

**NATIONAL**  
**COLLEGE**  
OF VOCATIONAL EDUCATION



**Student Handbook**  
**2022-2023**

## Introduction

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Welcome to the national College of Vocational Education (NCVE), a Registered Training Organisation (RTO) offering a range of Business, Hospitality and Retail courses in NSW. NCVE conducts training in compliance with relevant Commonwealth, State or Territory legislation and regulatory requirements. These include:

- The VET Quality Framework
- Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2015
- NSW Smart & Skilled Contract, Terms and Conditions, Operating Guidelines and related policies

NCVE is registered with the National Regulator for Vocation Education & Training, the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training in NSW.

This Student Handbook provides you with information you may need whilst studying with NCVE. If you enrol as a student with NCVE, you will be expected to comply with the policies in this handbook that are relevant to you.

If for any reason you are unsure of any information in this handbook, please contact our office for clarification on 1800 180 881 or by email at [reception@ncve.edu.au](mailto:reception@ncve.edu.au). NCVE reserves the right to modify, revise or supplement policies and procedures in this Student Handbook at its discretion.

## Code of Practice

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High-quality Vocational Education and Training (VET) is vital to Australia's economic prosperity. The Australian Skills Quality Authority (ASQA) is responsible for protecting the quality and reputation of the Australian VET sector. Registered Training Organisations (RTOs) are education providers approved by ASQA to deliver VET courses. NCVE is approved by and registered with ASQA (RTO registration number: 90897).

As an RTO, NCVE must adhere to the Vocational Education and Training (VET) Quality Framework which includes the *Standards for Registered Training Organisation (RTOs) 2015* which are the standards to ensure nationally consistent, high-quality training and assessment across Australia's VET system.

For more information about the VET Quality Framework, visit:

<https://www.asqa.gov.au/about/asqa/key-legislation/vet-quality-framework>

NCVE uses a self-assurance approach to regularly review its systems and processes in place to critically examine its performance and student outcomes. This helps us to ensure ongoing compliance and identify ways in which they can continue to improve.

NCVE aims to provide a working and training environment for staff and students that embraces equity, fairness and respect for social and cultural diversity. Furthermore, NCVE nurtures an environment that is free from discrimination, harassment and racial vilification. Towards this end, NCVE has adopted policies for the following legislative requirements:

- Access and equity
- Anti-discrimination
- Privacy/confidentiality
- Anti-Harassment Working with Children
- Workplace Health and Safety
- Traineeships and Vocational
- Education and Training

## Our Courses

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### **Nationally Recognised Training:**

A Training Package is a set of nationally endorsed standards and qualifications used to recognise and assess the skills and knowledge people need to perform effectively in the workplace.

NCVE offers nationally recognised training from the following Training Packages:

- BSB Business Services Training Package
- SIR Retail Services Training Package
- SIT Tourism, Travel and Hospitality Training Package
- CHC Community Services Training Package

NCVE currently has the following nationally recognised qualifications on its scope of registration. That means, NCVE can deliver any of these qualifications to students.

Note:

- While NCVE may have a qualification on its scope, it may decide not to offer it to students depending on student interest, current promotions or other factors that might affect the viability of running a course.
- Not all qualifications on NCVE's scope are subsidised by the NSW Government. See more information later in this Student Handbook.

BSB - Training Package qualifications:

- *BSB30220 Certificate III in Entrepreneurship and New Business*
- *BSB30120 Certificate III in Business*
- *BSB40320 Certificate IV in Entrepreneurship and New Business*
- *BSB40520 Certificate IV in Leadership and Management*
- *BSB40820 Certificate IV in Marketing and Communication*
- *BSB40920 Certificate IV in Project Management Practice*
- *BSB50120 Diploma of Business*
- *BSB50420 Diploma of Leadership and Management*
- *BSB50620 Diploma of Marketing and Communication*
- *BSB50820 Diploma of Project Management*
- *BSB60420 Advanced Diploma of Leadership and Management*
- *BSB60520 Advanced Diploma of Marketing and Communication*

SIR - Retail Services Training Package

- *SIR20216 Certificate II in Retail Services*
- *SIR30216 Certificate III in Retail*

CHC - Community Services Training Package

- *CHC33015 Certificate III in Individual Support*
- *CHC43015 Certificate IV in Ageing Support*

SIT - Tourism, Travel and Hospitality Training Package

- *SIT20322 Certificate II in Hospitality*
- *SIT30616 Certificate III in Hospitality*

You are completing a *nationally recognised* program of study. This means that your course has been created and approved under a government framework and is recognised in any part of Australia.

You may be completing a full qualification or just one, two or three units of competency.

If you are studying a full qualification, then it will have a number of units of competency (UoC). You must successfully complete all units of competency before you can get your qualification.

## Subsidised Programs of Study

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***Smart and Skilled training is subsidised by the NSW Government.***

### ***NSW Governments' Smart & Skilled program***

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It helps people in NSW to get the skills they need to find a job and advance their careers.

Smart and Skilled offers funding for qualifications and part qualifications under the following programs:

- Smart and Skilled Entitlement Foundation Skills (EFS)
- Smart and Skilled Entitlement Full Qualifications (EFQ)
- Smart and Skilled Entitlement Apprenticeships and Traineeships (EAT)
- Smart and Skilled Targeted Priorities Full Qualifications (TPFQ)
- Smart and Skilled Targeted Priorities Prevocational and Part Qualifications (TPPPQ).

NCVE has a contract with the NSW Department of Education (through Training Services NSW) to deliver subsidised training to eligible NSW residents in the following funding programs:

- Smart and Skilled Entitlement Full Qualifications (EFQ)
- Smart and Skilled Targeted Priorities Full Qualifications (TPFQ)
- Smart and Skilled Entitlement Apprenticeships and Traineeships (EAT)

NCVE is approved to deliver training and assessment in the following nationally recognised qualifications:

- Smart and Skilled Entitlement Full Qualifications (EFQ)
  - *SIT20316 Certificate II in Hospitality*
  - *SIR20216 Certificate II in Retail Services*
  - *BSB30120 Certificate III in Business*
  - *BSB30220 Certificate III in Entrepreneurship and New Business*
  - *SIT30616 Certificate III in Hospitality*

- *SIR30216 Certificate III in Retail*
- Smart and Skilled Targeted Priorities Full Qualifications (TPFQ)
  - *BSB40320 Certificate IV in Entrepreneurship and New Business*
  - *BSB40520 Certificate IV in Leadership and Management*
  - *BSB50120 Diploma of Business*
  - *BSB50420 Diploma of Leadership and Management*
- Smart and Skilled Entitlement Apprenticeships and Traineeships (EAT)
  - *SIR20216 Certificate II in Retail Services*
  - *BSB30120 Certificate III in Business*
  - *SIT30616 Certificate III in Hospitality*
  - *SIR30216 Certificate III in Retail*
  - *BSB40320 Certificate IV in Entrepreneurship and New Business*
  - *BSB40520 Certificate IV in Leadership and Management*
  - *BSB50120 Diploma of Business*
  - *BSB50420 Diploma of Leadership and Management*

When we first speak to you, we will tell you if we think that you are eligible for subsidised training. If you are referred to us by your employer or an Australian Apprenticeship Centre, we will confirm your eligibility for subsidised training with Training Services NSW.

