

SmartCity
Vocational College

Learner handbook.

**Live
& Learn**

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Key Contact Details

Trainer's Name:	
Who do I contact:	Smart City Vocational College RTO 6494
Phone Number:	
Fax Number:	
Email:	

Introduction

This handbook contains general information regarding training and assessment services provided by Smart City Vocational College. It has been developed to provide Learners with information about their rights and responsibilities whilst undertaking training with Smart City Vocational College. Please ensure you read through this handbook. When enrolling with Smart City Vocational College you will sign to confirm you have received and read this handbook.

About Smart City Vocational College

Smart City Vocational College (RTO 6494) is a Registered Training Organisation whose registration is subject to the Standards for Registered Training Organisations (RTOs) 2015 (<http://www.asqa.gov.au/users-guide-to-the-standards-for-registered-training-organisations-2015/about-the-standards-for-rtos/about-the-standards-for-rtos.html>), and various State and Federal legislation. With Head Office based in South East Queensland, Smart City Vocational College provides training services to all parts of Queensland and interstate. Key personnel of Smart City Vocational College have been involved in the employment and training industry since 1999.

In 2001, Smart City Vocational College Rockhampton moved into its current premises of 160 Denison Street Rockhampton. With increasing demand on the Sunshine Coast/South East QLD regions, an office was opened in Currimundi (Caloundra) in 2006.

In late 2013, Smart City Vocational College expanded through new ownership and management and has since opened new campuses across Australia.

Smart City Vocational College currently delivers training through various funding arrangements including (but not limited to):

- User Choice (traineeships and apprenticeships)
- Fee for service
- Corporate training (Fee for service)
- VET FEE-HELP
- Certificate 3 Guarantee (QLD only)
- Arrangements with not for profit organisations

Scope of Registration

Smart City Vocational College is registered to deliver accredited training and assessment in various qualifications and units of competency. Please refer the following websites to view these:

- www.training.gov.au
- www.smartcitycollege.edu.au

Where a qualification that Smart City Vocational College offers is superseded, Smart City Vocational College will ensure that Learners are adequately notified and provided the opportunity to complete or transition within the required timeframe.

Quality

As an RTO providing VET FEE HELP, Smart City Vocational College is a current member of ACPET (Australian Council for Private Education and Training). As a member of this association, we are required to uphold a level of quality in all of our services. Please feel free to access ACPET's new Code of Ethics that members are required to uphold, www.acpet.edu.au/codes.

Learning with Us

Communication with Smart City Vocational College

You will maintain contact with your designated advisor and/or trainer through the Learning Management System (IBSA LMS), The Smart City Hub, via your local Campus, emails, telephone or skype.

Learners have access to learning support with Smart City Vocational College Trainers/Staff, 5 days per week between the hours of 8.00am and 5.00pm (*individual campus times may vary*) via telephone, email, fax, Skype or where appropriate in person. Please note that where a Learner makes contact via email, a staff member from Smart City Vocational College will endeavour to respond within 48-72 hours.

Unique Student Identifier (USI)

All students who will be completing or commencing nationally recognised training with Smart City Vocational College (campus, distance or blended) will need to have a Unique Student Identifier (USI). This is a requirement of the Australian Government - Department of Industry.

A USI account will contain all your nationally recognised training records and results from 1st January 2015 onwards. Your USI will help keep your training records and results together in an online account controlled by you. Each time you enrol to study at a new training organisation, your USI will be used to store your training records and results.

By having a USI you will be able to access your training records and results (or transcript) whenever you need them (eg for a new employer or when you enrol to study at a new training organisation). Your USI can be accessed online from your computer, tablet or smart phone and allows easy access to your training records and results. A Unique Student Identifier (USI) is effectively a reference number made up of 10 numbers and letters (eg 3AW88YH9U5) that gives you access to your USI account.

The USI will stay with you for life and will be recorded with any nationally recognised Vocational Education and training course that is undertaken or completed from 1st January 2015 onwards.

Who needs a USI?

- Students who are enrolling in nationally recognised training;
- School students completing nationally recognised training;
- Students continuing with nationally recognised training (a continuing study is a student who has already started their course in a previous year and not yet completed it and will continue studying after 1st January 2015)

Apply for your own USI

It is free and easy for you to create your own USI online. Visit the USI website at usi.gov.au and select the 'Create a USI' link and follow the steps.

Once you create your USI

Once you create your USI you will need to notify Smart City of your USI number and any other training organisation you study with so your training outcomes can be linked. You will be able to:

- View and update your details in your USI account;
- Give your training organisation permission to view and/or update your USI account;
- Give your training organisation view access to your transcript;
- Control access to your transcript from 2015; and
- View online and download your training records and results in the form of a transcript which will help you with job applications and enrolment in further training.

Important

- Ensure you register your USI in your present legal name (as per your current I.D)
- Once you have created your USI you will need to contact Smart City at usi@smartcitycollege.edu.au or 1800 BE SMART to notify us of your USI number. (Please also include your full name and date of birth).
- It is important to notify Smart City of your USI number (and full name & DOB) as we will need to verify the USI by entering it into our student management system.
- When you enrol you will need to use the same personal details as the ID that you used to create your USI. Please do not use a preferred name or abbreviated name.
- Smart City is not permitted to issue your Certificate or Statement of Attainment until we have a USI entered and verified in our student management system against your enrolment.
- Update your USI where you change your name (e.g. married name)

More information

For more information you can:

- Watch the short information video from the Australian Government at <https://www.youtube.com/watch?v=HRYaF-B7Ho> (or search *Unique Student Identifier (USI) – Student Video* on YouTube).
- Visit the website: www.usi.gov.au
- Read the student fact sheet given to you by the course advisor or found on the USI website, <http://www.usi.gov.au/Students/Pages/default.aspx>, <http://www.usi.gov.au/Students/Pages/your-training-organisation.aspx>

To notify us of your USI number please email:

- Full Name
- Date of Birth
- USI number

at usi@smartcitycollege.edu.au or contact your Trainer/Assessor.

Your Responsibilities as a Learner

As a Learner enrolled with Smart City Vocational College, you are expected to:

- Participate fully as an independent and active Learner
- Be responsible for the choices you make in relation to your course of study
- Be committed to your learning and own education
- Be responsible for your own academic progress in your course
- Provide accurate and up-to-date information as required for enrolment and continuing enrolment
- Abide by the Smart City Vocational College Learner Code of Conduct
- Meet any further requirements applicable to the program or funding type of your qualification

Assessment

- Comply with the requirements of the assessment process. This means you should know and understand exactly what you have to do for each and every assessment task for the course/unit, by:
 - Ensuring you receive a written (hard copy/electronic) outline of the assessment tasks
 - Seeking clarification when you need it
- Negotiate as a class, or individually, and as early as possible any variation to the assessment or assessment process where warranted, such as changes to:
 - Submission dates
 - Location
 - Mode
 - Nature of assessment task
 - Format of assessment submission
- Meet required timelines and attendance requirements pertaining to your course
- Complete your learning and assessments within the scheduled course duration
- Be accountable for the authenticity of your assessment submissions, and not assist others in any form of plagiarism or cheating. This means that you will:
 - Not copy other peoples work
 - Answer assessment questions in your own words
 - Acknowledge quotes and sources
 - Do the work yourself (unless it is a group assessment)
 - Adhere to assessment rules/guidelines
 - Not falsify data or information

- **Keep** a copy of each assessment submission, together with related material in a safe place for the duration of the course
- Participate in group assessment (where applicable) as required. Specifically this requires that you:
 - Adhere to group processes and outcomes
 - Participate in deciding what each group member's contribution will be
 - Seek resolution if the group is not functioning effectively by providing honest feedback to help resolve problems in the effective operation of the group

Learner Code of Conduct

Please refer to the Learner Code of Conduct contained within this Learner Handbook.

Information and Communication Technologies (ICT) provisions:

“Social media” means websites and applications and other services or devices which enable a user to create and share content or to participate in social networking. This includes but is not limited to Facebook, LinkedIn, Instagram, Snapchat, Pinterest, Twitter, IBSA LMS, blogs, forums, discussion boards, chat rooms, and YouTube.

As a Learner of Smart City Vocational College, when using social media you **must**:

- Respect the rights, beliefs and viewpoints of others
- Follow the same standards of behaviour online as you would be expected to follow in real life
- Observe copyright rules by respecting information, ideas and artistic work of others by acknowledging the author or publisher of information from the internet and not claiming the work or pictures as your own.

When using social media, you **must not**:

- Post or send inappropriate, hurtful or inaccurate comments about another person
- Use disrespectful or inappropriate language
- Harass or bully another person. If someone tells you to stop sending them messages, you must stop
- Take or send emails, photos, sound or video recordings of people without their permission
- Use the ideas or writings of others and present them as if they were your own
- Send photos or post detailed personal information about yourself or other people (personal contact information includes your home address, telephone or mobile number, email addresses etc)
- You need to be aware that you are subject to laws which prohibit posting, receiving or forwarding of illegal material, including those governing bullying, trafficking and computer offences
- Please report any inappropriate communications to your trainer or at your local campus

Use of Campus resources and facilities

- When using Campus facilities and resources such as wifi or internet, these must only be used for the purpose of study.

Participation Requirements

(please also refer to the Learner Code of Conduct for further information)

Classroom Based Learners

Attending and participating actively in class are of utmost importance in gaining a greater understanding of skills, knowledge and understanding of the area of study and in completing assessment tasks successfully. On days that you are not able to attend class, please advise Smart City Vocational College prior to 8.45am. (Please refer to the Contact Section in front of this Learner Handbook).

Non classroom Learners (e.g. work-based) are also required to notify their Trainer/Assessor **prior** to an allocated appointment if that appointment can no longer be met.

Online/Blended Learners

Distance/Flexible learning Learners are expected to actively participate and make reasonable progress through the completion of learning activities and assessment items. Regular communication must be maintained with trainer and/or mentor.

Work-based Learners

Undertake training in the workplace as per your training plan and as instructed by your trainer or employer. If an apprentice or trainee you must also complete your training record book.

Disciplinary Procedure

Please refer to the Learner Code of Conduct

Welfare/Guidance Services

If you feel that you may require personal assistance and/or support please talk to our staff. If we are unable to assist, we will put you in touch with a service that may be able to help you. We have a range of contacts with people who are skilled in dealing with difficult situations. If you feel more comfortable speaking with a female/male staff member or a person of same cultural background, please do not hesitate to ask. Any matters relating to Welfare/Guidance Services will be kept in strictest confidence – we respect your privacy on these issues.

Helpful Tips

- Organise your learning environment – create an environment that will promote your learning
- Keep a regular scheduled time to complete your studies
- Give yourself some quiet time and privacy to concentrate
- Read and complete the required learning materials
- Complete the required assessments
- Save your work regularly
- If you are in the workplace, practice your new skills
- Ask for help

Campuses/Study Hubs

Smart City Vocational College's extensive network of campuses and StudyHubs across Australia allow you to have face-to-face time with a qualified SmartCity Trainer/Assessor, undertake study or an assignment or just escape the daily grind.

SmartCity's campuses and StudyHubs are designed and purpose built to help you achieve something great. They all feature the latest technology and a friendly, comfortable and inviting atmosphere. Many also feature barista machines and a kids play area as well. The technology within the campuses and StudyHubs are available to you for study purposes, e.g. computers, printer, photocopier, wifi. Feel free to use our tea and coffee facilities and chill out in the lounge area.

You can call us to arrange an appointment to meet with a trainer or simply pop in anytime during business hours and have a chat with a Student Support Officer or Campus Manager.

Facilities

Campuses provide as a minimum, the following Learner facilities:

- Fridge, microwave, tea and coffee facilities
- Toilets are accessible for all Learners
- Campuses are wheelchair accessible
- Food items for a basic breakfast, morning tea or lunch¹

Some campuses may provide a designated computer facility. Whilst using these facilities, Learners are not permitted to access websites containing illegal content or materials that are obscene, violent or discriminatory. All internet access and computer usage by Learners is monitored on a frequent basis. Learners found accessing inappropriate sites will face disciplinary action.

¹ Items provided will differ between campuses and are subject to change

Support Services

If you feel that you may require personal assistance and/or support please talk to our staff. If we are unable to assist, we will put you in touch with a service that may be able to help you. We have a range of contacts with people who are skilled in dealing with difficult situations. If you feel more comfortable speaking with a female/male staff member or a person of same cultural background, please do not hesitate to ask. Any matters relating to Welfare/Guidance Services will be kept in strictest confidence – we respect your privacy on these issues.

Learners have access to learning support with Smart City Vocational College Trainers/Staff, 5 days per week between the hours of 8.00am and 4.00pm via face-to-face, telephone, email, fax, Skype, Lync or where appropriate in person. Please note that where a Learner makes contact via email, a staff member from Smart City Vocational College will endeavour to respond within 48-72 hours.

Smart City Service Desk

The Smart City Vocational College Service Desk is situated at Head Office on the Sunshine Coast, QLD. To contact the Service Desk call 1800 BE SMART (1800 23 76278) or email to servicedesk@smartcitycollege.edu.au.

The Service Desk is available to assist with items including, but not limited to:

- Support calls to learners for encouragement and to offer assistance if needed
- Accepting and escalating learner training support requests, complaints and cancellations
- Learning Management System induction and support (e.g. the Smart City Hub)
- Technical Support with loan laptops and/or loan dongles
- Internet recharge for loan dongles
- Learner change of details
- Learner transfer of campus
- Learner surveys

The Service Desk operates from 8.30am to 7pm Monday – Friday AEST

Parking

Limited off street parking is provided in most campuses. On-street parking is also available, however street parking regulations should be observed.

Entrance

All Learners should enter through the designated training entrance of the campus.

Mobile Phones

We request that mobile phones be turned off or placed on silent during class times to minimise interruption.

Clothing and Footwear

For workplace health and safety reasons, all Learners are required to wear closed in footwear. Thongs are **NOT** permitted. If you are advised to wear special footwear/clothing (e.g. PPE) it must be worn **without** exception.

Learners should wear comfortable, non-offensive clothing (e.g. no rips/tears or inappropriate logos or words).

Smoking

Smart City Vocational College maintains a smoke free environment. You are not permitted to smoke in any buildings, stairwells, toilets, or within four (4) metres of entrance ways. Designated smoking areas are clearly signed.

