



PRE-ENROLMENT
INFORMATION GUIDE
2024

RTO 90232



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Welcome

Since 1925, Hornsby Ku-Ring-Gai Community College (HKCC) has been an active part of the constantly evolving community, catering for the needs of individuals.

We are:

- A Registered Training Organisation (RTO 90232)
- An Adult and Community Education (ACE) provider
- A member of Community Colleges Australia (CCA)
- A not-for-profit incorporated association
- A registered charity

HKCC provides affordable community education services to participants living in the local community including but are not limited to:

- Subsidised accredited and non-accredited vocational training courses
- Subsidised technology training for seniors
- A range of fee for service personal interest courses such as yoga, dance, health, art and languages

The benefits obtained from engagement at HKCC are:

- Development of vocational skills and knowledge
- Provision of pathways into further education and employment
- Gaining a sense of belonging to a community
- Opportunities to engage in lifelong learning
- Networking opportunities
- Increased creativity and mental agility
- Access to affordable education/training through subsidised initiatives
- Studying in a supportive environment



HKCC Mission

Hornsby Ku-Ring-Gai Community College Inc provides education and training to adult learners to qualify for better employment opportunities, personal growth, wellbeing and the advancement of community values.

Philosophy

HKCC strives to present affordable programs rich in diversity, appeal and currency to all members of the community in a stimulating, comfortable and positive learning environment.

HKCC believes in intervening and supporting through education and training to relieve the poverty or distress experienced by the disadvantaged, disabled, post-traumatic victims, the homeless, women in crisis, the long-term unemployed, migrants and refugees who reside in the communities of Hornsby and Ku-ring-gai.

Qualifications

This is a list of all training products that HKCC has approval to deliver training and assessment in:

- FSK10119 Certificate I in Access to Vocational Pathways
- FSK10219 Certificate I in Skills for Vocational Pathways
- FSK20119 Certificate II in Skills for Work and Vocational Pathways
- BSB20120 Certificate II in Workplace Skills
- BSB30120 Certificate III in Business
- ICT30120 Certificate III in Information Technology
- CHC33021 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support

Skill Sets

Skill Sets are defined as a combination of units of competency from one or more nationally endorsed Training Package, which link to a licence or regulatory requirement, or a defined industry need.

Skill Sets are not designed to replace qualifications. Skill Sets training can:

- Fill an identified skills gap in your business, thus improving productivity, customer service or operational efficiency
- Assist by recognising workers skill acquisition through training where no prior qualification has been attained
- Add validity and national portability to training programs
- May form the foundation for further training and a qualification with a defined exit point
- Address a 'specific workforce skills need' now and into the future

Ask HKCC for more information about this alternative shorter form of recognised training.

Pre-Enrolment Process

Current course offerings are listed on the HKCC website www.hkcc.nsw.edu.au and in our printed course guide.



Fee-for-service leisure courses can be booked via our website, by phone or in person at the HKCC premises.

Subsidised vocational courses can be booked only following a pre-course interview and information meeting during which HKCC will explain the relevant policies, procedures, rights and responsibilities relating to the proposed training, so you are fully aware of the requirements before embarking on a formal learning journey. Most of the information learners need to know are included in this guide. For further information on a specific qualification, please refer to its course guide which you can find on our website. To apply for a course at HKCC you will be required to complete enrolment forms and grant permission to disclose personal information as part of your application (such as for reporting purposes to the Department of Education). Your enrolment application will be assessed by a HKCC representative prior to enrolment. The enrolment forms are accessible in soft copy through our website (<https://hkcc.tech/enrolment/>) or paper-based at the HKCC office.

As an adult community education provider, our students must be 18 years or older. Students 15 -17 years of age may attend classes following approval of the course coordinator. Please contact the office to discuss: 9482 1189.

Always feel free to ask for clarification or further questions.

Information and Evidence a learner must provide

Learners applying to enrol in an accredited course &/or subsidised training must provide the following personal information with evidence:

- Your name, including first or given name(s), middle name(s) and surname or family name as they appear in an identification document
- Your contact details
- Your date of birth, as it appears, if shown, in the chosen document of identity
- Your place and country of birth
- Your gender; and
- Any Centrelink benefits, information about medical conditions or referral services, where this is applicable, e.g. to receive funding.

See further information and evidence required in the section below.

Consents and Declarations learners must make

As part of the application, learners must read carefully¹, complete and sign the following forms (if relevant to the claim):

- Enrolment Form
- Smart and Skilled Student Eligibility
- Consent Disclosure

¹ Please ask for clarification if there is anything you do not understand.

- Privacy Policy and Authorisation
- Consumer Protection Policy
- Media Release
- USI Privacy Notice

The **Consent Disclosure** form is giving HKCC permission to provide personal information to the Department of Education and other government agencies. The form includes a section for you to allow us to share information with other third parties such as your Employment Service Provider.