**For more information about Smart and Skilled, go to:**  
<https://smartandskilled.nsw.gov.au/home> or call 1300 772 104.

## The Application and Enrolment Process

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### *Making contact with NCVE*

You may contact NCVE directly or we may contact you after you have been referred to us by your employer or an Australian Apprenticeship Centre (AAP).

Before you enrol or commence training and assessment, NCVE must provide you with advice about the course (training product) in which you wish to enrol. To provide you with accurate advice, we first must consider your learning needs and your current skills and competencies. We carry out this process in a number of ways:

- We talk to you to explore your interest and motivation in completing a course of study.
- We have a 'competency discussion' with you to assess your current work role, if any, your workplace skills, previous qualifications, etc.
- We will ask you about your Language, Literacy and Numeracy (LLN) skills. You must have a sufficient level of English and be capable of reading, writing and understanding English, as all NCVE's courses are delivered in this language. If your level of English is not appropriate, your application may be declined (please see the Language, Literacy and Numeracy (LLN) section later in this Handbook).
- If you qualify for subsidised training, we may ask you some questions to verify your eligibility.

- We ask you if you have any support needs that would help you to successfully complete your course and discuss possible support services that we could provide to you if you have support needs.

If we have assessed that your chosen course is appropriate to your current skills, then we will provide you with further information to help you make a final decision about starting your studies with NCVE.

### ***Fee for Service (FFS) applicants:***

If you wish to complete a course with NCVE as a full fee-paying student, we will complete the above process with you to assess your suitability to your course interest. If you qualify for enrollment in your chosen course, we will send you some documents (or provide you with weblinks):

- **NCVE Application Form and Written Agreement:** This document is the written agreement between you, the student and NCVE, your education provider. We use this form to describe the details of your course and to collect information about you required under State and Federal Government legislation. This form also includes a Student Agreement where you need to confirm that you have read and understood the information, we have given you.
- **Student Handbook:** This Handbook provides you with a wide range of information about your studies with NCVE.

### ***Smart and Skilled Applicants:***

When we first speak to you and we think that you qualify for subsidised training under the NSW Government's Smart and Skilled program, we will tell you.

We will also assess your eligibility for the Smart and Skilled program in which you wish to enrol. Current entry requirements for Smart & Skilled programs include:

- your age - you must be 15 years old or over
- have completed high school
- living or working in NSW
- be an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen.

For more information about eligibility for Smart & Skilled subsidised training, view the Smart and Skilled Student Eligibility Policy at:

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/2021\\_22/student\\_eligibility\\_policy\\_21\\_22.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/student_eligibility_policy_21_22.pdf)

Smart & Skilled can subsidise your training in three ways:

- ***Smart and Skilled Targeted Priorities Full Qualifications (TPFQ) Program:*** The NSW government will subsidise your training in a course up to Certificate III level that is on their current list of priority qualifications.

- *Smart and Skilled Entitlement Full Qualifications (EFQ)*: The NSW government will subsidise your training in a course at Certificate IV level or higher that is on their current list of priority qualifications.
- *Smart and Skilled Entitlement Apprenticeships and Traineeships (EAT) Program*: The NSW Government will subsidise your training in a course that you will complete as part of a traineeship.

If you are referred to us by your current employer or an Apprenticeship Centre because you are interested in a traineeship, you should already be aware of the Smart & Skilled program.

To finalise your enrolment in a traineeship or in a full TPFQ or EFQ, we will send you (and your employer, if you are a trainee) some documents including:

- Application Form & Written Agreement
- Student Handbook
- Trainee Information Booklet (if you are a trainee)
- Employer Information Booklet (if you are a trainee)

We will also ask your employer to talk to you about your course, to send us their feedback on your training program and to confirm that they have all the resources and facilities to provide you with the training at your workplace.

If you contact us directly, and we think that you qualify for other Smart & Skilled subsidised training programs, we will tell you. If you meet the course entry requirements, we will ask for your permission to use your personal information in the Smart & Skilled STS Online portal to check your eligibility, the subsidy payment that Smart & Skilled will pay on your behalf and the fee you need to pay, if any.

## Recognition

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During your enrolment process, we will tell you about **Credit Transfer (CT)**.

One very important part of Australia's national VET system is that nationally endorsed qualifications, skill sets, and units of competency are recognised and portable across the country—regardless of where they were issued. This is called **Credit Transfer**. It means that if you have completed VET studies at another RTO or in a different state, you are not required to repeat any unit or module in which you have already been assessed as competent (unless a regulatory requirement or licence condition, including an industry licensing scheme, requires this). If you provide NCVE with suitable evidence that you have successfully completed a unit or module at any RTO, then NCVE will provide credit for the unit or module.

During your enrolment, we will also tell you about **Recognition of Prior Learning (RPL)**.

Recognition of Prior Learning (RPL) is a form of assessment that acknowledges the full range of an individual's skills and knowledge, irrespective of how they have been acquired. RPL involves matching what you already know and can do (your competencies) with learning outcomes of units in an accredited course.

Please note, RPL is not a short cut or necessarily a 'quick' way of completing a course.

You may use RPL to gain credit in a course, or for employment related purposes. These competencies may have been gained in a variety of ways:

- work experience – this includes both work that is paid e.g., working in a supermarket, and unpaid e.g., helping run the family business
- education – this includes courses undertaken at school or college in Australia or overseas, attending adult education classes, and training programs at work; and
- life experience – this includes being a voluntary worker for a community organisation, running a household, caring for relatives, and leisure pursuits.

What matters is whether the knowledge and skills that you have gained helps to meet the assessment criteria – not where or how they were gained. If you already have the skills and knowledge that a course of study would teach, then you may not have to repeat that part of the course. Similarly, RPL can be used to enter an occupation, in situations where skills need to be recognised, and for award classification purposes.

NCVE uses an 'RPL Kit' to assess your application, and it requires you to submit a wide range of supporting evidence. If there is sufficient evidence in the application and supporting documentation, no further.

assessment may be necessary. If further assessment is required, it may take a practical form consistent with the assessment criteria for your claimed competencies. You may also need to complete some written assessments if there are knowledge gaps in the RPL evidence you have provided.