Visitors

Visitors to Learners on campus are **NOT** permitted in the training rooms or amenity areas of Smart City Vocational College. All visitors **must** report to reception where appropriate arrangements will be made for the visitor to speak with the Learner.

Evacuation Procedure

In the event of an emergency in any of Smart City Vocational Colleges premises, please follow these steps:

- Remain calm
- Follow directions of Smart City Vocational College staff
- Leave through the nearest exit (as indicated on emergency exit plans)
- Meet at the designated assembly point
- Wait for further instructions – including roll call by your trainer (or other staff member)
- Do not leave the assembly point unless directed by a staff member or a member of emergency services
- Do not re-enter the building until advised it is safe to do so by authorities.

Inclusive learning

As a Registered Training Organisation, we understand the differences of different learners and we can address these differences by providing a range of various training methods.

- Classroom
- Work-based
- On line
- Blended

We can help you choose an appropriate learning pathway to help you develop your vocational skills.

Assessments

Overview

Each qualification is made up of a number of units. To be awarded the qualification you need to be assessed as competent in each unit. A number of different types of assessment will be conducted throughout your course. The assessment methods used will be explained to you during the induction. Your Trainer/Assessor will provide you with specific information on how to complete the assessments as you go through your course. Assessment may include:

- written questions/workplace project, observation, verbal questioning, supplementary evidence including, evidence portfolio, referee report, photographic evidence, workbook activities, log book
- Recognition of your past experience/qualifications (RPL).

Your assessments will be marked; 'satisfactory' or 'unsatisfactory'. If your assessment is marked 'unsatisfactory' your assessor will give you feedback that identifies any areas needing improvement and you will be able to resubmit this piece of work. You need to be awarded 'satisfactory' in all assessment tasks in all units of competency in order to be awarded your qualification.

Your Trainer/Assessor will provide you with due dates for your assessments. If you cannot meet the set due dates please contact your trainer before the due date to ask for an extension.

Assessment will be modified where necessary.

When submitting assessment items, ensure you have followed the guidelines as outlined in the assessment booklet

Reasonable Adjustment

Smart City Vocational College has policies that include reasonable adjustment and access and equity principles. Reasonable adjustment will be provided for Learners with individual learning needs (such as a disability or learning difficulty) according to the nature of the learning need.

The learning need that forms the basis of any adjustment to the training program will be identified and appropriate strategies will be agreed with the Learner. Any adjustments will be recorded in the Learner's file and will not compromise the competency standard.

Reasonable adjustment as it applies to participation in learning and assessment activities may include:

- customising resources or activities within a training package or accredited course;
- modifying a presentation medium;
- providing additional support;
- providing assistive or adaptive technologies;
- making additional information accessible both before enrolment and during the course; and

The assessment process must still:

- Provide for valid, reliable, flexible and fair assessment
- Provide for judgement to be made on the basis of sufficient evidence
- Offer valid, authentic and current evidence

At Smart City Vocational College we recognise there may be a need for reasonable adjustments to our assessment and learning plans. Any individual need that you have will be addressed as it arises. Please speak confidentially to your Trainer/Assessor about any concerns or individual needs you may have with regard to your assessments.

Principles of Assessment and Rules of Evidence

Assessments are the tools used to gather and interpret evidence of competency. Smart City Vocational College will develop assessments to ensure that the principles of assessment are adhered to. The principles of assessment are that assessment must be valid, reliable, flexible and fair. We make judgement on your assessment by ensuring the rules of evidence have been met.

Your Trainer/Assessor

Smart City Vocational College Trainers/Assessors:

- have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors;
- have the relevant vocational competencies; and
- have current industry skills

Recognition of your past experience/qualifications

Recognition of Prior Learning, also referred to as RPL, is the formal recognition of a person's current skills and knowledge, no matter how, when or where the learning occurred. It is an assessment process that assesses an individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of, a qualification. Even if you have never formally studied or trained in a particular area, you may have gained knowledge and skills through your education, training, work and life experience.

Recognition of prior learning suits people who have industry relevant:

- work skills or knowledge
- paid or unpaid work experience
- life experience
- community work experience

Recognition of prior learning could provide you with a full or part qualification, and avoid duplication of training. It could be used to identify what training you may need to complete a qualification, or provide a pathway to higher qualifications.

If you feel that you have skills, past experience or qualifications that should be recognised as part of your present course, then please mention this to your Trainer/Assessor.

Credit Transfer

Credit transfer is where you may have successfully completed units or a course previously with Smart City Vocational College or with another Registered Training Organisation (RTO) and it is relevant and/or able to be used for your current and anticipated study. Smart City Vocational College is committed to applying Credit Transfer to Qualifications/Units completed at other training organisations.

Please ensure you mention this to your Trainer/Assessor on/before enrolment.

Learner Agreement

Before starting or submitting your assessment tasks you will be asked to sign a Learner Agreement to acknowledge that you understand what is required of you, and the policies and procedures that are in place to support you. This will be provided for each assessment and must be signed for every unit you are studying. If you have any questions about the Learner Agreement, or any of the information it relates to, please ask your Trainer/Assessor.

Plagiarism and Referencing

Assessments must be your own work and plagiarism will not be tolerated. You are accountable for the integrity of your assessment submissions, and must not assist others in any form of plagiarism or cheating.

You must:

- Answer assessment questions in your own words
- Acknowledge quotes and sources
- Do the work yourself (unless it is a group assessment)
- Adhere to assessment rules/guidelines
- Not falsify data or information
- Not copy other people's work

Information or ideas paraphrased from another source, must be acknowledged with an in-text citation, with the author's name and date of publishing in brackets at the end of the relevant words/sentences or ideas. Direct quotes must also be acknowledged with "quotation marks". Sources must then be cited at the end of the document in a reference list. The reference list must be provided in alphabetical order by author's surname. References should include the author's full name, name of document/ book/internet site etc. and the year and place of publishing, or date the information was retrieved from a website

Submitting Assessments and Extensions of Time

Your Trainer/Assessor will provide information on how and when you should submit your assessments.

Assessments should be submitted on or before their due date. Extensions for individual assessment tasks may be negotiated in specific circumstances. Consultation on this must occur with your

Trainer/Assessor prior to the due date. Extensions must be confirmed by your Trainer/Assessor in writing.

Results

There are two (2) possible outcomes for assessments:

- S = Satisfactory
- NYS = Not Yet Satisfactory (requires more training and experience).

If you have received a NYS result on an assessment, you will be eligible to re-submit assessments and be re-assessed.

Your Trainer/Assessor will inform you of the outcome of your assessment as soon as possible from the date the assessment was submitted. Prompt feedback will be offered to you on the outcome of the assessment and will be recorded on the Assessment Results Sheet or within the e-learning platform for each assessment you complete.

Feedback about your assessment

Your Trainer/Assessor will provide you with feedback on your completed assessment. Never fear! All feedback will be constructive and positive. If you have achieved a NYS result, feedback will provide specific reference to any areas requiring improvement. If you have demonstrated a satisfactory result, feedback will focus on a specific area or areas where you have performed well overall.

Resubmission

All Learners have the right to resubmit of an assessment item. You will be allowed two (2) further attempts at an assessment that has been deemed Not Yet Satisfactory, within the timeframe of a course (unit of competency). No additional fees will be charged.

Where you have not satisfactorily completed an assessment item after three (3) attempts, you will be deemed Not Yet Competent (NYC) for the unit of competency in which the assessment item forms part.

A NYC result will not stop you from continuing to progress and satisfactorily complete the assessment requirements for the remaining units of competency in your course of study. *An exception to this is where a pre-requisite unit is required to be successfully completed.*

Learners who require re-assessment beyond the delivery timeframe of a unit or due date of an assessment, unless it is due to medical reasons, will be given the opportunity to request additional time to resubmit and in this time they can request a mentoring session if required. You will be provided with one (1) final attempt at reassessment of each NYC unit of competency during the course extension period.

Overall Assessment Result

When your trainer/assessor is satisfied that you have satisfactorily completed all assessment tasks and provided the appropriate evidence required to meet all criteria, you will be deemed Competent (C). If you have had a total of three (3) attempts at assessment, and fail to meet this requirement, you will receive the result Not Competent (NC). Should you be deemed 'Not Competent' on completion of the unit, you can appeal the assessment result as per Smart City policy. You may also choose to re-enrol in the unit and be re-assessed.

Assessment Appeals

At Smart City Vocational College a fair and impartial appeals process is available to all Learners. If you wish to appeal your result, you must first discuss the issue with your Trainer/Assessor. If you wish to proceed with the appeal, you should complete an Assessment Appeal (via our Complaints and Appeals Form) and send it to the Campus Manager. This form is available from your local Campus or our website www.smartcitycollege.edu.au

- The appeal application should be received by the Campus Manager no later than 21 days after the completion of the assessment.
- All appeals to Campus Managers must be recorded in writing and the result of the appeals process will be communicated to you, the Learner, in writing, including reasons for the decision made. Please refer to the Complaints and Appeal Policy contained in this Learner Handbook

Vocational Placement

When Learners are not in the workplace and as outlined in specific course documents, Learners may be required to undertake a minimum number of hour's **mandatory** vocational placement.

The object of a vocational placement is to provide you with the opportunity to undertake practical training and to gain the experience required to enable you to demonstrate competency against the outcomes of a nationally recognised qualification/course. A vocational placement is generally an appropriate option for Learners who would not otherwise have sufficient access to the facilities, equipment and range of work necessary to develop and consolidate their skills to the level required of the qualification/course, for example, Learners not employed in the vocational area in which they are studying.

An authorised Smart City Vocational College representative will be made available to support Learners to find an appropriate and relevant vocational placement opportunity. This will be undertaken as soon as possible after the commencement of the qualification to ensure that all relevant agreements and approvals have been completed prior to commencing placement. The authorised Smart City Vocational College representative will liaise with each Learner, Campus Manager and placement organisation to ensure the Vocational Placement process is successful.

Learners are appropriately covered by Smart City Vocational College insurances whilst undertaking their vocational placement hours.

In summary, the vocational placement:

- provides Learners with industry experience but is not remunerated
- is directly related to the specific units of competency/skill requirements of a qualification/course as nominated by Smart City Vocational College
- is an assessable part of a Learner's qualification where a Learner is placed in a workplace to receive practical training and experience
- is suitably covered by insurance
- needs to be successfully completed before a qualification or statement of attainment can be issued

Work Experience

A recommendation for some of the programs offered by Smart City Vocational College is the completion of Work Experience. The program Course Outline will identify where this is required.

This work experience:

- must be organised by the learner in consultation with Smart City Vocational College
- provides learners with industry exposure but is not remunerated
- is **not** an assessable part of a learner's qualification

Work Experience must be organised as soon as possible after the commencement of the qualification to ensure timely contact and approval by the host and Smart City Vocational College. Work Experience is the short term placement of learners with employers, to provide insights into the industry and the workplace in which they are located. Learners are placed with employers primarily to observe and learn – **not** to undertake activities which require extensive training or experience.

Work Experience as described under the Fair Work Act, is an unpaid work experience arrangement that must demonstrate that there is no employment relationship found. That is:

- the person must not be doing “productive” work;
- the main benefit of the arrangement should be to the person doing the placement; and
- it must be clear that the person is receiving a meaningful learning experience, training or skill development.

User Choice & Certificate 3 Guarantee Program (Queensland)

Apprentices and Trainees

Contact time with your trainer – apprentices/Trainees

Depending on the qualification being undertaken your trainer and assessor will visit you in your workplace as negotiated in your training plan. At each visit, your trainer and assessor will be providing you with learning resources to support your work-based learning and undertake assessment of your competency in each unit of competency. They will also be checking that you have updated your training record book and that you are progressing as planned. In between visits, you can contact your trainer through email, messages, telephone or Skype.

Response time

Learners have access to learning support with Smart City Vocational College Trainers/Staff, 5 days per week between the hours of 8.00am and 4.00pm via telephone, email, fax, Skype, Lync or where appropriate in person. Please note that where a Learner makes contact via email, messages, telephone or Skype, a staff member from Smart City Vocational College will endeavour to respond within 48-72 hours. Due to trainers travelling away from the office, it may take a little longer than the timeframe listed above. In this situation, please contact our office via phone so we may be of some assistance.

Period of Withdrawal (Apprentices/Trainees)

Employers are required to release the apprentice/trainee from work to participate in any structured training and assessment as negotiated in the training plan. Smart City Vocational College will discuss the recommended release time per week with the trainee and employer during the development of the training plan. Providing this release for normal duties per week allows the apprentice/trainee to work through their training and assessment according to their training plan so that they can complete their apprenticeship/traineeship within the required time frames.

Training Record Book (Apprentices/Trainees)

A training record book will be provided to the apprentice/trainee within 14 days of the training plan being finalised. The purpose of the training record book is to record evidence of progression of training.

The responsibilities of an apprentice/trainee in relation to the training record include:

- hold and keep the record book safe and secure.
- regularly record work activities in the record book
- produce the record book to your employer. Trainer or the department officer if requested.
- familiarise yourself with the units that need to be completed as listed in the training plan
- remind your employer to review it regularly
- have regular discussions with your employer about the work based tasks and learning that you need to learn and practice to achieve competency
- sign the training record book to acknowledge when you have successfully completed each unit
- take it with you if you change employers

Smart City Vocational College and employer will request to inspect and review the training record book at least every three months, and provides the opportunity to discuss training and ensure the apprentice/trainee is receiving the full range of work and progressing satisfactorily.

The training record book can be used to:

- record the work-based tasks undertaken at work that relate to each unit of competency in the training plan
- show employer what training has been undertaken and completed
- keep track of progress in training and assessment against the training plan timeframes
- assist in preparing for job applications
- identify gaps in on the job training
- determine level of competency to support any wage progression

Upon completion of each unit of competency, the training record will be signed by all parties:

- The employer's signature supporting that the apprentice or trainee is competent in the workplace, industry and company standards.
- The apprentice or trainee's signature supporting that he/she agrees he/she has the ability to competently perform the workplace tasks.
- Smart City Vocational College trainer/assessor's signature supporting successful completion of off-the-job training in the underpinning knowledge and skills.

