to the points included in our Consumer Protection Strategy:

- The Training Manager will be the designated Consumer Protection Officer. His/Her 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 Consumer 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, brochure and or information downloaded from then the website or printed, enrolment forms and student induction material
- Every attempt will be made to resolve any student complaints using Barrington's 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

Contact details for the Consumer Protection Officer as follows:

Dennis Owen dennis.owen@mnccc.edu.au
02 6583 7288

If you wish to find out more information about Consumer Protection you can go to:
<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

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

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Complaints and Appeals

MNCCC ensures that the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. Complaints and appeals are finalised as soon as practicable.

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 policy below and we will do everything we can to resolve the issue.

MNCCC is dedicated to providing a high standard of service. It ensures the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process. All complaints and requests for an appeal are acknowledged in writing and finalized as soon as practicable.

Should a participant have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following process:

Appeals

Step 1

Participants who are appealing an assessment outcome and/or the assessment process should discuss their issue with the Trainer/Assessor involved.

(This step must commence within ten (10) working days of the assessment outcome being advised).

Step 2

If still not satisfied, the learner must forward and email to the Training Operations Manager.

(This should occur within 5 working days of Step 1)

Step 3

The assessment is to be reviewed by a different Assessor and the results of the review summarised in a report. The learner will be advised of the appeals outcome within 10 working days.

(This should occur within 10 working days of Step 2)

Step 4

If still not satisfied with the outcome of the appeal, the learner's appeal is to be reviewed by the Training Manager. The Training Manager will send an acknowledgement letter to the learner, record the *report* then review. The TRAINING OPERATIONS MANAGER, if necessary will convene a review panel to thoroughly examine the appeal.

(You will be advised of the outcome within 10 working days).

Step 5

If you are still not satisfied with the outcome of this procedure then the learner will be advised of their right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at <https://www.asqa.gov.au/complaints>

(This step should occur within five (5) working days Step 4)

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Complaints

First instance: Participants are encouraged to speak immediately with their Trainer. If the participant is not comfortable addressing the issue with the Trainer they are encouraged to contact the Training Manager.

Second instance: If the issue is not resolved the participant is encouraged to either speak to or contact in writing the Training Manager.

Third instance: If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to the participant in writing within 15 working days of the decision.

Records of all complaints handled under this procedure and their outcomes shall be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon written request to MNCCC.

All records relating to complaints will be treated as confidential.

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Smart and Skilled: Student Rights and Responsibilities

Student Rights

MNCCC will ensure that all enrolled students

- receive quality training and assessment that meets the Standards for Registered Training Organisations (RTOs) 2015
- receive the training and support necessary to enable competency to be achieved
- receive 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
- provide 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 USI or give permission to obtain one on their behalf

Subcontractor Arrangements

MNCCC has not entered into any subcontracting arrangements for recruitment or training and assessment.

Unique Student Identifier

Since January 2015, all students undertaking nationally recognised training in Australia must have a Unique Student Identifier (USI) to receive your qualification or statement of attainment.

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; we encourage you to 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 and accessed on your behalf.

For us to be able to create a USI on your behalf, you will need to give us permission and you will be required to sign a declaration to this effect. This is included in our enrolment forms.

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 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 MNCCC the appropriate levels of access to your USI records.

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

Privacy Policy

Please refer to our privacy policy on our MNCCC website

Scope

Qualifications									
	Extent	NSW	VIC	QLD	SA	WA	TAS	NT	ACT
AHC20116- Certificate II in Agriculture	Deliver and assess		No	No	No	No	No	Yes	No
AUR10120- Certificate I in Automotive Vocational Preparation	Deliver and assess	Yes	No	No	No	No	No	No	No
BSB30120- Certificate III in Business	Deliver and assess	Yes	No	No	No	No	No	No	No
CHC33015- Certificate III in Individual Support	Deliver and assess	Yes	No	No	No	No	No	No	No
CHC43015- Certificate IV in Ageing Support	Deliver and assess	Yes	No	No	No	No	No	No	No
CPC10111- Certificate I in Construction	Deliver and assess	Yes	No	No	No	No	No	No	No
CPC10120- Certificate I in Construction	Deliver and assess	Yes	No	No	No	No	No	No	No
FSK10113- Certificate I in Access to Vocational Pathways	Deliver and assess	Yes	No	Yes	No	No	No	Yes	No
FSK10213- Certificate I in Skills for Vocational Pathways	Deliver and assess	Yes	No	Yes	No	No	No	Yes	No
FSK20113- Certificate II in Skills for Work and Vocational Pathways	Deliver and assess	Yes	No	Yes	No	No	No	Yes	No
SHB50115- Diploma of Beauty Therapy	Deliver and assess	Yes	No	No	No	No	No	No	No
SIR30216- Certificate III in Retail	Deliver and assess	Yes	No	No	No	No	No	Yes	No
SIT30616- Certificate III in Hospitality	Deliver and assess	Yes	No	No	No	No	No	No	No

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