Please refer to current fees and charges for the cost of RPL. If your RPL application is successful, you will be notified promptly of the RPL outcome. Your trainer/assessor will advise you if you are unsuccessful, provide you with information about your knowledge and/or skills gaps and steps that you can take, including remedial training and appeal mechanisms.

If you think you may be eligible for RPL please contact the NCVE office to discuss the matter further. After an initial assessment, we will confirm if you may be eligible for RPL and send you an RPL Kit to commence the process.

RPL is about using your existing knowledge, skills and experiences gained through life experiences and/or other employment to demonstrate your competency in particular unit/s. See later section for more information.

## Training Delivery

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### *Modes of Delivery*

NCVE strives to provide quality, flexible training to its students. As such, we provide our courses in a variety of formats, providing you with the best possible solutions for achieving your training needs. NCVE provides you with support and guidance from our Administration Team and Trainers/Assessors as you progress through your course.

Our courses are delivered as follows:

**Online/blended - e-learning:** NCVE is currently rolling out its Learning Management System (LMS), Cloud Assess. The LMS allows you to you to access selected knowledge-based learning



material online. NCVE Trainers/Assessors can track your progress through the material, assisting you via an online student messaging system.

**Hard copy, printed material** – NCVE will supply you with your learning materials and some components of your assessment materials in booklet form if a course or unit of competency is being delivered via face-to-face mode.

**Flexible on-the-job:** This mode of delivery is generally undertaken by trainees, where you work and are assessed in the workplace.

### *Flexible Learning*

Flexible delivery increases the opportunity for access and participation by all students. Flexible delivery modes may include:

- self-paced learning
- distance/online
- blended learning (a combination of both digital learning and in-class learning)
- flexible timetabling
- individualised learning
- on the job learning

Distance learning is an umbrella term that covers ways in which training can be provided by an RTO remotely to a student, without face-to-face contact at a site. NCVE uses the online learning mode for the delivery of some course training components. NCVE's distanced learning includes:

- Zoom sessions: Your trainer delivers training through the Zoom video conferencing service. You have the option to interact with your trainer or other students.
- LMS – Cloud Assess: NCVE'S LMS allows you to access the access learning materials at your own pace. The system also allows you to complete some parts of your assessment tasks, for example, written assessment tasks.

## Assessment

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### *The Assessment Process*

You are undertaking an Australian Vocational Education and Training (VET) qualification. VET uses Competency Based Training (CBT). CBT is training that is designed to allow you to demonstrate your ability to do something, for example, make a coffee, deal with a difficult customer or create a document using Microsoft Word. You must demonstrate competence against industry-defined standards of performance.

You do not receive a grade, for example, 80%, in your high school Mathematics examination. If you have completed an assessment task, you are marked either Competent (C) or Not Yet Competent (NYC), i.e., you can complete the task to the required standard, or you cannot.

Your trainer/assessor provides you with feedback, and if required, you will be given the opportunity to re-submit your work (where NYC grade is given).

After you have completed your training, NCVE must ensure that you can meet industry expectations

as expressed in the training package requirements of your qualification. The Standards for RTOs 2015 require NCVE to deliver training and assessment that allows you both the opportunity and the time to develop your skills and knowledge—and to practice and demonstrate your skills in a holistic and meaningful way.

NCVE must develop and implement an assessment process that ensures:

- assessment judgements are consistently made on a sound basis
- validation of assessment judgements is carried out.

An assessment system includes not only the actual materials used directly in conducting assessment, but also policies, procedures and other supporting documents and tools that inform the way assessment is conducted within NCVE.

For you to be assessed as 'competent', NCVE must ensure that you:

- have absorbed the knowledge
- have developed the skills
- can combine the knowledge and skills to demonstrate:
  - ability to perform relevant tasks in a variety of workplace situations, or accurately simulated workplace situations
  - consistency in performance and a consistent ability to demonstrate skills when performing tasks
  - understanding of what you are doing, and why, when performing tasks
  - ability to integrate performance with understanding, to show you are able to adapt to different contexts and environments.

As a student, you must:

- be assessed against all of the tasks identified in the elements of the unit or module
- demonstrate that you are capable of performing these tasks to an acceptable level.

Through the above process, you must demonstrate that you hold all of the required skills and knowledge specified in the unit or module assessment requirements. We find this information about the skills and knowledge for each unit of competency from the National Register at [www.training.gov.au](http://www.training.gov.au) For example, to view the skills and knowledge that must be assessed in the unit *BSBTWK301 Use inclusive work practices*, we look at the following link: <https://training.gov.au/Training/Details/BSBTWK301>

When developing assessment materials, NCVE uses the information from the unit of competency elements, performance criteria and assessment requirements to determine what competence looks like. NCVE also ensures that assessment tools are contextualised to you, the student, that means that we aim to assess valid skills that are relevant to your specific industry or work context.

NCVE uses information from the unit of competency's training package information to set benchmarks for measuring your performance using 'observable behaviours'. This will ensure you have:

- actually undertaken all the required tasks

- demonstrated your ability to do so in different contexts and environments.

Assessment must always be based on the performance of, you, the individual student. If assessment tasks are undertaken as a group, each student must be assessed on each component of the task. We cannot assume that because a group of students completed a task, each of them is competent.

You will be provided with a fixed timescale to complete the assessment for each unit of competency after you have completed the training for that unit.

Assessment may be conducted throughout your study/ training – this is called *formative assessment*. It may also be carried out at fixed points or at the end of your training – this is called *summative assessment*. While you may be required to complete and submit some tasks during your training, NCVE uses summative assessment, i.e., we assess your knowledge and skills at the end of the training in each unit of competency.

The assessment tasks that you must complete for unit of competency will vary, but will generally consist of some or all of the following components:

- *A written knowledge assessment*: This format assesses the knowledge requirements of the unit of competency through a range of knowledge types including short answer questions, multiple choice and questions that require more extended responses.
- *A written research project assessment*: This format also assesses your knowledge; however, it will usually involve a more detailed task with a number of stages where you need to conduct some research and use your creativity to design a proposal, report or something similar.
- *A Practical assessment*: This format is used to assess your practical skills i.e., your assessor will observe you when you are completing a specific task your assessor will observe your actual behaviour to assess whether or not you can complete a task that meets industry standards. Practical assessments can occur:
  - **On the job**: your assessor observes you in your real work environment and may use a checklist to confirm that you can perform all the required behaviours for the task
  - **In a simulated environment**: your assessor sets up a simulated environment for you to complete a task because it is not possible for you to access a real work/ 'on the job' environment.
  - If your assessor cannot be present during a practical assessment completed whether on the job or via a simulation (e.g., a role play) you will need to take **a recording of the event** and send it to your assessor.
- **Oral assessment**: Your assessor may ask you questions, and you will give verbal responses. Oral tasks can be used for:
  - To assess your knowledge (as well as written questions)
  - Roles-plays that can be part of simulated assessment tasks
  - On the job if your assessor wants to confirm your knowledge or ask you about a practical task that you are completing

- Presentations where you might need to present information or show your facilitation skills to a group.