Further Information

Further information regarding Apprenticeships and Traineeships is available from the QLD Department of Education Training and Employment, www.training.qld.gov.au. These information sheets include, (but are not limited to):

- Training contracts and commencement
- Probationary periods
- Apprentice or trainee responsibilities
- Employer responsibilities
- Assistance and support
- Disability assistance
- Funding available for apprentices and trainees
- School-based apprenticeships and traineeships
- Discipline
- Credit and recognition of prior learning
- Length of apprenticeships and traineeships
- Parent or guardian responsibilities
- Responsibilities of training organisations
- Training plan and training record
- Changing the training contract
- Completing an apprenticeship or traineeship
- Cancellation of an apprenticeship or traineeship

Alternatively you may contact the Departments information line on 1800 210 210 or your Australian Apprenticeship Support Network Provider on 133873.

Fees

For all fee enquiries, please contact our Finance Officer 07 49276955,
accountsreceivable@smartcitycollege.edu.au

Student Contribution Fees/Tuition Fees for Trainees and Apprentices (through Queensland State Government funding)

Student contribution (Tuition fees) are a Apprentices/Trainee's contribution to the cost of training and assessment services provided by the RTO.

Smart City Vocational College will inform apprentices and trainees and their employer about our fees and charges policy, including full costs, method of collection, refunds and exemptions prior to enrolment.

The student contribution fee is calculated at \$1.60² per nominal hour for each unit of competency. Some learners may be eligible for partial or full exemption.

Payment plans are available to individual trainees and apprentices. The fees may be paid by the employer or other third party but cannot be waived.

From 1 January 2016 until further notice, all Queensland Government Funded Learners (User Choice) will be charged **\$1.60** for each nominal hour for any module/s or unit/s of competency assessed through **recognition of prior learning**. Some Learners may be eligible for partial or full exemption.

Partial exemption of Student Contribution Fees (tuition fees)

Smart City Vocational College will not charge more than 40 % of the co-contribution fee where the Learner falls into one or more of the following exemption categories:

- The Learner was or will be under 17 at the end of February in the year in which the RTO provides training, and the Learner has not completed year 12;
- The Learner holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependant of a person who holds a health care card or pensioner concession card, and is named on the card;
- The Learner issues Smart City Vocational College with an official form under Commonwealth law confirming that the Learner, his or her partner or the person of whom the Learner is a dependant, is entitled to concessions under a health care card or pensioner concession card; or
- The Learner is an Aboriginal or Torres Strait Islander person.

² As at 1 January 2016

Total exemption of Student Contribution fees (tuition fees)

- Where payment of the student contribution fee (tuition fee) would cause the Learner extreme financial hardship, then the Learner may be exempt from paying the tuition fee.
- Smart City Vocational College will conduct an internal process to manage an appeal from a Learner about the outcome of the Learner's application under financial hardship.
- The Learner is a School Based Apprentice or Trainee
- For credit transfer of a unit of competency
- For a learner undertaking a Skilling Queenslanders for Work, Work Skills Traineeship
- For a learner that fits the requirements for Fee-Free Year 12 graduates

QLD User Choice Refund

Please refer to the Refund Policy contained within this Learner Handbook.

Certificate 3 Guarantee Program

The Certificate 3 Guarantee program provides a government subsidy to support eligible individuals to complete their first post-school Certificate III level qualification. Given the benefits that accrue to individuals from training, Learners undertaking Certificate III level training and non-concessional Learners undertaking lower level training, will be required to contribute to the costs of their training through a co-contribution fee. Eligible Learners are only able to access ONE full qualification under the Certificate 3 Guarantee program and will no longer be eligible for a subsidised training place under the Certificate 3 Guarantee program.

The co-contribution fee is payable in-full prior to commencing training.

The qualifications being offered in this program may vary at each Smart City Vocational College Queensland Campus. Please refer to our website to identify the current qualifications being offered.

The co-contribution fees for the qualifications will vary dependent on delivery location and mode (i.e. blended/on-line/classroom/existing worker). These fees are offered at a concessional and non-concessional rate (eligibility for concession will be provided/discussed prior to enrolment).

Exact course fees and individual unit fees are listed in promotional flyers and Course Outlines for the relevant courses.

Refund – Certificate 3 Guarantee

Please refer to the Refund Policy contained within this Learner Handbook.

User Choice (ACT)

Apprentices and Trainees

ACT Australian Apprentices or Trainees (Learners) must meet the eligibility requirements before being signed into a National Training Contract.

To be eligible for an ACT training contract the Learner must:

- work in the ACT and
- be at least 15 years-of-age and
- be an:
 - Australian citizen
 - Permanent resident
 - New Zealand passport holder who has been a resident in Australia for more than 6 months, or
 - Visa holder with rights to engage in work in Australia, and
- receive remuneration for their work, and
- complete a minimum of 15 hours combined work and training per week, and
- undertake an approved Australian Apprenticeships qualification with an approved RTO, as specified on the ACT Qualifications Register; and
- have the required supervision in the workplace for an Australian Apprentice.

In addition to the above, to be eligible for an ACT training contract an Australian School-based Apprentice (ASBA) must:

- be enrolled in a school under legislation that covers education in the relevant state/territory.
- combine part time work with an employer and structured industry-approved training whilst attending school.
- form part of their education program or individual learning plan whilst attending school.
- continue employment and on/off-the-job training throughout the year including school holidays.

The Learner must fulfil the following hours of combined work and training per week towards their Australian Apprenticeship:

- unless otherwise stated in the relevant Modern Award, the standard proportion of work hours to training hours is 80% work and 20% structured training per week
- the maximum hours of combined work and training per week for all ACT Australian Apprentices is 38 (hours) and for part-time Australian Apprentices the minimum number of combined hours per week is 15

An Australian School based Apprentice must fulfil the following hours of combined work and training per week towards their Australian Apprenticeship:

- complete a minimum of 11 hours per week towards their Australian Apprenticeship if undertaking a certificate II qualification, this includes 8 hours of work and 3 hours per week of structured training
- complete a minimum of 15 hours per week towards their Australian Apprenticeship if undertaking a certificate III qualification, this includes 12 hours of work and 3 hours per week of structured training. Employment and training hours may be averaged over 12 weeks
- participate in a maximum of 20 hours (combined employment and training) towards their Australian Apprenticeship per week.

During school holidays, Australian School Based Apprentices may work up to full-time hours as per their award.

As a Learner with Smart City Vocational College, you will also be required to complete an initial skills assessment:

- assessment of Language, Literacy and Numeracy and any required addition support
- offer of RPL
- Offer of Credit transfer (where applicable)

More information on eligibility and apprenticeships are available on the ACT Government’s Education and Training Directorate website. www.det.act.gov.au

Fees

The fees and charges set out below apply to all Australian Apprenticeships funded through the ACT Funding Agreement . All training that takes place under an ACT Australian Apprenticeships training contract is subject to this fee schedule.

Traineeship	\$350 per qualification
Apprenticeship	\$350 for the first 12 month period and up to \$600 to be charged for each subsequent 12 month period.

Payment or instalment plans are available to the individual Learners required to pay the fees.

If an employer chooses to pay this fee on behalf of its Australian Apprentice it must do so in one instalment.

Fee exemption/concession

Smart City Vocational College will not charge the ACT participant fees where the Learner falls into one or more of the following exemption categories:

- The Learner holds a current Health Care Card or Pension card;
- The Learner can prove financial hardship
- The Learner is an Australian School Based Apprentice
- Where the Learner leaves one employer and recommences within 12 months with another employer, in the same qualification and with the same RTO;
- The Learner is required to go to a different RTO as a result of a change of RTO process

Refund

Please refer to the Refund policy contained within this handbook.

Payment Process

Payments for fees will be accepted by any of the following methods:

- Cash
- Cheque – made out to Smart City Vocational College
- EFTPOS/B Point – available at each Campus for debit/credit card payments
- Direct Deposit - please contact 0749 276955 for details
- Payment plan facilities, please contact Head Office for details (1800 BE SMART)

Other fees and charges

Where a Learner on completion or cancellation from a course, does **not** return a library resource, they **may** be charged a fee to cover the replacement of the book/DVD etc.

In the event that you should require a replacement original of your Completion Certificate, Statement of Results or Statement of Attainment the following fees³ will be incurred:

Pre 2015		Post 2015	
Completion Certificate	\$18.25	Completion Certificate (includes results)	\$18.25
Statement of Results	\$12.30	Statement of Attainment	\$12.30
Statement of Attainment	\$12.30		

Please contact Head Office 07 54436375 for completion of “Request for Certificate Replacement” form.

For more information on any of the above, please contact us at your local campus. Please refer to our website for contact details:

www.smartcitycollege.edu.au

or we're on facebook



³ Fees are applied as per fee schedule from Vocational Education, Training and Employment Regulation 2000 (as at 20.7.2012)

VET FEE-HELP

VET FEE-HELP is an Australian Government loan scheme that helps eligible Learners to pay their tuition fees for higher-level vocational education and training (VET) courses undertaken at approved providers. The loan will remain as a personal debt obligation until it is repaid to the Commonwealth.

You can choose to pay:

- all your tuition fees upfront to Smart City Vocational College;
- pay some of your tuition fees upfront and use the VET FEE-HELP loan for the rest, or;
- use a VET FEE-HELP loan for all your tuition fees (up to your FEE-HELP limit).

To be eligible for VET FEE-HELP you must:

- be an Australian citizen or permanent humanitarian visa holder (resident in Australia for the duration of the qualification); **AND**
- have not exceeded the FEE-HELP limit (see below); **AND**
- meet course requirements as follows:
- are a full fee-paying / fee for service student studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VET FEE-HELP provider; **AND**
- are enrolled with an approved provider in an eligible unit of study by the census date for that unit.

Applying

To apply for VET FEE-HELP you must submit a valid Request for VET FEE-HELP assistance form provided by Smart City Vocational College prior to the census date. This signed form applies to a loan for the **entire** qualification, charged on a unit by unit basis, unless you pay some of the tuition fees.

Census dates will apply to each of the VET units of study in which you enroll, with you taking out a loan for any tuition fees that remain unpaid at the end of each census date.

A census date is the date most important for you to know about. The census date is the last date you can:

- Submit form to access a VET FEE-HELP loan or
- Withdrawn/cancel enrolment without incurring the cost or debt for that unit

Please refer to our website, www.smartcitycollege.edu.au for a current copy of the VET Tuition Schedule (which outlines unit of study cost and census dates) and census date calculator.

Entry Requirements

There are no specific entry requirements for the qualifications offered by Smart City Vocational College.

However, in order to apply for a VET FEE-HELP student loan to cover your Diploma course fees, Smart City Vocational College must reasonably believe that you are academically suited and you must meet one of the following requirements:

- Provide a copy of your senior secondary certificate of education that has been awarded by an Australian authority or agency when you apply to enrol.

Or both:

- Undertake a literacy and numeracy assessment using an approved assessment tool and display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF). Your Course Advisor will advise you how you may undertake this assessment; and
- Smart City Vocational College must be confident that you completed this test independently, with honesty and integrity and that you have the required skills to complete your study.

Smart City Vocational College will assess a Learner's competency at or above Exit Level 3 in ACSF via the Learner undertaking the Core Skills Profile for Adults (CSPA) test. This is an approved testing tool as specified in the VET Guidelines in both reading and numeracy. You will be provided with the links to this online tool at the time of enrolment

For further information on entry requirements for the VET FEE-HELP program, please refer to the Student Entry Procedure in the back of this Learner Handbook or on our website, www.smartcitycollege.edu.au

Protection for Learners under 18 years

Smart City Vocational College will not accept a Request for VET FEE-HELP loan form as a complete form from a Learner under the age of 18 unless a parent or guardian (responsible parent) has co-signed the form.

Exceptions are permitted in limited circumstances where a Learner under the age of 18 is receiving youth allowance (within the meaning of the Social Security Act 1991) on the basis that the person is independent. Learners seeking exemption will need to provide suitable evidence to Smart City Vocational College from Centrelink to this effect.

Two business day gap

From 1st January 2016, Smart City Vocational College will not accept a VET-FEE-HELP loan request (CAF) from a student until two business days have *elapsed* after enrolment.

Cost

The table below displays the current fees for this qualification via VET FEE-HELP:

Qualification Code	Qualification Title	Course Cost
BSB50215	Diploma of Business	\$14 500.00
*AHC50410	Diploma of Horticulture	\$17 500.00
CHC51015	Diploma of Counselling	\$19 500.00
ICT50215	Diploma of Digital and Interactive Games	\$22 000.00

* This qualification has been superseded

A 20% loan fee applies for VET FEE-HELP loans accessed by fee paying/fee for service students. The loan fee does not count towards your FEE-HELP limit. The VET FEE-HELP loan is subject to yearly CPI increases.

A VET FEE-HELP **Invoice Notice** will be issued to Learners at least 14 days **prior** to all census dates. The **Invoice Notice** provides Learners with course information including the unit of study tuition fees to be incurred. It will be delivered to the Learners email or mailing address.

Important, please note:

- The VET FEE-HELP loan is subject to yearly CPI increases
- The VET FEE-HELP loan impacts on your credit rating

You may wish to seek independent financial advice prior to applying for a VET FEE-HELP loan.

Throughout your training, you will note reference to Units of Study (UOS). This is not a unit of competency or subject. A unit of study is a **group** of units of competency. You should work towards completing all units of competency within a unit of study before you progress to the next unit of study.

Commonwealth Assistance Notice

After each of your census dates, Smart City Vocational College will send you a Commonwealth Assistance Notice (CAN). The CAN includes important information about your enrolment, any HELP debt you have incurred or student contribution amounts you have paid, and any loan fee you may have incurred. The CAN will include information on:

- the tuition fees for your units of study;
- the units for which you have received FEE-HELP or VET FEE-HELP;
- any up-front payments you have made;
- any FEE-HELP loan fee incurred for undergraduate units of study; and
- any VET FEE-HELP loan fee incurred.

Minimum Units of Study (fee periods)

From November 2015, any updated courses offered by Smart City Vocational College will be reviewed to ensure that the Department of Education and Trainings requirement of a **minimum** of three units of study (fee periods) is met. This minimum requirement ensures that your fee amount is evenly distributed over the period of your study.

Repaying the loan

You will need to start repaying your VET FEE-HELP debt through the taxation system once your income is above the **compulsory repayment** threshold, even if still studying. The compulsory repayment threshold is adjusted each year. The amount repaid each year is a percentage of repayment income. The percentage increases as income increases, so the more earned, the higher the repayment will be. The loan will affect (by reducing) take-home (after-tax) wage or salary until the debt is repaid and may affect borrowing capacity until the debt is repaid to the Commonwealth. Currently, the compulsory repayment threshold for the 2016-2017 income year is \$54 869.00. Please refer to the Study Assist website for more detailed information, www.studyassist.gov.au

Extensions

As a Learner with Smart City Vocational College, you are responsible for your own academic progress in your course. If however, you do experience circumstances, or have concerns that impact on your ability to complete your course within the required timeframe, you must contact your Trainer or Student Support Officer as soon as possible. They will provide you with support and advice to plan and implement techniques to assist you in working towards completion.

Learners will be considered for a one (1), six (6) month only course extension without incurring any additional fees. However, subsequent requests for extensions will not be approved and will result in the need to re-enrol and thus incur a new VET FEE-HELP debt.

Withdrawal from VET FEE-HELP

It is important to correctly withdraw from your course or unit of study. If you do not withdraw properly or if the withdrawal deadline is missed, you **will** incur a VET FEE-HELP debt.

Failure to attend a class, hand in any assessments or other inaction on your part while you remain enrolled does not stop you incurring a VET FEE-HELP debt.

If you wish to withdraw, please ensure you complete either of the following as soon as possible. You should ensure your withdrawal request is submitted prior to your census date/s to ensure you don't incur any unnecessary debt.

- Contact Service Desk on 1800 BE SMART (1800 23 76278)
- Email - send an email to our Service Desk advising you wish to withdraw from your qualification, ensuring you include in your email:
 - your full name
 - address
 - USI

- qualification name
- Website - Download withdrawal form from our website, complete and send to servicedesk@smartcitycollege.edu.au

A copy of Smart City Vocational College's Withdrawal Policy is located in the policy section of our website, www.smartcitycollege.edu.au

Successful withdrawal from the VET FEE-HELP will result in you:

- not incurring a VET FEE-HELP debt; and/or
- receiving a refund for any up-front tuition fee payments made on or before the census date

Refund – VET FEE-HELP

Refund information specific to this program is found in the back of this Learner Handbook or on our website.

Adjustment of VET FEE-HELP tuition fees will also be made appropriately where a Learner applies for **and** is successful in their application for RPL or Credit Transfer.

Expiry of Enrolment

If you have not completed your course within the required timeframe (and an extension has not been approved), your enrolment will be recorded as expired. You will be unenrolled from the course and if you wish to continue, you must re-enrol and be liable for another VET FEE-HELP debt.

Course Re-Enrolment Request

If you have been unable to complete your course within the specified timeframe (including with an approved extension), and you wish to continue, you will be required to re-enrol in the course and incur a new debt for the units of competency you have not previously completed. If you wish to re-enrol you must contact your Trainer or local Campus Manager.

Re-enrolment in a VET FEE-HELP course with Smart City Vocational College will:

- be granted at the discretion of Smart City Vocational College
- in respect of a superseded course, only be permitted to re-enrol until the prescribed 'teach out' date

Fee for Service Learners

Individual fee for service Learners will be invoiced on acceptance of quote. The first payment will be due on/before enrolment, with final payment of full fee negotiated on a payment plan as authorised by the Campus Manager. Smart City Vocational College will not accept more than ⁴⁵\$1000.00 from an individual Learner **prior** to the commencement of training. The remaining amount may be required in advance, however shall not exceed \$1500.00 at any one time.

On cancellation/withdrawal from study, the Learner *may* apply in writing for refund of fees of units of competency not yet commenced. It is at the Chief Financial Officer's discretion to approve the amount of refund. The enrolment fee and fees for units successfully completed are non-refundable (this information is included in the initial quotation).

In the instance that training is being paid by the Learner's employer, the employer will be invoiced on acceptance of quote. The first payment of fees being due on/before enrolment and the final payment due within 3 months from commencement. Where the Learner may withdraw/cancel from training **after** commencement, the employer will receive a 'credit' for future training or refund of relevant fees (where specifically requested).

Payment by Learner or employer is requested within 30 days of receipt of invoice. Where fees are not paid within the designated terms (despite having been advised of the fees policy prior to enrolment), Smart City Vocational College has the right to refuse to provide training and assessment services to the Learner.

Short courses – if a course cannot be attended and we are notified prior to commencement, we will refund course fees less an administrative handling fee. Please refer to the Refund Policy contained within this handbook.

⁴ Please note, an invoice will be issued to a Learner/employer outlining the **full** cost of training, however no more than \$1500.00 will be accepted in advance. Payment dates, amount and terms are listed on all invoices.

⁵ Fee for Service Learners enrolled with Smart City Vocational College at Diploma level are currently covered by ACPET's Australian Student Tuition Assurance Scheme. This entitles Smart City, where applicable, to request more pre-payment than the above listed amounts.

Our Policies

The following Policy Statements provide information regarding the services provided by Smart City Vocational College and your rights as a Learner.

If you have any questions or concerns, then please ask – we are happy to assist.

Learner Code of Conduct

(VI)

- I.1 As Learners of Smart City Vocational College, individuals have rights and responsibilities. To ensure that all Learners and Staff are treated with respect and fairness and are provided with a supportive and stimulating learning environment to pursue their goals, Smart City Vocational College has outlined the following Learner expectations and responsibilities.
- I.2 In accordance with relevant Legislation and Codes of Conduct, Smart City Vocational College expects the following conduct of its Learners:
- Adhere to Workplace Health and Safety requirements;
 - Report illegal activity of any sort and not engage in criminal behavior.
 - Treat other Learners and Smart City Vocational College Employees with respect and fairness;
 - Avoid discriminatory conduct on grounds such as gender, sexuality, race, ability, cultural background, religion, age or political conviction;
 - Not engage in conduct which may objectively be considered as harassment or bullying, or which is otherwise disruptive or intimidating;
 - Respect the privacy of others in the collection, use or access of personal information whilst undertaking studies;
 - Not disclose confidential information concerning any matter relating to Smart City Vocational College;
 - Avoid disrupting or interfering with any teaching, learning, or other academic activity of Smart City Vocational College;
 - Not impair the rights of others to participate in any legitimate Smart City Vocational College activity; and
 - Not encourage, persuade or incite others to engage in conduct or behavior constituting misconduct in accordance with Smart City Vocational College policies and procedures.
 - Read and comply with their enrolment conditions and Smart City Vocational College policies, procedures and ethical requirements;
 - Read and comply with their program and course requirements;
 - Take responsibility for their own education and direct their own learning;
 - Monitor their academic progress; and
 - Refrain from swearing, drinking and eating in classrooms and other learning areas (water only allowed) unless otherwise directed or pre-approved;
 - Behave responsibly by not littering, harassing fellow Learners or staff, damaging, stealing, modifying or misusing Smart City Vocational College or other Learner's property;
 - Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes;
 - Complete all assessment tasks and final assessments honestly, and not engage in plagiarism, collusion or cheating;
 - Not use, possess or supply a prohibited weapon or any prohibited substance at Smart City Vocational College;
 - Not participate in any activity conducted by Smart City Vocational College or authorised to be held at Smart City Vocational College while under the influence of alcohol or any prohibited substance;
 - Use Smart City Vocational College property or resources, including communication technology resources, cooperatively, legally, ethically responsibly and appropriately;

- Not behave in a way that would offend, embarrass or threaten others; this also applies to the use of Smart City Vocational College social media outlets.
- Comply with any reasonable request or directions from Smart City Vocational College Employees with regard to safety or compliance with policy, procedure or ethical requirements.
- Make payment of all fees, charges and other costs charged by Smart City Vocational College within the required timeframe; and
- Comply with course requirements and timely notification of any absences from scheduled classes.

I.3 In accordance with Legislation, Smart City Vocational Staff should:

- Not tolerate offensive behavior, bullying, harassment, physical or verbal assault;
- Report any unsafe behavior;
- Exclude anyone under the adverse influence of alcohol and/or drugs; and
- Report criminal activity of any sort to the relevant authorities.

I.4 Wherever possible, resolution of behavioural problems will be attempted through discussion and mediation (with the assistance of the Campus Manager, if required).

I.5 Compliance with this policy forms part of each Learners' conditions of admission and enrolment.

I.6 Breaches in relation to this Policy are to be reported to the Campus Manager in which the Learner is enrolled.

I.7 All breaches specified above may also be reported via the Learner Complaints and Appeals Policy and Procedure located on our website.

I.8 Learners who are found to have breached this policy may be subject to penalty, including exclusion from the Campus and/or cancellation of enrolment.

I.9 Some breaches of this policy may also have separate consequences for Learners under criminal or civil jurisdictions.

I.10 If the Campus Manager, or their delegate, believes that a Learner has acted or behaved in such a way that involves a risk of:

- injury to the Learner or any other person whether physical or psychological;
- damage to any property;
- undue interference or disruption to any Smart City Vocational College activity; or
- a dangerous or unstable situation developing which needs to be controlled to protect the health, safety or welfare of any person including, but not limited to, the rights of Learners to pursue their studies or the rights of Smart City Vocational College employees to carry out their duties or to ensure the proper functions of the Campus;

the Campus Manager, or their delegate, may in their discretion exclude a Learner on such terms as they consider necessary.

I.11 Where a decision has been made to exclude a Learner, the Campus Manager or their delegate, must, as soon as practicable, provide notice to the Learner in writing that:

- sets out the terms of the decision;
- sets out in summary form the reason for the decision;
- advises the Learner of the provisions of this section; and
- refers the Learner to this policy, the Complaints and Appeals policy and any other relevant policy and procedure.

I.12 This policy will be communicated to Learners via Smart City Vocational College website and referenced in the Learner Handbook.

Policy on Continuous Improvement

(VI)

- I.1. Smart City Vocational College strives for excellence and considers continuous improvement processes integral to its ongoing success. Smart City Vocational College considers all business outcomes and processes to be an opportunity to learn, reflect and improve.
- I.2. Evaluation plays a key role in the organisation's quality assurance system and all staff are encouraged to regularly reflect, evaluate performance and make recommendations for improvement.
- I.3. Clients and stakeholders are invited to provide their feedback on any aspect of the organisation's products and/or services at any time. Feedback can be provided in person, over the phone or in writing.
- I.4. Smart City Vocational College collects formal and informal feedback in the following ways and uses findings to gauge performance and identify opportunities for improvement:
 - Evaluation surveys about a client's experience with the services provided by Smart City Vocational College
 - Feedback provided informally through written or verbal correspondence
 - Evaluation surveys completed at the end of an audit
 - Industry consultation feedback
 - Evaluation surveys completed in relation to our training and assessment products and resources
- I.5. Continuous improvement opportunities provide for internal and external monitoring of our activities. Systematic monitoring and review will be conducted of all training and assessment, systems strategies, practice and operations using a range of methods and information as described below:
 - review of resources, systems and processes including policies and procedures and documentation;
 - review of internal/external audit outcomes to determine adherence to Contracts and Standards for RTO's in the day to day operations of all areas;
 - review of industry consultation and engagement activities
 - regular monitoring of delivery, progression and complete data
 - annual review and evaluation of Quality Indicator performance data
 - ongoing monitoring of formal and informal feedback from Learners, trainers and assessors, staff, industry and external stakeholders
 - annual review of validation outcomes as per the Validation Schedule; and
 - monitoring of information from complaints and appeals
- I.6. Smart City Vocational College is committed to providing a quality service to our Learners, clients and stakeholders and that we have a systematic approach to assuring quality in all

aspects of the services provided in relation to training delivery and assessment and resource development.

I.7. The following mechanisms are in place to ensure quality within Smart City Vocational College:

- A quality management system including documented policies, procedures, systems and plans on which all staff are trained.
- An online management system in 365 that ensures documents and other records can be managed systematically and records can be accessed as required.
- Processes to ensure feedback is collected from a wide range of stakeholders on a regular basis. Feedback is collated and analysed to measure performance and identify areas for improvement.
- Conducting of regular internal audits across all operational areas of the business.
- Quality review processes that occur systematically upon the completion of a service, project or specific task to ensure the quality standards of the service have been met

I.8. Where Smart City Vocational College is a preferred supplier or otherwise in relation to a Government Funded Contract, compliance with contract terms and conditions will be strictly adhered to.

I.9. Evidence of evaluations and reviews will be kept electronically and the outcomes presented at the Senior Management Team Meeting every six months to ensure our internal systems, strategies and practices allow Smart City Vocational College to quickly respond to changes in the marketplace, meet the needs of industry and the Learner

Policy on Training Delivery

(VI)

- I.1. This Policy must be read in conjunction with the Training and Assessment Staff Policy and Procedure and the Conduct Assessment Policy and Procedure.
- I.2. Smart City Vocational College is an equal opportunity training provider who supports inclusive learning practice and is committed to the delivery of high quality innovative training and assessment practices informed by industry and addresses real workplace and environmental training needs.
- I.3. Accredited training is delivered only within scope of registration as recognised on the National Register for Training Provider No. 6494 and will be delivered by training and assessment staff who hold the relevant training and assessment competencies (or is under the direct supervision of a person with these competencies), is able to demonstrate vocational qualifications and/or the specific individual units of competencies to those being delivered and can demonstrate industry currency relevant to the training and assessment being delivered as outlined in the Training and Assessment Staff Policy.
- I.4. Training and assessment staff will adhere to Smart City Vocational College's Policies and Procedures as set out in the Policy and Procedure Manual. All Policies and Procedures are aligned to the current Standards for Registered Training Organisations (RTOs) 2015.
- I.5. Smart City Vocational College has Training and Assessment Strategies in place for training delivery and assessment for each training product being delivered.
- I.6. In the developing, adapting or delivering training and/or assessment products and services Smart City Vocational College will proactively engage and consult with industry and ensure:

Industry consultation and engagement activities are recorded;
 - Methods used to identify learning needs for designing training and assessment are documented;
 - The requirements of the training packages or accredited courses are met;
 - Core and elective units are identified as appropriate;
 - Customisation meets the requirements specified in the relevant training package or accredited courses;
 - Language, literacy and numeracy requirements are developed to suit the individual needs of each Learner;
 - Delivery models and training and assessment materials will meet the needs of the diverse range of Learners.
- I.7. Where an apprenticeship, traineeship or other training contract is in place, or being negotiated, individual Training Plans are developed, documented, implemented and monitored for each apprentice or trainee, encompassing all relevant off-the-job training and structured workplace training. Smart City Vocational College will negotiate the delivery and assessment strategy with the employer and Learner, working with the employer to integrate

any on-the-job training and assessment and schedule workplace visits to monitor/review the training and assessment.