NCVE is required to ensure that compliance with the Standards for RTOs 2015 are maintained, and to review, evaluate and adjust as necessary, assessment systems and processes for validity, reliability, flexibility and fairness of assessment.

You should be aware that NCVE must ensure that its assessment system meets:

The Principles of Assessment:

- *Validity*: the assessment assesses all the required knowledge and skills required for the unit of competency
- *Reliability*: the assessment provides clear and sufficient guidance to assessors that ensures all assessors should reach the same conclusion about your competency
- *Flexibility*: the assessment considers your individual needs
- *Fairness*: the assessment allows for reasonable adjustments to account for your individual learner needs.

The Rules of Evidence:

- *Validity*: as above, the assessment must ensure that you have been assessed against the required knowledge and skills required for the unit of competency
- *Sufficiently*: the quality and quantity of evidence you have produced is enough for the assessor to make a judgment about your competency
- *Authenticity*: the assessor can be confident that the assessment evidence is your own work
- *Currency*: Your assessment evidence must be from the present or very recent past.

Your assessors are required:

- To be fair and reasonable during assessment
- To be familiar with the field, with relevant industry standards and WHS requirements, and to be up to date with assessment methods and procedures appropriate for the clients and learning environment
- To negotiate flexibly with students regarding the type of assessment, considering flexible delivery, Equal Employment Opportunity and anti-discrimination principles, and the particular needs and circumstances of clients
- To advise clients regarding RPL processes
- To make proper assessment decisions based on explicit evidence of competency
- To use more than one piece of evidence to assess competence
- To mark your assessment in a timely manner and to avoid unnecessary delay
- To use cost and time effective methods and materials appropriate to the assessment rigour necessary and level of risk
- To consider the authenticity, validity, reliability, relevance of the assessments to the learning outcomes
- To provide feedback on your assessment.

All assessments handed in must be your own work. As part of your assessment completion, you are required to sign a declaration that you have completed the work. For hardcopy assessments you should also write the date, your name and signature on each page. This way if a page comes loose, we know it is part of your assessment. If your assessment is not clearly labelled it will be sent back.

### ***Reasonable Adjustment:***

National College of Vocational Education (NCVE) 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.

## **Plagiarism**

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Plagiarism is when you take someone else's work, words or ideas and pass those off as your own. It includes copying someone else's work (even from the Learner Guide provided to you) and/or allowing someone to copy your work. If you are working with a group or a team to complete your assessments you must all hand in your own work, **in your own words.**

Under no circumstances should you copy and paste answers from the internet, Learner Guides, articles or results from searches in internet search engines. The only exception is if you are asked to copy and paste legislation and alike. Your assessment will advise you when copy and paste is accepted – but this is rare.

**NCVE has a zero tolerance for assessment plagiarism.**

NCVE does not tolerate plagiarism under any circumstance and will investigate any instances of

suspected plagiarism for all submitted assessments. The consequences of plagiarism include repeating the entire assessment task, with no added time allowances or extensions applied for time spent re-attempting your assessment. Repeat offences may result in expulsion or cancellation of your course without refund.

## Assessment Marking deadlines

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NCVE aims to mark all assessment submissions within 10 business days from the time they are submitted.

Please note that these marking times are a guide only. NCVE may take longer to mark your assessments from time-to-time, depending on the volume of assessment submissions. NCVE will mark your assessment as quickly as possible, but we reserve the right to change these timeframes without prior notice.

## Course Completion Timeframes:

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When you enrol in a course with NCVE, your course has a specified duration, for example, 12 months, 18 months, etc.

If you do not complete a course in the specified time frame, and you wish to continue, NCVE may be able to give you an extension to help you successfully complete your qualification.

Your trainer/assessor regularly reviews your progress. If they believe that you are in danger of not completing inside the designated course duration, they will talk to you about your options including an extension.

## Assessment Validation

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Assessment Validation is a quality review process that confirms that NCVE's assessment system can consistently produce valid assessment judgements.

A valid assessment judgement is one that confirms that, you, the learner, holds all of the knowledge and skills described in a training product.

Validation usually occurs after assessment is complete—so that we can consider the validity of both assessment practices (the assessment tools and processes used) and judgements (the decisions that your assessor has made about you when marking your assessments).

Validation involves checking that NCVE's assessment tools have produced valid, reliable, sufficient, current and authentic evidence - evidence that allows NCVE to make reasonable judgements about whether you have the knowledge and skills required for each unit of competency you complete.

When we conduct a validation event, we review a statistically valid sample of completed assessments and making recommendations for future improvements to the assessment tool, process and/or outcomes if applicable. The validation process also includes acting upon any recommendations for future improvement.

NCVE's assessment tools and process are validated according to an annual validation schedule.

When we conduct validation, the validation team will include at least one team member who current industry skills in the real estate / strata management areas. This helps to ensure that NCVE's

assessment tools continue to meet the need of industry and are in line with current property legislation, general legislation and current practice.

## Issuing of AQF Certification Documentation

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NCVE follows the National Vocational Regulator's Standards for RTOs, National Quality Council and its Australian Quality Framework (AQF) Issuance Policy for its issuance of Statements of Attainment and Qualifications/Testamurs. As such the Nationally Recognised Training (NRT) logo on AQF Testamurs and Statements of Attainment are issued within NCVE's scope of registration and in accordance with the NRT Logo Specifications.

There are usually three possible documents that you can be issued when you have successfully completed your studies:

- 1 *A Testamur or Qualification:* You will receive this document when you have met the requirements of a vocational education and training (VET) qualification, for example, *BSB30120 - Certificate III in Business*.
- 2 *A Record of Results:* You will receive this document along with your Testamur. It lists all the units of competency that you have successfully completed as part of your qualification.
- 3 *A Statement of Attainment:* You will receive this document to certify that you have completed one or more units of competency from a VET qualification for example, a Statement of Attainment for the unit of competency, *SITXFSA001 Use hygienic practices for food safety*.

Testamurs, Record of Results and Statements of Attainment will be issued within ten (10) business days of successful course completion. It should be noted the release of Testamurs, Record of Results and Statements of Attainment will only occur once full payment and all required documents have been received from you by NCVE.

Testamurs and Statements of Attainment are issued weekly from NCVE's head office.

To work in certain roles in the liquor and gaming industries in NSW, you need an *RSA/RCG competency card*. The photo competency card is a plastic card, similar to a driver licence and is valid for five years. It is also available in a digital version that you can download on your smartphone or tablet.