- I.8. Prior to enrolment, Learners undertaking training with Smart City Vocational College are provided with flexible training delivery options designed to meet the needs of the Learner and/or employer. Learners will be offered the choice of an appropriate learning pathway that ensures they will achieve the competencies for the Qualification or Statement of Attainment they have commenced.
- I.9. Smart City Vocational College has access to facilities, equipment, training and assessment materials and resources required to provide the training and assessment services within the scope of its registration and scale of operations to accommodate Learner numbers, customer needs, and delivery methods and associated assessment requirements.
- I.10. Recognition of Prior Learning through an RPL or credit transfer process is accessible to all Learners.
- I.11. Smart City Vocational College recognises AQF Qualifications and/or Statements of Attainment from other Registered Training Providers.
- I.12. Where required, trainers and assessors will apply reasonable adjustment for a Learner's training or assessment to ensure delivery is equitable for all Learners and will take into account cultural, physical and learning barriers as well as language, literacy and numeracy needs.
- I.13. Learners will be continually provided with feedback and will be informed as to whether they have achieved competency or are required to demonstrate further evidence, re-submission of work or reassessment of a practical task. Learners have the right to view all information and feedback recorded about them and are encouraged to provide open and honest feedback to Smart City Vocational College.
- I.14. Complaints and Appeals resulting from the delivery of training and assessment are dealt with constructively and fairly and all Learners have the right to re-assessment as per the Conduct Assessment Policy.

Policy on Conduct Assessment

(VI.2)

- I.1. Smart City Vocational College is committed to the delivery of high quality innovative training and assessment practices informed by industry and addresses real workplace and environmental training needs.
- I.2. All Learners will be provided with the choice of an appropriate learning pathway that ensures the Learner will achieve competencies for the Qualification or Statement of Attainment they have commenced. The learning pathways offered are:
 - I.2.1. A learning and assessment pathway including formative and summative assessment activities;
 - I.2.2. Assessment only pathway for RPL (Recognition of Prior Learning) or Credit Transfer. Please refer to Recognition of Prior Learning and Credit Transfer Policy and Recognition of Qualifications issued by other RTOs Policy for further information.
 - I.2.3. Combination of the two pathways where the Learner (including trainee or apprentice) achieves competency;
 - I.2.4. Recognition of some units through an assessment pathway involving skills recognition, followed by achievement of others through a learning and assessment pathway.
- I.3. Regardless of the mode of delivery or engagement (workplace, classroom, E-learning /online or distance or recognition process) all assessment must meet the same standard and will comply with the assessment requirements of the relevant training package or VET accredited course.
- I.4. In the case of workplace assessment, an employer resource assessment will be conducted to ensure the workplace has adequate equipment and resources available to the Learner in order for the Learner to be able to complete their workplace assessment.
- I.5. Where the workplace cannot provide access to the equipment or resources required for the purposes of assessment, Smart City Vocational College will address any such gaps in consultation with the employer and Learner to ensure that the Learner can undertake assessment appropriately to meet competency requirements.
- I.6. Smart City Vocational College trainers must ensure that the principles of fairness, flexibility, validity and reliability are met as part of the assessment process.
- I.7. Assessment evidence provided and used to make a decision of competence must be valid, sufficient, authentic and current.
- I.8. For a Learner to be assessed as competent, the Learner must demonstrate they hold all of the required skills and knowledge, as specified in the unit or module assessment requirements.

Trainers must ensure the Learner demonstrates:

- Ability to perform relevant tasks in a variety of workplace situations or accurately simulated workplace situations;
- Understanding of what they are doing, and why, when performing tasks;
- Ability to integrate performance with understanding, to show they are able to adapt to different contexts

A Learner must:

- Be assessed against all of the tasks identified in the elements of the unit or module; and
- Demonstrate they are capable of performing these tasks to an acceptable level.

- I.9. All Learners have the right to resubmission of an assessment item. A Learner will be provided with 3 resubmission attempts per assessment item only.
- I.10. Where a Learner has not satisfactorily completed an assessment item after 3 attempts, the Learner shall be deemed not yet competent for the unit of competency in which the assessment item forms part.
- I.11. A not yet competent result will not stop the Learner from continuing to progress and satisfactorily complete the assessment requirements for the remaining units of competency in their course of study.
- I.12. Prior to completion of the course of study, the Learner will be provided with the option to request a course extension as described in the Course Extension Policy and Procedure. The Learner will be provided with 1 final attempt at reassessment of each not yet competent unit of competency during the course extension period.
- I.13. Where a Learner appeals an assessment decision, the reassessment appeals process as described in the Complaints and Appeals Policy and Procedure must be followed.
- I.14. All assessment results will be recorded and forwarded to data processing within fourteen days (14) of assessment judgement.
- I.15. All evidence collected as part of the assessment process must be handled as per the Retention of Evidence Policy and Procedure

Policy on Recognition of Prior Learning

(VI)

Credit Transfer

(VI.4)

Recognition of Prior Learning

Recognition of Prior Learning (RPL) means an assessment process that assesses the competency(s) of an individual that may have been acquired through formal, non-formal or informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited course.

- I.1. Recognition of prior learning, also referred to as RPL, is the formal acknowledgement of a person's current skills and knowledge, no matter how, when or where the learning occurred. The recognition gained may considerably reduce the study time needed to get a qualification.
- I.2. Smart City Vocational College is committed to recognising the skills, past experience and/or Qualifications or units of competency already achieved by a Learner through a recognition of prior learning process.
- I.3. All Learners are provided with access to RPL information by speaking with Smart City Vocational College campus staff, talking to their trainer, accessing website information, reading the student handbook and referencing promotional material.
- I.4. Smart City Vocational College will only provide recognition of prior learning (RPL) for the unit/s of competency within the Qualifications they have listed on their current scope of registration and are delivering.
- I.5. RPL can take place at any time during a Learner's training, apprenticeship or traineeship.
- I.6. New Learners wishing to complete a Qualification or unit/s of competency through an RPL assessment only pathway will incur a fee which includes a non-refundable application fee of \$150.00.
- I.7. Where a Learner is already enrolled and undertaking learning with Smart City Vocational College and wants to apply for RPL of a unit or units, no application fee shall apply.
- I.8. All Learners are required to submit an application for RPL assessment.
- I.9. Successful applicants will be notified of their suitability to undertake a recognition of prior learning process for the relevant unit/s of competency or Qualification and will proceed to enrolment if not already enrolled.
- I.10. Applicants deemed not suitable for an assessment only pathway (RPL) will be advised the reasons for the decision and steps they can take, including appeal mechanisms and gap training. Applicants will proceed to enrolment if not already enrolled.

- 1.11. RPL assessment will be conducted in line with the principals of assessment outlined in the Conduct Assessment Policy and all assessments will be conducted with the same rigour as any other form of assessment. RPL assessment evidence may include, but not be limited to:
- Resume
 - Evidence of current competence in roles relevant to vocational area and/or individual units of competency
 - Performance observation, demonstration or skills test
 - Portfolio, logbook, task book, job description, projects or assignments
 - Professional conversation
 - Competency conversation/interview with Assessor workplace observation
- 1.12. An entire qualification can be achieved through an RPL process with the exception of a Learner undertaking a traineeship or apprenticeship through user choice funding.
- 1.13. All evidence provided by the Learner and used during the recognition process to make a determination will be maintained on the Learner's hardcopy and/or electronic file.
- 1.14. Results of a recognition outcome (RPL granted or RPL not granted) will be recorded in Wise.Net and will form part of data reporting and Qualification Issuance process.

Credit Transfer

- 1.1 Credit reduces the amount of learning required to achieve a qualification and may be achieved through credit transfer. Smart City Vocational College provides learners with the opportunity for a direct credit of unit/s of competency equivalent to ones they may have achieved through another training provider.
- 1.2 All Learners are provided with access to credit transfer information prior to or on enrolment through contacting Smart City Vocational College campus staff, website information, student handbook and promotional material.
- 1.3 Credit transfer will be applied as soon as practicable prior to or after enrolment into a learner's preferred course and all Credit Transfer applications must be supported by appropriate evidence consisting of verified or original copies of qualifications or unit/s of competency.
- 1.4 There will be no cost to the learner for the assessment and mapping of a Credit Transfer result.
- 1.5 Where a funded learner seeks credit transfer i.e. VET FEE Help, Certificate 3 Guarantee or User Choice, an adjustment to the tuition fees must be processed and recorded in Wise.net for reporting purposes.
- 1.6 Credit transfers can be granted under any one of the following circumstances:

- The learner will be granted automatic credit for any directly equivalent unit that a learner has successfully completed at any other Registered Training Organisation (RTO). The unit must have exactly the same code and title, even if it is not from the same Training Package, as per the Qualification Packaging rules.
 - When the Transition or Purchasing Guide for the relevant unit of competency has been reviewed and the outcome indicates that a minor changes to the unit code or title has occurred e.g. A code to B code with “an equivalent outcome” or “no change”.
 - When the unit of competency has been transferred from another Training Package and recoded, however the learning outcomes remain the same.
- I.7 Where a learner makes application to credit transfer a unit or units of competency which are not offered by Smart City Vocational College as part of a training product, the qualification packaging rules will be used to determine how the units held by the learner could be used as credit towards a qualification.
- I.8 Successful learners are notified promptly of the credit transfer outcome for the relevant unit/s of competency and/or Qualification. Unsuccessful learners are advised of reasons for non-recognition and steps they can take, including appeal mechanisms and gap training.
- I.9 Results of the credit transfer outcome will be recorded in the Learner’s file on Wise.Net and will form part of data reporting processes and Qualification issuance.
- I.10 On the withdrawal or cancellation of a learner, A statement of Attainment will be issued for any units of competency achieved through a credit transfer process

Policy on Fees and Payment including Refund

(VI)

- I.1. Smart City Vocational College's Fees, Payment and Refund Policy is included in all Learner and employer handbooks, as well as on our Smart City Vocational College website.
- I.1. Smart City Vocational College will accept flexible payment arrangements, such as installments, direct debit, cash and credit card payments to accommodate the diverse financial situations of Learners, employers and clients.
- I.2. Smart City Vocational College aim to safeguard Learners' fees (particularly those paid in advance). Smart City Vocational College will not accept more than \$1000.00 from an individual Learner prior to the commencement of training for all courses other than Diploma level (VET FEE-HELP). After study commencement, the remaining course costs may be charged in advance, however shall not exceed \$1500.00 at any one time.
- I.3. Payment and refund information in regards to VET FEE-HELP can be found in our specific Re-crediting and Refund Policies.
- I.4. Other fees may also be relevant. Where additional fees apply, a detailed outline of additional costs will be provided to the Learner in the course outline or other material provided to the Learner prior to enrolment.
- I.5. A non-refundable administrative handling fee of \$150.00 will apply to all courses with the exception of the Certificate 3 Guarantee Program, and funded Traineeships and Apprenticeships.
- I.6. Course withdrawals, cancellations and subsequent request for refund for any Smart City Vocational College course, must be in writing (withdrawal/cancellation form, email or letter) to Smart City Vocational College.
- I.7. All Learners have the right to appeal a refund decision made by Smart City Vocational College by accessing the complaints and appeals policy and procedure. Learners wishing to submit an appeal of the refund decision should refer to the complaints and appeals policy and procedure.
- I.8. This policy and the availability of complaints and appeals processes, does not remove the Learner's right to take action under Australia's consumer protection laws.
- I.9. Smart City Vocational College dispute resolution processes do not remove the Learner's right to pursue other legal remedies where they feel necessary.
- I.10. Where a Learner withdraws, completes or cancels from a course and does not return a loan resource, the Learner may be charged a fee to cover the replacement cost of the resource.

Fee for Service Learners

Fees

- I.11. Where a fee for service course is over \$200.00, a quote will be provided to the Learner prior to enrolment. The quote provided will be valid for 30 days.
- I.12. Fees for short courses must be paid in full on or before the commencement of course start.

Payments

- I.13. Payment for fee-for-service Learners is accepted in full or via installments through direct debit, cash or credit card.
- I.14. Payments are to be made at the relevant Campus
- I.15. All outstanding fees must be paid in full before the Learner will be issued with a Qualification or Statement of Attainment

Refunds

- I.16. The academic withdrawal date set for all fee-for-service courses is fourteen (14) days after the course start date. If a Learner formally withdraws from study in writing prior to this date, they will be eligible for a full refund of fees less the administrative handling fee.
- I.17. Where a fee for service Learner is unable to commence a pre-paid short course:
- A minimum of 48 hours' notice is required to be provided
 - Where notice has not been provided, the full fee cost will be incurred
 - Where notice is provided as stipulated above, the course fees paid less an administrative handling fee will be refunded

Special consideration will be given where special or unexpected circumstances prevent Learners from commencing a course. This will be at the discretion of the Campus Manager and may result in the waiver of the administrative handling fee. Evidence supporting special/unforeseen circumstances will be required.

- I.18. Where Smart City Vocational College is unable to fulfil their obligations to the Learner and provide the agreed services, a **full** refund will be provided.

State Government Funded Programs - User Choice – QLD

Fees

- I.19. Prior to a Learner's enrolment into an apprenticeship/traineeship with Smart City Vocational College, the Learner will be provided with:

- details of the total student contribution amount payable.
 - full costs, method of collection, refunds, and exemptions;
 - access to this written policy via the Smart City Vocational College website and/or Learner Handbook
- I.20. Where unit/s of competency are changed within an apprentice's/trainee's training plan, relevant adjustments will be made to the student contribution fee i.e. refund or further charge.
- I.21. Where the student contribution fees amount per nominal hour is adjusted by the Queensland State Government, the student contribution fees for any units not yet commenced will be readjusted.
- I.22. Smart City Vocational College will not charge more than the student contribution fee amounts contained in the relevant User Choice Policy, except as required periodically by the department.
- I.23. Smart City Vocational College may only charge less than the student contribution fee if the student is eligible for an exemption as detailed in the User Choice Policy.
- I.24. Smart City Vocational College may only charge less than the student contribution fee if the student is eligible for an exemption.
- I.25. The student contribution fee can be paid on behalf of the student by their employer or another third party, but cannot be waived.

Payments

- I.26. Smart City Vocational College will retain evidence of fees collected as well as evidence of all participants who have been deemed as totally or partially exempt from the payment of Student Contribution Fees
- I.27. Payment is accepted through direct debit, cash or credit card.
- I.28. The student contribution fee can be paid on behalf of the student by their employer or another third party, but cannot be waived.
- I.29. Student contribution fees are payable as per terms provided on invoice.
- I.30. Payment plans are available to students only (not employers or third parties).
- I.31. Payment plans must be kept up-to-date at all times.
- I.32. Payments are to be made at the relevant Campus or Finance Office (Rockhampton)

Refunds

- I.33. Where an apprentice/trainee does not commence a unit of competency/module, the apprentice/trainee will be reimbursed for all student contribution fees collected in relation to that unit of competency/module.
- I.34. Where an apprentice/trainee withdraws from a unit of competency/module after participating in learning activity then a proportionate payment of the Learner contribution fee will be reimbursed.

State Government Funded Programs - Certificate 3 Guarantee program – QLD

Fees

- I.35. Learners undertaking certificate III level training and non-concessional Learners undertaking lower level training will be required to contribute to the costs of their training through a co-contribution fee. Fee exemptions and concessions apply to eligible Learners.
- I.36. Co - contribution fees are charged per unit and per qualification. The co-contribution fee for each qualification delivered by Smart City Vocational College is detailed on the enrolment form and brochure for each qualification. The amount of the co-contribution fee is determined by Smart City Vocational College and will be published in all promotional and course material and made available to the Learner prior to enrolment.
- I.37. The co-contribution fee can change depending on the delivery method and location, and these fees will be published and provided to Learners to ensure that they are able to make an informed decision prior to enrolling.
- I.38. The fee may be paid by the Learner or on behalf of the Learner by an employer or a third party and must be finalised prior to the commencement of study.

Payments

- I.39. Eligible Learners for the Certificate 3 Guarantee Program will be invoiced relevant co-contribution fees payable prior to commencement of study.
- I.40. Payment is accepted in full through direct debit, cash or credit card. All students will be issued a receipt showing payment of fees.
- I.41. Payments are to be made at the relevant Campus or Finance Office (Rockhampton)
- I.42. All outstanding fees must be paid in full before the Learner will be issued with a Qualification or Statement of Attainment.

Refunds

- I.43. A refund for the co-contributions is available if a student applies in writing prior to the commencement of the course.
- I.44. There is no refund of the student administration fees once the training has commenced, unless the Learner has applied in writing for a refund and the application has been assessed and approved by the Campus Manager.
- I.45. Smart City Vocational College will provide a full refund of fees paid in advance for the program or course cancelled before it starts.

State Government Funded Programs: User Choice – ACT

Fees

- I.46. Smart City Vocational College is required to charge participants a fee for administration costs upon enrolment. This fee is set by the ACT Directorate. It is \$350 per qualification for a traineeship and \$350 for the first year for an apprentice and \$600 per subsequent 12 months of the apprenticeship.
- I.47. Smart City Vocational College will not charge fees where an Australian apprentice:
- leaves one employer and recommences within 12 months with another employer, in the same qualification with the same RTO
 - is required to go to a different RTO as a result of a change of RTO process

Payments

- I.48. Payment is accepted through direct debit, cash or credit card.
- I.49. Learners are able to pay their fees through instalments
- I.50. If an employer or third party chooses to pay this must be made in one instalment.
- I.51. Payments are to be made at the relevant Campus or Finance Office (Rockhampton)

Refunds

- I.52. A refund for the fee is available if a student applies in writing prior to the commencement of the course.
- I.53. There is no refund of the student administration fees once the training has commenced, unless the Learner has applied in writing for a refund and the application has been assessed and approved by the campus manager.

State Government Funded Programs: Skilled Capital – ACT

Fees

- I.54. Students undertaking training under the Skilled Capital Program are required to contribute to the cost of the training. A reduced fee is available to Learners eligible for a concession.
- I.55. Smart City Vocational College is able to determine the fee per training mode. The fee will be equal to or higher than the minimum mandatory fee published by the Department. The fee is published on the ACT Qualifications Register.
- I.56. Smart City Vocational College will not charge an additional fee for the delivery of foundational skills, units of competency or apply any additional costs associated with the training.

Payments

- I.57. Payment is accepted in full or via installments through direct debit, cash or credit card.
- I.58. If the fee is being paid on behalf of the Learner by their employer or a third party full payment must be finalised prior to the commencement of study.

Refunds

- I.59. A refund for the contribution fee is available if a student applies in writing prior to the commencement of the course.
- I.60. There is no refund of the contribution fee once the training has commenced, unless the Learner has applied in writing for a refund and the application has been assessed and approved by the campus manager.
- I.61. Smart City Vocational College will provide a full refund of fees paid in advance for the program or course cancelled before it starts.

Policy on Complaints and Appeals (Including Academic Grievance)

(V3)

- I.1 Smart City Vocational College is committed to providing learners, staff and stakeholders with the best possible environment in which to study or work.
- I.2 Smart City Vocational College understands that on occasion, there may be instances of dissatisfaction and invites complaints and appeals from a dissatisfied party so that a resolution can be found and provide an opportunity to consolidate the feedback into a review and improvement of our policies and practices. This right to a complaint and appeal also extends to persons seeking to enrol.
- I.3 Smart City Vocational College will address all complaints and appeals in a timely manner and openly and honestly so as to resolve problems through fair and reasonable means. The principles of natural justice and procedural fairness will be adopted at every stage of the complaint and appeals process.
- I.4 The complainant has the right for their complaint to be heard and for an impartial decision to be made at no cost to themselves. Complainants have the right to appeal a decision made about a complaint, as well as submit an appeal about an assessment decision.
- I.5 This policy manages and responds to allegations involving the conduct of -
 - (a) Smart City Vocational College, its trainers, assessors or other staff;
 - (b) a third party providing services on Smart City Vocational College's behalf, its trainers, assessors or other staff; or
 - (c) a learner of Smart City Vocational College
- I.6 This policy also manages requests for a review of decisions, including assessment decisions, made by Smart City Vocational College or a third party providing services on its behalf.
- I.7 A complaint or appeal may include, but is not limited to:
Complaints:
 - General complaints including dissatisfaction with services
 - Marketing and promotional activity
 - Personal safety
 - Administration
 - Behaviors of others
 - Equity and access, discrimination, harassment and bullying
 - Sexual harassment
 - Unfairness and injustice
 - Vilification
 - Student amenities
 - Complaints about financial matters, fines and payments,
 - Application procedures,

- Exclusions from events and facilities; and
- The use or misuse of personal information, breach of privacy

Academic Grievance:

- Course advice and enrolment
- Suspension and/or cancellation of enrolment
- Program delivery
- Learning resources
- Assessment
- Issue of results, certificates, statement of attainment

Appeals:

- Assessment process and decision
- Learner progress and academic progress decisions

- 1.8 This policy and procedure ensures that both the requirements of the Standards for RTOs 2015, as well as the Higher Education Support Act 2003 Schedule 1A VET Guidelines 2015 are met.
- 1.9 Initial contact may be lodged verbally, or through an advocate and at all times the complainant will be provided with an opportunity to have their complaint formally recorded.
- 1.10 Complainants are encouraged to speak directly to the person involved to try and resolve their complaint informally, however if the informal discussion does not resolve the matter or the complainant is uncomfortable with approaching the person directly, the complainant should access the formal process. All formal complaints or appeals (including assessment appeals) must be made in writing using the Complaints and Appeals Form and forwarded to the Campus Manager within 20 working days of the matter occurring. The Complaints and Appeals Form can be accessed via the Smart City Vocational College website or provided by email or in hardcopy to the complainant/appellant.
- 1.11 Smart City Vocational College will:
- (a) acknowledge all complaints and requests for an appeal in writing within 3 working days of receipt;
 - (b) regularly update the complainant or appellant on the progress of their complaint or appeal;
 - (c) aim to finalise all complaints and appeals processes within 20 working days, or as soon as practicable;
 - (d) inform the complainant or appellant in writing if it considers that more than 60 calendar days will be required to process and finalise the complaint or appeal, including reasons why more than 60 calendar days are required;
 - (e) Inform the complainant or appellant in writing of the outcome of their complaint or appeal including the reasons for the decision; and

- (f) ensure that in relation to assessment appeals, that the original assessment decision will be reviewed by an independent qualified assessor and the appellant notified of the outcome.
- I.12 Where a face to face meeting is required during any stage of the complaint or appeal process, complainants and/or appellants have the right to have a third party such as a family member or friend accompany them.
- I.13 If a complainant or appellant is unsatisfied with the outcome of their complaint or appeal they may seek review of Smart City Vocational College's decision by referring their complaint or appeal to an external dispute resolution body appointed for this purpose by Smart City Vocational College.

The details for the external body and contact person are:

Resolution Institute
(02) 9251 3366 / 1800 651 650
Level 1, 13-15 Bridge Street
Sydney NSW 2000

Smart City Vocational College will give due consideration to any recommendations arising from the external review.

The costs of an external dispute resolution process must be borne by the complainant and Smart City Vocational College will inform the complainant of such costs in writing.

- I.14 Complainants may also contact the National Training Complaints Hotline 13 38 73 where they have a complaint against Smart City Vocational College as a training provider.
- I.15 Smart City Vocational College staff and the complainant/appellant will observe strict confidentiality during all stages of the complaints resolution process. All communications and proceedings arising from the complaints process will remain confidential at the conclusion of the complaints resolution process.
- I.16 Smart City Vocational College securely maintain records of all formal complaints and appeals and their outcomes on the Complaints and Appeals Register. Only authorised individuals have access to complaints and appeals records. Records are available for 5 years from the date of the initial complaint. *For further information on how to access these records please refer to the Personal Information Policy and Procedure.*
- I.17 Smart City Vocational College aims to identify potential causes of complaints and appeals and take appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.
- I.18 Learners are advised of the Smart City Vocational College Complaints and Appeals Policy in the Learner Handbook.

Policy on Access and Equity including Fair Treatment and Equal Benefits Opportunity

(VI.2)

- I.1. Smart City Vocational College supports the concept of equal opportunity and is committed to providing all staff, Learners and potential Learners with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.
- I.2. Smart City Vocational College is committed to the provision of access and equity to all clients in the delivery of their services.
- I.3. This Policy will be made available to Learners and potential Learners on our website www.smartcitycollege.edu.au and is included in the Learner Handbook which is provided to the Learner on enrolment.
- I.4. Smart City Vocational College prohibits discrimination towards any group or individuals in any form, inclusive of:
 - Gender
 - Pregnancy
 - Race, colour, nationality, ethnic or ethno-religious background
 - Marital status
 - Sexual preference/orientation (male or female, actual or presumed)
 - Age (in relation to compulsory retirement)
- I.5. Smart City Vocational College Pty Ltd has open, fair and transparent procedures, based on merit for making decisions about:
 - the selection of potential Learners; and
 - the treatment of Learners.

Learner recruitment and enrolment processes shall be free from discrimination and are based on the qualification/course entry requirements.

- I.6. Potential Learners seeking to enrol in a VET unit of study with Smart City Vocational College, regardless of their background, circumstances or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same process. Currently, there are no entry requirements for:
 - Diploma of Management
 - Diploma of Business
 - Diploma of Horticulture

- I.7. Learners are required to complete a Pre-Course Commencement Questionnaire and/or a Language, Literacy and Numeracy Questionnaire prior to being approved to undertake a qualification.
- I.8. Evidence will be required for enrolment into a qualification and may include, but is not limited to:
- Certified copies of qualifications previously attained;
 - Current resume and references/referees of ones who can attest to the Learner's previous experience
- I.9. Any of the abovementioned does not prevent Smart City Vocational College taking into account educational disadvantages that a particular Learner or potential Learner has experienced or the fact that the Learner or potential Learner may be enrolled via a VET restricted access arrangement.
- I.10. Access and equity issues are considered during resource development and the delivery of training and assessment. All Learners are treated fairly with regards to the allocation of resources and Learners are not disadvantaged because of distance.
- I.11. Smart City Vocational College will endeavour to provide premises with appropriate access to those with a physical disability and where our organisation provides training and assessment at other venues, we will work to ensure that venues are accessible to people with a disability.
- I.12. Staff of Smart City Vocational College will ensure all Learners/clients:
- are treated fairly
 - are treated with respect by fellow Learners, trainers and other staff
 - have access to training records and results
 - have their training records and results being stored and maintained in a confidential and secure manner
 - receive regular feedback progress
- I.13. When required, trainers/assessors will apply reasonable adjustment for a Learner's training or assessment. Reasonable adjustment may include:
- modifications to physical environment
 - changes to course design, e.g. substituting an assessment task
 - changes in schedules and arrangements, e.g. relocating classes to an accessible venue
 - modifications to computer equipment
 - provision of information or course materials in accessible format, e.g. a text book in braille
 - changes in teaching practices, e.g. wearing a microphone to enable a Learner to hear class sessions

- supply of specialised equipment or services, e.g. a note taker for a Learner who cannot write

I.14. Literacy and Numeracy:

- Staff/trainers will make every effort to maintain the confidentiality of Learners language, literacy, or numeracy problems;
- staff or trainers will not make discriminatory or judgmental statements about any Learner or other staff member based on the level of language, literacy, or numeracy skills or any other issues
- Recommendations for assistance will be presented to the Learner to overcome the skill shortfall
- Specialised training such as that offered by TAFE (or other RTO/organisation) may be recommended

I.15. Individuals who believe they have been treated unfairly are encouraged to use Smart City Vocational College's complaints and appeals procedure. A copy of our Complaints and Appeals Policy and forms are located on our website

Policy on Work Health and Safety (VI)

This Policy details how the Health and Safety within Smart City Vocational College will be managed and Smart City Vocational College's commitment to providing a safe and healthy workplace.

Smart City Vocational College will seek to adopt uniform best practices so to assist in eliminating or reducing non-compliance. Adoption of best practices will also assist in the protection of personnel and public health and safety, and maintaining confidence for Smart City Vocational College operations.

Likewise, we expect all employees, volunteers, contractors, clients, students and visitors to follow safe work practices as prescribed under the legislation and in our policies and procedures, and that every effort is made to reduce the risk of injury to themselves and others.