**NCVE does not grant you an RSA or a RCG Competency card. NCVE training and assesses you in the units of competency you need to successful complete to get a competency card:**

- *SITHFAB002 Provide responsible service of alcohol:* the RSA competency card
- *SITHGAM001 Provide responsible gambling service:* the RCG card

When you successfully complete the unit of competency, NCVE will issue you with a Certificate of Attainment which you can then use to get your competency card from Liquor & Gaming NSW.

For more information, go to: <https://www.liquorandgaming.nsw.gov.au/working-in-the-industry/training-to-work-in-the-industry/getting-trained>

## Fees and Charges

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**Note: From 01 January 2020, the NSW Government will pay the student fee for trainees undertaking a traineeship. For more information, go to:**

<https://education.nsw.gov.au/skills-nsw/students-and-job-seekers/low-cost-and-free-training-options/fee-free-traineeships>

### **General Information:**

The fees that you pay for a course of study are usually made up of the following:

- *Application or enrolment fee:* This is a fee that you pay to secure your place in a course. NCVE may decide not to charge an application/enrolment fee. **Currently, NCVE does not charge an application/enrolment fee.**
- *Tuition fee:* This is the fee that you pay for the training or teaching you receive, your learning resources, assessments and all other costs associated with the training and assessment for your chosen course.
- *Non-tuition fees:* These are additional fees that you must pay on top of your tuition fees. Non-tuition fees could include the cost of a compulsory test book for your course, a uniform or other clothing that you need to wear in the workplace while taking part in a traineeship, etc. **If there are additional non-tuition fees associated with your chosen course of study, we will tell you about them before you have completed the enrolment process.**

**NCVE currently does not charge any non-tuition fees.**

NCVE will issue you with an invoice which will include the application fee (if applicable), the tuition fee and the non-tuition fees (if applicable) before you are formally enrolled in your chosen course of study. You will need to pay your invoice before you are formally enrolled and issued with learning materials to allow you commence your studies.

NCVE may offer you a payment plan where you can pay your tuition fees by instalments rather than a single payment before you start your course.

### **Smart & Skilled Government Subsidised Training:**

There are different categories of student fees for different Smart & Skilled programs, for different qualifications and the characteristics of you, the student. The NSW Government has a portal that allows NCVE calculate the student fee.

The cost of a course is called the Qualification Price and it is made up of two parts:

1. the **Student Fee** - the fee that you have to pay towards the cost of your training
2. the **Subsidy** – the payment that NCVE received from Smart & Skilled for your training.

You, the student, pay the student fee. The balance of the qualification price - the subsidy - is paid by the NSW Government directly to NCVE.

For more information about Smart and Skilled, go to:

<https://smartandskilled.nsw.gov.au/home>



For more information about Smart & Skilled fee information, (the Smart & Skilled Fee Information Policy) go to:

<https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>

For more information about current Smart & Skilled student fees and subsidies, go to:

<https://www.nsw.gov.au/education-and-training/vocational/funding/smart-skilled-fees>

**NCVE must ensure that any fees that it publishes or charges you for Smart and Skilled subsidised training match the fees published on the Smart & Skilled Qualification Prices and fees register** (current version v13.2 commencing from 02 August 2022).

To view the register, go to: [https://www.nsw.gov.au/sites/default/files/2022-08/prices\\_and\\_fees\\_v13.2.pdf](https://www.nsw.gov.au/sites/default/files/2022-08/prices_and_fees_v13.2.pdf)

### ***Fee Payment Process:***

**NCVE will only accept a maximum initial payment (prepaid fee) of no more than \$1500 from you before the commencement of your course. If you have agreed to pay further additional fees after commencement for services yet to be delivered by NCVE, these additional fees will not exceed \$1,500 on each occasion that an additional fee is paid.**

### ***Instalment plans:***

NCVE may offer you the option to pay tuition fees or subsidised training student fees/tuition fees by instalments.

NCVE offers a number of instalment payment plans including:

- 3-Instalment plan
- full payment in advance plan

We offer the following payment option if you are experiencing financial difficulties:

### **Fee payment thresholds (maximums):**

You must make an initial payment before you commence your course. Your initial payment can be:

- The full payment of your course tuition fees if the total course fee is less than \$1,500
- The first instalment of your full course fee if the first instalment is less than \$1,500.

For students in receipt of subsidised training and who are required to pay a student fee/tuition fee, your initial payment can be:

- The full payment of your student fee/tuition fee due for your course fee is less than \$1,500
- The first instalment of your student fee/tuition fee due for your course fee is less than \$1,500.

On receipt of your initial payment, NCVE provides you with an induction and shortly afterwards, we will send you links to your learning materials so that you can start your course.

### ***Payment methods***

Payment can be made via cash, personal cheque, bank cheque, direct debit, PayPal or credit card.

### ***Lost and Replacement Certificate/Document Fee***

NCVE is required to keep copies of your records of the AQF certification documentation (Statements of Attainment and Qualifications/Testamurs) issued to you for 30 years.

If you have lost your original documents, NCVE will re-issue Qualifications, Testamurs or Statements of Attainment. You will need to contact the NCVE's office with your request, in writing, and with a copy of your certified photo identification. You will be invoiced the applicable fee (see below) and upon payment, you will be issued with replacement documentation. Please allow up to a minimum of seven (7) business days to receive your replacement documents.

<b>Replacement of documents lost or misplaced</b>	<b>Cost (incl GST)</b>
Archival retrieval and replacement of both Statement of Attainment and Testamur – posted	\$55

### ***Fee Exemptions and concessions***

#### *Credit transfer concessions:*

If you provide NCE with AQF certification documentation issued by any other RTO, we will provide Credit Transfer towards the qualification you wish to complete. Available concessions depend on your circumstances.

#### *Assessing student eligibility for fee concessions or waivers*

If you are in receipt of subsidised training, and you are liable for a Student Fee/Tuition Fee, you may be eligible for a concession, that is, a reduction in your fee. For more information about who qualifies for a concessional fee, see the following links:

Smart & Skilled (See Appendix 3)

<https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>

For more information about fees and charges, please refer to NCVE's *Fees & Refunds Procedure* below.

## **Student Code of Conduct**

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NCVE endeavours to meet its duty of care to staff, students and visitors by providing a healthy and safe environment in which to study.