Through our WHS System, Smart City Vocational College shall manage its work health and safety by:

- Fostering a positive work health and safety culture where work health and safety is considered to be an integral part of our business;
- Providing clear expectations to all employees, contractors, volunteers, students and visitors to engage and comply with the Work Health and Safety Management System;
- Effectively implement this Policy through a process of consultation, communication, continual improvement and culture change and ensure it is available to the public;
- Consulting openly to enhance the effectiveness of the Work Health and Safety Management System and increase awareness;
- Providing information, instruction and training to, and encourage effective communication and consultation with all employees on matters relating to work health and safety.
- Maintaining an active risk management program to heighten awareness, identify, assess, control and review risk factors in workplaces and systems.
- Systematically identifying hazards and processes, potential risks and opportunities for improvement and to assess the risks these hazards represent and then establishing methods in order to mitigate or eliminate them;
- Establishing and reviewing measurable targets and objectives to facilitate continual improvement for work health and safety and communicating appropriately to relevant people;
- Providing suitable and sufficient resources to implement and maintain the Health and Safety System
- Implementing and maintaining relevant systems, policies, procedures, planning and continual improvement processes and organisational structures, to support effective work health and safety practices through the business.
- Maintaining, monitoring, reporting, reviewing, auditing and continual improvement of the Work Health and Safety Management System, meeting all relevant legislative and regulatory requirements.

Policy on Management of Learner Personal Information

VI.2

- I.1 Smart City Vocational College complies with the requirements of relevant State and/or Commonwealth legislation and the Australian Privacy Principles set out in the Privacy Act 1988 in relation to the collection of information relating to all learners.
- I.2 Learners, on request, will be provided with access to the personal information that has been collected about them including their learner file.
- I.3 Where a learner has applied to receive a copy of their personal information:
 - a) The learner must request such information in person, or where this is impracticable, in writing;
 - b) The learner must provide a minimum of 5 working days' notice to allow for approval and processing of access to information;
 - c) The learner must provide suitable photographic identification when making such request whether in person or in writing;
 - d) No fee will apply to the application for, or the providing of, a learner's personal information in electronic format;
 - e) A fee of \$1 per page will be applicable where the learner requests a hardcopy of their personal information
- I.4 Where 5 working days' notice has not been given as per I.3(b) above, an additional cost may be incurred at the discretion of Smart City Vocational College depending upon the nature and timeframe of such request.
- I.5 An invoice will be provided and records shall not be released until payment has been made.
- I.6 Costs may be waived at the discretion of an authorised officer of Smart City Vocational College.

Collection of information:

- I.7 Personal information will not be collected by unlawful or unfair means.
 - * Examples of collection by "unlawful or unfair means", includes but is not limited to:
 - Collection in breach of legislation, for example:
 - Collection via computer hacking
 - Using telephone interception or listening devices
 - Collecting information by trespassing on private property
 - Collecting information by threatening damage to a person unless information is provided
 - Collection from a file dumped by accident on the street or from an electronic device which is lost or left unattended
 - Misrepresenting the purposes of the collection
 - Collecting information by telephone in the middle of the night
 - Collecting by deception, for example, claiming to be a police officer or trusted organisation
 - Collecting information from someone who is in intoxicated or in a state of shock or traumatised
 - Collecting information in a way that disrespects cultural differences
 - * *information from the Office of the Australian Information Commissioner*

- 1.8 Personal information will not be collected unless:
- the information is collected for a purpose directly related to learners; and
 - the collection of the information is necessary for or directly related to that purpose.
- 1.9 Where personal information is collected for inclusion in a record or in a generally available publication, Smart City Vocational College will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the learner concerned is generally aware of:
- the purpose for which the information is being collected;
 - if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
 - with whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).
- 1.10 Where Smart City Vocational College collects personal information for inclusion in a record or in a generally available publication, it will take reasonable steps to ensure that:
- the personal information collected is accurate, complete and up to date.
 - the information collected is relevant to that purpose; and
 - the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the learner.

Types of information collected:

- 1.11 The types and purpose of information collected about a learner will include, but not be limited to the following:
- Learner's enrolment information including any VET FEE-Help related information
 - AVETMISS statistical information records (where appropriate)
 - Learner information collected to track the learner through each course, subject and class (where applicable)
 - Trainer and assessor records about the learner's progress
 - Communications with learners that may impact on the outcome of assessments or the learner participation in training or assessment
 - Qualifications issued, certificate or statements of attainment.
 - Fees and charges applied, refunds given and other financial dealings with learners
 - Collected stakeholder feedback, opportunity for improvement, systems inputs and other feedback on the operation of the organisation.

Disclosure:

- 1.12 Smart City Vocational College will not disclose the information to a person, body or agency (other than the individual concerned) unless:
- a) the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
 - b) the individual concerned has consented to the disclosure in writing;
 - c) Smart City Vocational College believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the learner or of another person;
 - d) the disclosure is required or authorised by or under law; or

- e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.
- I.13 Personal information will not be provided to any third party (unless required or authorised by law) without the prior signed written consent of the individual, such permission is to be kept on the learner's file. Smart City Vocational College may be required to disclose personal information held about an individual to:
- a) Another RTO
 - b) Government Departments
 - c) Current Employer (if applicable)
 - d) Anyone the individual has authorised the disclosure of information to
- I.14 Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, Smart City Vocational College shall include in the record containing that information a note of the disclosure.
- I.15 Everything, where reasonable within the powers of Smart City Vocational College, will be done to ensure that a person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.
- I.16 Copies of any information provided to a third party will be kept on file.

Storage and security of personal information:

- I.17 Smart City Vocational College will ensure:
- a) that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against unauthorised access, use, modification or disclosure, and against other misuse; and
 - b) that if it is necessary for the record to be given to a person in connection with the provision of a service to Smart City Vocational College, everything reasonably within the power of Smart City Vocational College will be done to prevent unauthorised use or disclosure of information contained in the record.
- I.18 Using your personal information, we may also:
- a) if you request that we provide information on our products and/or services, use your personal information to provide that information, including to follow up if we do not hear from you.
 - b) disclose your personal information to our related or associated parties, **employees**, agents, government bodies and regulatory authorities (where required or authorised by law) and our service providers, provided however that such related or associated parties, employees, agents, government bodies, regulatory authorities and service providers have been granted the authority by a Smart City Vocational College's authorised officer.
 - c) use your personal information for marketing purposes, to send you direct marketing communications via electronic or non-electronic means (including after your agreement with us ends). You may request not to receive future direct marketing communications from Smart City Vocational College or its agents or related parties

by using the opt out/unsubscribe function in the communication or by contacting our privacy department at privacy@smartcitycollege.edu.au

In all other respects we will collect, hold, use and disclose your personal information in accordance with this privacy policy which sets out how you may access and correct the personal information that we hold about you and how you may make a complaint relating to our treatment of your personal information.

1.19 Smart City Vocational College will provide individuals with the opportunity to correct or update their personal information as per the Procedure provided in this document

- a) Any amendments to personal information must be noted with appropriate documentation to ensure accurate tracking.
- b) If a learner requests that a record be amended and yet the record is found to be accurate, the learner's request for such change will be noted in the CRM (Customer Relationship Management) or learner file.

1.20 Smart City Vocational College provides individuals with the opportunity to lodge a complaint relating to our treatment of your personal information. Please refer to our Complaints and Appeals Policy and Procedure.

1.21 Personal information will be held by this organisation only for the period we are legally required to retain the information.

1.22 A copy of this Policy will be placed on our website including information for a learner to contact the Enquiries line of the Office of the Australian Information Commissioner, on 1300 363 992 if they feel privacy principles have been breached by Smart City Vocational College.

VET FEE HELP Policies

VET FEE-HELP is an Australian Government loan scheme that assists eligible Learners enrolled in certain higher-level VET Courses, at approved VET providers, with paying their tuition fees.

Student Entry Procedure

In accordance with the Higher Education Support (VET FEE HELP Reform) Bill 2015 and the associated VET Guidelines 2015, all students wishing to apply for a Commonwealth VET FEE-HELP student loan, must be assessed for academic suitability to undertake a high level VET qualification. Qualifications eligible for a VET FEE-HELP loan include all Diplomas, Advanced Diplomas, Graduate Certificates and Graduate Diplomas. This is a student protection measure introduced by the Commonwealth Government from 1 January 2016.

This academic suitability assessment is *in addition* to any entry requirements that may be required for the specific course you are undertaking.

Assessing Academic Suitability

In order to apply for a VET FEE-HELP student loan to cover your course fees, Smart City Vocational College must reasonably believe that you are academically suited and you must meet one of the following requirements:

- Provide a copy of your senior secondary certificate of education that has been awarded by an Australian authority or agency when you apply to enrol.

Or both

- Undertake a literacy and numeracy assessment using an approved assessment tool and display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF). Your Course Advisor will advise you how you may undertake this assessment; and
- Smart City Vocational College must be confident that you completed this test independently, with honesty and integrity and that you have the required skills to complete your study.

Assessing Competence at or above Exit Level 3 in the ACSF

The process that will be used by Smart City Vocational College to assess a student's competency at or above Exit Level 3 in ACSF is the Core Skills Profile for Adults (CSPA) test. This is an approved testing tool as specified in the VET Guidelines in both reading and numeracy. You will be provided with the links to this online tool at the time of enrolment.

Test Outcome and Results

The results of the Core Skills Profile for Adults test will be made available to you as soon as is practicable during the enrolment process. Smart City Vocational College will retain these results for five (5) years.

If you are not able to meet either of these requirements, you will not be eligible to apply for a Commonwealth VET FEE-HELP loan.

Policy on Withdrawal/Cancellation (VET FEE-HELP)

(VI.5)

- I.1. Smart City Vocational College ensures that the learner is adequately informed about the services they are to receive as well as their rights and obligations.
- I.2. The learner holds the right to cancel from their course at any time.
- I.3. All cancellations must take priority to ensure that the learner does not incur any unnecessary debt.
- I.4. Cancellations will be accepted via:
 - Letter, email, text message
 - Smart City Vocational College Learner Cancellation Form
 - Verbal recording via Smart City Service Desk 1800 BE SMART
- I.5. Where cancellation is required due to special circumstances, all escalations must be sent to the Chief Compliance Officer or Chief Operations Officer for investigation.
- I.6. A learner who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP assistance, and who withdraws from a Unit of Study **on or before** the census date will **not** incur a VET FEE-HELP debt for the tuition fees for that Unit of Study
- I.7. A learner who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP Assistance, and who withdraws from a Unit of Study **after** the census date **will** incur a VET FEE-HELP debt for the tuition fees for that Unit of Study.
- I.8. Where withdrawal after the census date is required due to special circumstances (notified by the learner), the learners' application will be investigated. For Smart City Vocational College to be satisfied that special circumstances apply to the learner warranting a debt reversal, the learner must be able to prove that the circumstances:
 - were beyond the learner's control;
 - did not make their full impact on the learner until on or after the census date; and
 - made it impracticable for the learner to complete their Unit/s of Study requirements
- I.9. A learner who withdraws from a VET FEE-HELP Unit of Study or cancels his or her enrolment in the course of study will from the date of notification of withdrawal/cancellation not remain enrolled in the course of study.
- I.10. A learner who withdraws from a VET FEE-HELP Unit of Study or cancels his or her enrolment in the course of study will not incur any fine, penalty or other fees relating to the act of withdrawal or cancellation.
- I.11. Where a learner has withdrawn from a Unit of Study or cancelled his or her enrolment in a course of study, Smart City Vocational College will not enrol the learner in a subsequent Unit/s of Study or course of study without written instructions from the learner. A subsequent request for re-enrolment must be initiated by the learner.

- I.12. Where a learner has:
- been provided with notice of the census period/s and associated tuition fees for each Unit of Study; and has
 - **not** provided notice of withdrawal/cancellation in writing
- then the learner shall continue to incur a VET FEE-HELP debt for tuition fees
- I.13. In all cases where cancellation occurs, a letter will be sent to the learner advising of the cancellation date, requirements for return of learning resources (where applicable) and notification of any outstanding monies owing.
- I.14. Where a learner has completed unit/s of study and wish to cancel, the learner will be issued with a Statement of Attainment for the units achieved within 30 days of the date of cancellation.
- I.15. Only the Chief Compliance Officer and Chief Operations Officer (or their immediate delegates) can authorise a debt reversal.
- I.16. In all cases *where applicable* the Refund Policy will apply to refund of fee for service fees paid by the individual learner.

Statement Of VET Tuition Assurance

(VI.2)

- I.1. Smart City Vocational College Pty Ltd ABN: 73 084 423 585 ACN: 084 423 585 must comply with the VET Tuition Assurance Requirements for the protection of all Smart City Vocational College Learners in the event where we cease to provide a VET course of study in which a Learner is enrolled.
- I.2. Smart City Vocational College will adhere to the provisions of *Schedule 1A of the Higher Education Support Act 2003* (HESA) and Chapter 3 of the VET Provider Guidelines 2015 (VET Guidelines).
- I.3. The meaning of ‘ceasing to provide a VET course of study’ is set out in the *VET Guidelines*. A copy of these are available from the Comlaw website.
- I.4. In the event that Smart City Vocational College Pty Ltd ceases to provide a VET course of study in which a VET Learner is enrolled, the VET Learner is entitled to a choice of:
 - a) an offer of a place in a similar VET course of study with a second provider without any requirement to pay the second provider any VET tuition fee for any replacement VET units (this is known as the “VET Course Assurance Option”); or
 - b) a refund of the Learner’s up-front VET tuition fee payments and/or a re-crediting of any FEE-HELP balance for any VET unit of study that the VET Learner was enrolled or commences but does not complete because Smart City Vocational College Pty Ltd ceases to provide the VET course of study of which the unit forms part (this is known as the “VET Tuition Fee Repayment Option”)
- I.5. Smart City Vocational College Pty Ltd has met the VET tuition assurance requirements as specified in the VET Guidelines through its current membership of the ACPET ASTAS-VET Scheme. Contact details for ACPET ASTAS-VET Scheme Administrator are:

ACPET Member ID: 193128

Suite 101, Level 1

126 Wellington Parade

East Melbourne VIC 3002

Or

PO Box 551

East Melbourne Vic 8002

(03) 9412 5900 acpet@acpet.edu.au

- I.6. If Smart City Vocational College Pty Ltd ceases to provide a VET course of study, ACPET will send a VET Learner enrolled in the VET course of study a Written VET Tuition Assurance Offer (the Offer) advising the VET Learner of the options available under the VET tuition assurance requirements. The Offer will include directions that the VET Learner must follow in order to notify ACPET of the choice they have made for each affected VET unit. ACPET will provide this Offer within twenty Business Days after it knows, or should

know by reasonable enquiries that Smart City Vocational College Pty Ltd has ceased to provide the VET course of study.

- I.7. For the purposes of VET FEE-HELP, all courses offered by Smart City Vocational College Pty Ltd in accordance with the course requirements of clause 45 of Schedule 1A of the Higher Education Support Act 2003 are covered by the ACPET ASTAS-VET Scheme ('the Scheme') as part of Smart City Vocational College's membership of the Scheme.
- I.8. A Learner may choose either:

The VET Course Assurance Option:

Under the VET course assurance option, a Learner will be offered a place in a similar VET course of study by ACPET. If the Learner accepts this option, ACPET will make all necessary arrangements to ensure the Learner is able to enrol with the second provider in the similar VET course of study. This offered VET course will lead to the same or a comparable qualification without any requirement on the part of the Learner to pay the second provider any tuition fee for any replacement VET units (that is, units that the Learner had commenced but not completed because the VET course ceased to be offered). A VET Learner will receive full credit from the Second Provider for any VET units of study successfully completed at Smart City Vocational College Pty Ltd.

The second provider nominated by ACPET may have different tuition fees to the fees the Learner would have paid for VET units of study which were part of the VET course of study the Smart City Vocational College Pty Ltd ceased to provide but which the Learner had not yet started studying.

A Learner is not obliged to enrol in a VET course of study with a second provider offered by ACPET under the VET Course Assurance Option. However, if he/she enrolls with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET units of study completed with the Smart City Vocational College Pty Ltd or to offer replacement VET unit/s free of charge.

The VET Tuition Fee Repayment Option:

Under the VET Tuition Fee Repayment Option, ACPET undertakes to pay the Learner the total of any up-front VET payments already paid by the Learner for any VET units of study the Learner has commenced but not completed because the VET course ceased to be offered. Learners selecting this option will also have their FEE-HELP balance re-credited for the uncompleted VET units.

- I.9. This Statement of VET Tuition Assurance will be made public to Learners on Smart City Vocational College Pty Ltd.'s website www.smartcitycollege.edu.au
- I.10. Smart City Vocational College Pty Ltd will also advise Learners about where the Statement of VET Tuition Assurance may be obtained from as part of their enrolment information.

Refund Policy for the Purposes of the VET FEE-HELP Assistance Scheme (VI.2)

- I.1 This policy applies to all Learners who are entitled to VET FEE-HELP assistance, even if they choose not to access it.

VET FEE-HELP eligibility:

- I.2 To be entitled to VET FEE-HELP assistance a person must
- be either an Australian citizen or the holder of a permanent humanitarian visa who will be a resident in Australia for the duration of the VET unit of study;
 - have not exceeded the FEE-HELP limit ;
 - be enrolled in a VET unit of study that meets the course requirements;
 - be enrolled in the VET unit of study on or before the census date and remain enrolled at the end of the census date;
 - meet the tax file number (TFN) requirements; and
 - have completed, signed and given to an appropriate officer of Smart City Vocational College a Request for VET FEE-HELP Assistance form on or before the census date.
- I.3 Smart City Vocational College will determine if a Learner is eligible for VET FEE-HELP and will comply with privacy requirements when handling personal information as per our *Management of Personal Information Policy*.

Fees and payments:

- I.4 A Learner may access VET FEE-HELP to cover the full or partial amount of the tuition fee being charged by Smart City Vocational College for a VET unit of study, so long as the amount does not result in the Learner exceeding the FEE-HELP limit.
- I.5 Learners will be informed of all fees payable through the VET Schedule of Tuition fees published on the Smart City Vocational College website www.smartcitycollege.edu.au and the Commonwealth Assistance Notice sent to them on enrolment to their personal email address. A Learner's tuition fees will not vary through the life of the Learner's enrolled course.
- I.6 Learners have the option of paying for all or part of their tuition fee for the VET unit of study upfront, utilise VET FEE-HELP or a mixture of both.
- I.7 Where a Learner withdraws from a VET unit of study on or before the relevant census date, 100% of tuition fees will be refunded to the Learner or they will not incur a VET FEE-HELP debt for that VET unit of study or any subsequent unit of study.
- I.8 Where a learner does not withdraw or withdraws from a VET unit of study after the relevant census date, they will not receive a refund and will incur a VET FEE-HELP debt for that VET unit of study.
- I.9 All Learners will be required to withdraw in accordance with the Smart City Vocational College Withdrawal Policy and Procedure.

Refunds:

- I.10 This does not apply where VET tuition assurance arrangements have been activated and the Learner has elected the VET course assurance option for that unit.

- I.11 A learner who withdraws after the relevant census date due to special circumstances may apply to have their debt re-credited as per the *Re-crediting a VET FEE-HELP Balance Policy and Procedure*.

- I.12 Information on how a Learner can apply for a refund or re-crediting of their VET FEE-HELP Balance is located on the Smart City Vocational College website and is found in the Learner Handbook which is provided to the Learner on enrolment.

Re-Crediting a FEE-HELP Balance (VI)

- I.1. Smart City Vocational College provides Learners with the opportunity to undertake study through the VET Fee Help program.

Incurring a VET FEE-HELP Debt

- I.2. Learners who have requested VET FEE-HELP Assistance and who remain enrolled after the published census date will incur a VET FEE-HELP debt. A Learner who withdraws from a Unit after the published census date for that Unit will incur a VET FEE-HELP debt for that Unit.
- I.3. A Learner who is, or would be, eligible for VET FEE-HELP and has requested VET FEE-HELP Assistance, who withdraws from a Unit on or before the census date will not incur a VET FEE-HELP debt for the tuition fees for that Unit. *For further detailed information please refer to the Cancellation Policy and Procedure.*

Re-crediting a FEE-HELP Balance

- I.4. Learners who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their FEE-HELP balance re-credited with respect to the Unit if they believe special circumstances as described below.

Special Circumstances

- I.5. If a Learner withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit and believes this was due to special circumstances, the Learner may apply to have their FEE-HELP balance re-credited for the affected unit/s.
- I.6. Smart City Vocational College will re-credit the Learner's FEE-HELP Balance if it is satisfied that Special Circumstances apply where:
 - these circumstances are beyond their control, and
 - these circumstances did not make their full impact on the Learner until on, or after the census date; and
 - these circumstances were such that it was impracticable for the Learner to complete the requirements for the Unit.
- I.7. For circumstances to be beyond a Learner's control, the situation should be that which a reasonable person would consider is not due to the Learner's action or inaction, either direct or indirect, and for which the Learner is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.
- I.8. Special circumstances do not include:

- lack of knowledge or understanding of requirements for VET FEE-HELP assistance; or
- a Learner's incapacity to repay a VET FEE-HELP debt (repayments are income contingent and the Learner can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Review of Decision

- I.9. Where Smart City Vocational College makes a decision NOT to re-credit a Learner's FEE-HELP balance that decision may be subject to review.
- I.10. If a Learner is not satisfied with the decision made by Smart City Vocational College, the Learner may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
- be made within 28 days of receipt of the original decision; and
 - include the date of the original decision; and
 - state fully the reasons for applying for the review; and
 - include any additional relevant evidence;

This policy applies across Smart City Vocational College and all its related training operations.

Common VET terms

AASN	<p>Australian Apprenticeship Support Network</p> <p>Australian Apprenticeship Support Network providers will provide advice and support services tailored to the needs of employers and apprentices throughout the apprenticeship lifecycle – from pre-commencement to completion - through:</p> <ul style="list-style-type: none"> • Universal services for all employers and apprentices, providing essential administrative support, payment processing and regular contact; and • Targeted services for employers and individuals assessed as needing additional support to complete the apprenticeship.
ASQA	<p>Australian Skills Quality Authority</p> <p>Australian Skills Quality Authority is the national regulator for Australia’s vocational education and training (VET) sector.</p>
AVETMISS	<p>Australian Vocational Education and Training Management Information Statistical Standard</p> <p>The agreed national data standard for the collection, analysis and reporting of vocational education and training information in Australia. The Standard consists of three parts: the AVETMIS Standard for VET Providers, the AVETMIS Standard for Australian Apprenticeships, and the AVETMIS Standard for Financial Data.</p>
CAF	<p>Commonwealth Assistance Form</p> <p>A legal document to be completed prior to first census. It requires you to declare that you have read the VET FEE HELP information booklet, and that you are aware of your obligations as a VET FEE-HELP student.</p>
CAN	<p>Commonwealth Assistance Notice</p> <p>A notice from your approved provider detailing information about the Commonwealth assistance you have used for the study period.</p>
CBA	<p>Competency-based assessment</p> <p>The gathering and judging of evidence in order to decide whether a person has achieved a standard of competence.</p>
CBT	<p>Competency-based training</p> <p>Training which develops the skills, knowledge and attitudes required to achieve competency standards.</p>
Census dates	<p>This date is set by approved providers and it is the deadline for various requirements, including making upfront payments of your tuition fees, applying for a VET FEE-HELP loan, and formally withdrawing from any units without incurring a debt</p>

Competency	The consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.
Credit transfer	The granting of status or credit by an institution or training organisation to Learners for modules (subjects) or units of competency completed at the same or another institution or training organisation.
Employability skills	The skills which enable people to gain, keep and progress within employment, including skills in the clusters of work readiness and work habits, interpersonal skills and learning, thinking and adaptability skills.
Fee-for-service training	Training for which most or all of the cost is borne by the Learner or a person or organisation on behalf of the Learner
Foundation skills	Foundation skills are the underpinning communication skills required for participation in the workplace, the community and in adult education and training.
GTO	Group training organisation A company or organisation that employs apprentices and trainees and places them with one or more host employers who are usually small to medium-sized businesses. The host employers provide on-the-job training and experience, while the group training organisation organises off-the-job training, and handles recruitment, job rotation and payroll
NRT	Nationally recognised training An accredited program of study that leads to vocational qualifications and credentials that are recognised across Australia. Only registered training organisations that meet government quality standards such as TAFE, private providers and vocational divisions of universities can provide nationally recognised training. It includes accredited courses and endorsed training package qualifications
Prerequisite	In vocational education and training, a requirement for admission to a particular course or module, e.g. satisfactory completion of a specific subject or course, at least five years in the workforce, etc.
Principle Employer Organisation	A corporation that employs, or intends to employ, 25 or more apprentices and/or trainees for the purpose of placing them in hosting arrangements. The corporation is responsible for ensuring those apprentices and/or trainees receive suitable training and experience
RPL	Recognition of prior learning An assessment process that assesses the competency (s) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses

RTO**Registered Training Organisation**

An organisation registered by a state or territory registering and accrediting body to deliver training and/or conduct assessments and issue nationally recognised qualifications in accordance with the Australian Quality Training Framework. RTOs include TAFE colleges and institutes, adult and community education providers, private providers, community organisations, schools, higher education institutions, commercial and enterprise training providers, industry bodies and other organisations meeting the registration requirements

Scope of Registration

The training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- Both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- Provide assessment resulting in the issuance of AQF certification documentation by the RTO

Standards for Registered Training Organisations (RTOs) 2015

All registered training organisations (RTOs) in Australia are responsible for ensuring they fully comply with the Standards at all times as a condition of their registration. The Standards are enabled by the *National Vocational Education and Training Regulator Act 2011* (NVR Act), which aims to:

- provide national consistency in regulation of the VET sector, using a standards-based quality framework and a risk-based approach
- promote quality, flexibility and innovation in VET
- promote Australia's reputation for VET locally and overseas
- promote a VET system that meets Australia's social and economic needs
- protect students undertaking or proposing to undertake VET in Australia, and
- ensure access to accurate information regarding the quality of VET.

Superseded Training Package/Transition

Training packages are monitored and revised as the need arises. A review may lead to a qualification or unit of competency being superseded by:

- a new version of the qualification or unit of competency, or
- the endorsement of a new qualification or unit of competency altogether

Learners are entitled to graduate with a qualification that most closely represents the current skill needs of industry. A qualification being superseded or discontinued is a clear indication that industry needs have changed to the extent that the previous qualification is no longer suitable.

The Standards for Registered Training Organisations (RTOs) 2015 require providers to manage their scope of registration to ensure that all Learners

enrolled in a superseded training product are transferred to a current training product within one year of the replacement being published. This ensures that wherever possible Learners undertake the current qualification so their future career pathways or opportunities for employment are not adversely affected.

TFN**Tax File Number**

Your unique identification number from the ATO for everything tax-related, including making repayments on your HELP debt

Training Contract

A legally binding agreement between an apprentice or trainee and an employer which defines the rights and responsibilities of each party. These include the employer guaranteeing to train the apprentice or trainee in the agreed occupation or training area, and to allow time off work to attend any required off-the-job training; and the apprentice or trainee agreeing to learn all aspects of the occupation or training area, and to work for the employer for a specified period.

Training Plan

A documented program of training and assessment required for an apprenticeship/traineeship training contract. It is developed by a registered training organisation in consultation with the parties to the contract as the basis for training and assessing a person undertaking an apprenticeship or traineeship.

Training Record Book

The Training Record Book is provided to registered Apprentices/Trainees to record evidence of progression of training. The apprentice/trainee must hold the training record and produce it to their employer, training organisation or the department and take it with them if they change employers.

User Choice

A national policy governing the flow of public funds to registered training organisations (RTOs) selected by employers to deliver the off-the-job training components of apprenticeships and traineeships. Its purpose is to make vocational education and training more responsive to the needs of industry and employers.

VET**Vocational Education and Training**

Post-compulsory education and training, excluding degree and higher level programs delivered by further education institutions, which provides people with occupational or work-related knowledge and skills.

VET FEE HELP

An Australian Government loan program to help eligible Learners enrolled in certain VET courses at approved providers to pay their tuition fees.

VET Quality Framework

VET Quality Framework, comprises the following:

- The Standards for NVR Registered Training Organisations
- The Australian Qualifications Framework
- The Fit and Proper Persons Requirements
- The Financial Viability Risk Assessment Requirements
- The Data Provision Requirements