NCVE expects all students to agree and adhere to the following Code of Conduct:

- Pay all fees and charges owed by you to NCVE in a timely manner, if applicable to you

- Abide by all regulations, requirements and any lawful directions issued to you by NCVE and its representatives
- Respond to all lawful and reasonable directions from staff
- Act honestly and ethically in all dealings with staff, fellow students and all other parties that may be associated with your course of study
- Be aware that all forms of plagiarism in completed assessments or other student work is unacceptable and may result in disciplinary action
- Display professional conduct at all times while undertaking study or traineeships and other educational exchanges relating to your studies including interactions with NCVE staff, trainers and fellow students
- Refrain from the use of disparaging and defamatory comments about your studies at NCVE on all forms of personal social media about NCVE such actions will be considered as unprofessional behaviour and may result in disciplinary action
- Abstain from harassment, bullying (including cyberbullying), and any other unlawful behaviour while studying in the online environment, or whilst representing NCVE
- Not discriminate against or harassment or bully other students, staff or others associated with your studies at NCVE
- Use NCVE resources including online resources appropriately
- Agree that you do not obtain intellectual property rights over NCVE training materials issued to you and that you will not modify or distribute any of NCVE materials to any third parties
- While attending face-to-face training and/or assessment delivery:
  - be punctual and arrive at the pre-arranged time
  - not arrive to a training session under the influence of alcohol or drugs
  - inform the trainer/assessor if need to leave the session early
  - if absent, attend additional session or spend additional person time to compensate for missed training
  - switch off mobile phones for the duration of the face-to-face session
  - accept the right of NCVE's trainers/assessors to refuse entry to late comers
  - leave the training room if trainer/assessor instructs you to do so because of disruptive or other inappropriate behaviour.
- Adhere to the strict No Smoking policy when on premises or attending any face-to-face training sessions off site
- Not possess, use, distribute or sell alcohol and illegal drugs in the training or work environment

*Disciplinary action may result if you breach of the Code of Conduct.*

If NCVE identifies that you have breached the Code of Conduct, an investigation by CEO will occur. You will be given the opportunity to present your case at this time. A breach the Code of Conduct may result in disciplinary action including cancellation of your enrolment. In particular, if your breach of the Code of Conduct relating to alcohol or illegal drugs, you risk expulsion from your training program and being reported to the relevant authorities. Counselling services are available through the State/Territory Health Departments.

## **Student Rights**

## **NCVE 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 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

## **Student Support, Welfare & Guidance**

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NCVE is required to determine the support needs of individual learners and provide access to the educational and support services necessary for you to meet the requirements of the training product in which you are enrolled.

In addition, NCVE makes every effort to support the additional needs of students who experience

disadvantage, for example, people with a disability, Aboriginal or Torres Strait Islander people and long term unemployed.

#### *When you enrol:*

The assessment of your potential support needs starts before you commence your studies and at the time of your enrolment. We will talk to you about your current skills and competencies and have also have a discussion with you about your support needs and the possible support services we can put on place or access on your behalf to help you with your studies. Based on this assessment and discussions with you, we will only then enrol you in the most appropriate qualification for your specific circumstances.

#### *During your studies:*

NCVE will monitor your progress as you complete your course of study.

If you are a trainee, then one of our Student Support Team will contact you to assess your course progress and to enquire from you if you need any additional support to complete your traineeship.

If we have identified that you require additional support services during your induction, we will provide you these services and keep evidence that we have supplied you with these support services.

If you are receiving subsidised training and the government funding program allows NCVE to apply for additional funding to provide you with the additional support services that you require, we will keep evidence of the additional service we have provided to you.

### **Educational Support Services**

At any point during your studies, you can request assistance from your Trainer/Assessor by emailing [reception@ncve.edu.au](mailto:reception@ncve.edu.au) . You can request assistance about any aspect of your studies, for example, questions relating to the learning content and materials or your assessment tasks.

If you prefer to speak directly to your Trainer/Assessor, you can access phone support: Simply phone your Trainer/Assessor on 1800 180 881.

### **Vocational Counselling Services**

NCVE can help you to analyse your past experience, skills and qualifications to help identify your most suitable employment potential or career opportunities in the hospitality, retail or business industries.

NCVE's CEO or your trainer can provide you with this expertise which can include recommendation of further study options to help you achieve your goals.

### **Language, Literacy and Numeracy Assistance**

Having a suitable level of Language, Literacy and Numeracy (LLN) can improve your access to social educational and career prospects. The ability to read, write, and understand information, can have a significant effect on your employability.

NCVE assesses your LLN skills before you are formally enrolled into a course using an LLN Assessment tool that includes reading, writing and numeracy tasks.

If NCVE identified that you have LLN needs, we will have a further discussion with you to assess if your current LLN skills are adequate. We may refer you to other external organisations who can further assess your LLN skills or who can better provide you with LLN support.

If we think that your existing LLN skills will clearly inhibit achievement of the learning outcomes of your proposed course, and you refuse LLN support, we may decline your application for enrolment. If you have made a payment before we make this decision, we will give you a full refund.

If you feel you need assistance with LLN, please do not hesitate to contact the NCVE's Student Support team.

**NOTE: All of NCVE's courses are delivered and assessed in English only.**

### ***Personal Counselling***

If you are having personal issues which are affecting your learning progress, you should first contact NCVE for a confidential discussion. You will be referred to a team member with the relevant expertise. If NCVE cannot provide the support services to address your personal needs, NCVE may refer you to an external specialist service provider at no cost to you. However, the specialist service may charge you a fee for delivery of an external support service.

<b>Support Service</b>	<b>Contact details</b>
Access to an allocated trainer	As indicated on student's individualised Training Plan or Training Schedule
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 indicated on student's individualised Training Plan or training Schedule

### ***External Support Services***

<b>Industry regulators:</b> Liquor & Gaming NSW	1300 024 720 <a href="https://www.liquorandgaming.nsw.gov.au/">https://www.liquorandgaming.nsw.gov.au/</a>
<b>Libraries:</b> NSW State Library, Macquarie St, Sydney	(02) 9273 1414 <a href="http://www.sl.nsw.gov.au">www.sl.nsw.gov.au</a>
NSW Central Library, Town Hall House, Sydney Square	(02) 9265 9333 <a href="http://www.cityofsydney.nsw.gov.au">www.cityofsydney.nsw.gov.au</a>
<b>Health:</b> NSW Government - Health	<a href="http://www.health.nsw.gov.au">www.health.nsw.gov.au</a>

<b>Education Departments:</b> NSW Department of Education and Communities (DEC)	1300 679 332 <a href="http://www.education.nsw.gov.au">www.education.nsw.gov.au</a>
NSW Traineeships and Apprenticeships	13 28 11 <a href="http://www.training.nsw.gov.au">www.training.nsw.gov.au</a>
<b>NSW Smart &amp; Skilled</b>  <i>Quote NCVE's Client Number: 322776</i>	Smart and Skilled Website: <a href="https://smartandskilled.nsw.gov.au/">https://smartandskilled.nsw.gov.au/</a>
<b>Legal Aid:</b>	
NSW Legal Aid	1300 888 529 <a href="http://www.legalaid.nsw.gov.au">www.legalaid.nsw.gov.au</a>
<b>Personal:</b> Lifeline Australia	13 11 14 <a href="http://www.lifeline.org.au">www.lifeline.org.au</a>
Beyond Blue	1300 22 46 36 <a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>
<b>Regulator for Australia's vocational education and training sector:</b> Australian Skills Quality Authority (ASQA)	1300 701 801 <a href="http://www.asqa.gov.au">www.asqa.gov.au</a>

NCVE has processes in place to regularly contact you and to assess your ongoing support needs. For more information, see the Policies and Procedures section of this Handbook for our Student Support Policy & Procedure.

**To access NCVE's student support services, speak to one of our Student Support Team by calling 1800 180 881 or send an email to [reception@ncve.edu.au](mailto:reception@ncve.edu.au)**

## Course Variation

Course variation includes Deferral, Suspension, Extension, Transfer & Discontinuation/Cancellation.

*Deferment:* The student has enrolled in a course but wishes to postpone their commencement date.

*Suspension:* The student has commenced their course, and they wish to suspend their studies for a specified period of time.

*Discontinuation/cancellation:* The student is currently studying and wishes to withdraw completely ending their enrolment.

*Transfer:* The student wishes to end their studies at one training provider or in one course and transfer to another provider or course.

*Extension:* The student is unable to complete their course by the agreed course end date and wishes additional time to complete their course.

The process for applying for or approval of a course variation request depends on where you a fee for service or a student in receipt of subsidised trading. For more information, refer to Course Variation Policy & Procedure at the end of this Handbook.

## Third Party Arrangements

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Registered Training Organisations (RTOs) like NCVE often work with other organisations (third parties) to deliver a range of services, including providing marketing, recruitment, using facilities and resources, and training and/or assessment of VET courses.

If NCVE has a third-party arrangement in place with another organisation, it must:

- have a written agreement in place between NCVE and the third-party organisation setting out, for example, but not limited to, both parties' obligations under the agreement.
- make it clear to you if:
  - a third party is recruiting students on its behalf
  - a third party is delivering training and assessment on its behalf or if it is delivering training and assessment on behalf of another RTO.
- before enrolment or commencement, provide students with the name and contact details of any third party that will be providing training and/or assessment, and related educational and support services to you on NCVE's behalf.
- NCVE must inform you if:
  - NCVE engages a third-party organisation to provide services to you
  - There are changes to arrangements with any existing third-party arrangements with other organisations that provide services to you.
- Include complaints or appeals from you about a third-party organisation in NCVE's complaints and appeals procedures.

**Currently NCVE has no third-party agreements in place with other organisations.**

## Access to your Records

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If you would like to access your personal information, you must put your request in writing via email to the NCVE's Admin team with a copy of your certified photo identification. Email should be sent to [reception@ncve.edu.au](mailto:reception@ncve.edu.au)

The records will be provided to you within seven (7) business days. If any third party other than appropriate government bodies require access to your confidential student files, NCVE will need written permission from you to release these files to the third party.

## Your feedback

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During and at the completion of each course, NCVE will ask you to complete Learner Questionnaires. Your feedback helps us identify areas for improvement with our training and assessment process and the range of student services we aim to provide to you.



Your feedback is analysed and used as part of our continuous improvement process to help us do things better.

## Policies and Procedures

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NCVE has a range of policies and procedures that set out how we manage the delivery of the training and assessment services we offer our students.

To read more about the policies and procedures listed below, go to NCVE's website at [www.ncve.edu.au](http://www.ncve.edu.au) and navigate to the 'Policy and Procedure' section.

- Notification of Enrolment Procedure
- Fees & Refunds Procedure
- Recognition of Prior Learning (RPL) and Transfer (CT) Procedure
- Consumer Protection, Complaints & Appeals Procedure
- USI Issuance Procedure

### Smart and Skilled Notification of Enrolment Procedure

*(For students in receipt of Smart & Skilled Subsidised Training)*

NCVE will follow the following procedures when enrolling students in NSW Government's Smart and Skilled subsidised training courses:

- 1. Pre-enrolment information:** During the enrolment you will be provided with the information listed below. This information is included in 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
  - Fees chargeable
  - Information about the course you are enrolling in
  - Your Rights and Responsibilities
  - Information about obtaining a USI.
- 2. Checking your eligibility:** We will check your eligibility for the Smart & Skilled 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 placement, you must meet the following criteria	
Type of training	Eligibility criteria
For all Smart and Skilled subsidised training courses	<ul style="list-style-type: none"> <li>• Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, <u>and</u></li> <li>• aged 15 years or older, <u>and</u></li> <li>• left school, <u>and</u></li> <li>• live or work in New South Wales (or a defined NSW border), <u>or</u></li> <li>• Registered as a NSW Apprentice or New Entrant Trainee.</li> </ul>

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. NCVE will take you through a **Proof of Eligibility Checklist** at the time of enrolment.

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 or Humanitarian Visa holder	One of the following must be sighted: <ul style="list-style-type: none"> <li>✓ Certificate of Evidence of Residency Status (CERS)</li> <li>✓ Passport</li> <li>✓ Humanitarian Visa</li> </ul> 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 State Training Service 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.
<b>Proof for Concession Exemptions</b>	
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"> <li>• A medical practitioner</li> <li>• An appropriate government agency or</li> <li>• Relevant specialist allied health professional or</li> <li>• Centrelink evidence – dependent child of a recipient of a Disability Support Pension.</li> </ul>

Exemption: Social Housing recipient (aged 15- 30)	Participant declaration and signature Evidence of Commonwealth Welfare Recipient Status or Evidence of a dependent of person with Commonwealth Welfare Recipient Status.
Out-of-home Care	<p><b><u>For young people 15 – 17 years</u></b> (one of the following must be presented):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> A copy of the Children’s Court Care order</li> <li><input type="checkbox"/> A copy of the Confirmation of Placement letter</li> <li><input type="checkbox"/> A letter from Family and Community Services or their carer verifying that the young person is in statutory or supported care</li> <li><input type="checkbox"/> Any other evidence which clearly shows that the young person is in out-of-home Care.</li> </ul> <p><b><u>For young people 18 – 30 years</u></b> (one of the following must be presented):</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> A copy of the expired Children’s Court Care order</li> <li><input type="checkbox"/> A copy of the Leaving Care letter form the Minister for Family and Community Services letter</li> <li><input type="checkbox"/> A letter from Family and Community Services verifying that the young person was previously in statutory or supported care</li> <li><input type="checkbox"/> Any other evidence which clearly shows that the young person was previously in out-of-home Care.</li> </ul>
Exemption: Long term unemployed	Letter from Service Provider.

4. **Declarations:** You will also be required to sign the following documents:
  - o Consent to Use and Disclosure of Personal Information to The Department of Education and Communities and Other Government Agencies
  - o 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 within this document for further details).
6. **Notification to Department:** Upon completion of this process, a copy of the Notification of Enrolment Report will be generated and kept on your file, with a copy provided to you. A Student Commitment ID will also be issued.
7. **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.
8. **Training Plan:** If you are undertaking a traineeship, before you to start your 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 contact Student Services on **1800 180 881** or by email at [enrolment@ncve.edu.au](mailto:enrolment@ncve.edu.au)

## Smart & Skilled Fees and Refunds Procedure

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

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

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

- Concessions or exemptions to student fees are set by the NSW Government on completion of enrolment and cannot be changed. Therefore, it is very important that you provide us with all relevant information at enrolment time.
- In some circumstances (where applicable), your Jobactive Provider may pay the Student Fee for you. You should let NCVE know if this will be the case. An invoice will be sent to your Job Active provider before you complete your Qualification.
- In some circumstances, (e.g., under certain pay awards) your employer may pay the Student Fee for your traineeships. NCVE will let you know if this will be the case. An invoice will be sent to your Employer before you complete your Qualification.
- The Student Fee must be paid in full by the end of your training course and before NCVE issue you with AQF documents (i.e., certificates, Statements of Attainment).
- 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 change if you have completed other qualifications since leaving school. If you have completed another qualification, you will pay a higher Student Fee.

### *Concessions:*

For Qualifications up to and including Certificate IV level, you are entitled to a concession if you receive a Commonwealth Benefit, or you are the dependent of someone who received such a benefit.

### *Exemptions:*

You will be entitled to an exemption of a Student Fee if you are:

- an Aboriginal person
- have a disability
- you are aged between 15- 30 years and live in Social Housing.

### *Fee Protection:*

NCVE will not ask you to pay fees in advance of more than \$1500.

### Refund Information:

We will make refunds to you in certain circumstances as listed in the table below. To apply for a refund, you must complete a *Refund Application Form*. Contact the NCVE office for a copy of our Refund Application Form or download it from our website at [www.ncve.edu.au](http://www.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.

## Recognition of Prior Learning (RPL) & Credit Transfer (CT) Procedure

### 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; schoolwork, life or sporting experience.

If you apply for RPL 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 RPL 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, NCVE will use the following process:

1. If you wish to apply for RPL, contact the NCVE 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 an 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 review your evidence. Your assessor may contact you during this stage for further information.
5. The assessor will make decide if you are competent in all aspects of the unit of competency for which you have claimed RPL.
6. If you are granted RPL, Statements of Attainments will be issued to you for the units achieved or a Certificate is issued if you have achieved competence in all units of a Qualification.
7. If your RPL application is unsuccessful, a meeting will be arranged with your assessor to explain areas requiring further evidence or training.

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

NCVE recognises the training you have successfully completed with other RTOs (or previously with RETS). This training can be used to apply credit for units of competency; however, you must provide us with copies of Testamurs or Statements of Attainment for the qualification or units for which you wish to gain credit.

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 must complete the *Credit Transfer Application Form* and present it to us with your Statement(s) of Attainment or Certificate. You will be asked to 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 your course. 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 full units of competency that meet the packaging rules of the Qualification you are enrolled in.
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 Fee 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 inputted to the Fee Calculator and the fee you are charged will be reduced. If RPL or CT is awarded after the start of your course, you will receive a refund to any student fees paid. For further details refer to Smart and Skilled Fee Administration Policy at the following link: <https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>

For more information about RPL and CT, refer to the NSW Recognition Framework at: <https://www.nsw.gov.au/education-and-training/resources/nsw-recognition-framework>

## Smart and Skilled Consumer Protection, Complaints & Appeals Procedure

The National College of Vocational Education (NCVE) 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 RTOs 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.

NCVE 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 <https://ncve.edu.au/wp-content/uploads/2017/07/SS-Consumer-Protection-Policy-2017-v1.pdf>

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

- The CEO 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 and Procedure.
- If after following the Complaints and Appeals process, you feel matters are unresolved to your satisfaction and wish to inform a third party, you have the following options to contact:



- Issues to do with quality of training, contact the Australian Skills Quality Authority (ASQA). Website: [www.asqa.gov.au](http://www.asqa.gov.au)
  - Smart and Skilled enquiries/complaints Phone: 1300 772 104  
Email: [SmartandSkilled.Enquiries@det.nsw.edu.au](mailto:SmartandSkilled.Enquiries@det.nsw.edu.au)  
Online: [enquiry/complaints form](#)  
Quote NCVE's Client Number: 322776
  - Consumers specifically asking for a refund or similar should contact NSW Fair Trading  
Phone: 13 32 20, Monday-Friday, 8:30am to 5pm  
Website: [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)[External link](#)
  - If it is a work health and safety issue contact Safework NSW  
Phone: 13 10 50, Monday-Friday, 8:30am to 5pm  
Website: [www.safework.nsw.gov.au](http://www.safework.nsw.gov.au)[External link](#)
  - The National Training Complaints Hotline will direct you to the relevant authorities or the most appropriate organisation to assist you.  
Phone: 13 38 73, Monday-Friday, 9am to 5pm  
Email: [NTCH@dese.gov.au](mailto:NTCH@dese.gov.au)  
Website: [www.dese.gov.au/national-training-complaints-hotline](http://www.dese.gov.au/national-training-complaints-hotline)
- We will ask you to sign a document to confirm they have received Consumer Protection Information. This will be included in the Declaration made when you are completing the Proof of Eligibility Checklist on enrolment.

Contact details for the Customer Protection Officer as follows:

**Steve Millard**

**CEO**

[steve.millard@ncve.edu.au](mailto:steve.millard@ncve.edu.au)

*\* in some docs this is Steve, he is also referenced as the CEO. Needs clarifying\**

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

If you have a complaint or enquiry about any service to do with Smart and Skilled you can email: [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au) or telephone: 1300 772 104.

### **Our Quality Responsibility**

NCVE is responsible for the quality of the training and assessment in compliance with the Standards, for RTOs 2015, and for the issuance of the AQF certification documentation. 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

### **Unique Student Identifier Policy and Procedure**

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 January 1<sup>st</sup>, 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 NCVE can issue AQF documentation to you. As such, NCVE requires you to have a USI at the time of your enrolment in your course.

The Australian Government 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; NCVE prefers if you create your own USI, however, 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: Smart and Skilled**

You will be required to set access controls to allow the Department of Education and Communities 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 NCVE's Privacy Statement which you can read on our website at the following link:

<https://ncve.edu.au/wp-content/uploads/2021/01/National-College-of-Vocational-Education-Privacy-Statement.pdf>

## Course Variation Procedure

### *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.

If you need any further clarification about the contents of this Handbook, please contact NCVE:

**Web:** [www.ncve.edu.au](http://www.ncve.edu.au)

**Email:** [enrolment@ncve.edu.au](mailto:enrolment@ncve.edu.au)

**Phone: 1800 180 881**

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t/a

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