From 1 January 2015, students are required to have a Unique Student Identifier² (**USI**) if studying a nationally recognised training course in Australia. A USI may also be required if you are accessing funding (such as ACE) for non-accredited training. If an applicant does not already have a USI, HKCC can provide an instruction sheet on how to create a USI through www.usi.gov.au. The USI is used for Reporting Training Activity Data which allows the Government to create an authenticated record of your vocational education and training (VET) achievements.

If students prefer HKCC to apply for a USI to the Office of the Student Identifiers Registrar (**Registrar**) on their behalf, the *USI Privacy Notice* form needs to be completed and signed. Only then can HKCC provide the Registrar with personal information for a USI.

Further information can be found on the USI website www.usi.gov.au or by phone: 1300 857 536. Learners can find additional information on how an HKCC officer collects, uses and discloses personal information in HKCC's **Privacy Policy and Authorisation**. Also, complaints can be made to the Information Commissioner about an interference with privacy pursuant to the Privacy Act, which includes the following:

- Misuse or interference of, or unauthorised collection, use, access, modification or disclosure of USIs, and
- A failure by HKCC to destroy personal information collected from you for the purpose of applying for a USI on your behalf.

Consumer Protection Policy and Information

Students who are not satisfied with the accuracy of information or quality of training provided are entitled to lodge their complaint directly with Hornsby Ku-Ring-Gai Community College Inc (HKCC).

The matter will be addressed in a fair and timely manner – within 5 working days – by either a delegated Student Support Officer or HKCC's Principal. If the grievance/dispute is one of a confidential or serious nature involving an Employee, the complainant should discuss the issue directly with the Principal.

Resolution should be attempted within twenty-one (21) days of the alleged conduct occurring. If a resolution is unable to be resolved after escalation to the Principal, then the Principal will engage the

² Your USI links to an online account that contains all your training records that you have completed from 1 January 2015 onwards. When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life.

services of an external independent party to fully investigate the grievance. The Principal may be contacted by email on principal@hkcc.nsw.edu.au or by telephone on 9482 1189.

Students must first make their complaint to HKCC. This is the first port of call for all complaints whether it is for an accredited or non-accredited course. Where State Training Services receives a complaint, the consumer will be asked if they have first complained to HKCC and whether we have responded to that complaint.

If a student has a complaint relating to an approved Smart and Skilled registered training organisation (RTO), State Training Services (STS) will:

- Provide information and advice on consumer rights
- Facilitate discussions between the consumer and the provider with a view to resolving complaints
- Provide suggestions to parties about referrals to other government agencies.

Information on consumer rights and obligations relating to Smart and Skilled is available on the Smart and Skilled website <https://education.nsw.gov.au/skills-nsw/students-and-job-seekers> by telephoning 1300 772 104. Students attending accredited training not related to Smart and Skilled training and who are unable to resolve a complaint, may then contact www.asqa.gov.au to address the complaint.

Fee Information

Each qualification or training product has a different course fee. The current fees are listed in the qualification course guide, which can be found on our website. Please note that eligible students may access NSW Government funding to participate in an accredited course with HKCC, as below. Please ensure you have a clear indication of your individual course fee from the HKCC enrolling officer.

As per Clause 7.3 of *Standards for Registered Training Organisations 2015* (SRTO), HKCC **will not collect pre-payments in excess of \$1,500 (being the threshold prepaid fee amount)**. Where the cost of the course exceeds \$1,500 we offer pay as you go and accept payment in instalments.

Funding

Smart and Skilled

HKCC is an approved Smart and Skilled provider. Smart and Skilled is a **NSW Government initiative that helps people get training in in-demand skills and industries**.

Smart and Skilled gives eligible students:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

Eligibility criteria:

Are you:

- 15 years old or over?
- No longer at school?
- Living or working in NSW?
- An Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen?

If you answered yes to all four questions, you're eligible for Smart and Skilled funding. The amount you will receive towards your qualifications will depend on your individual circumstances. Some students may receive full funding, while others may have a student contribution.

Hornsby Ku-Ring-Gai Community College (HKCC) has been recognised as a High Performing Smart and Skilled provider by the NSW Department of Education.

To find out if you are eligible contact HKCC on 9482 1189 to arrange a pre-course interview; for more information on Smart and Skilled please visit the website <https://education.nsw.gov.au/skills-nsw/students-and-job-seekers> or phone 1300 772 104.

Adult Community Education (ACE)

[Training Services NSW](#) manages the ACE Program, which is designed to assist disadvantaged learners with barriers to participation in training under the Smart and Skilled Entitlement Program or other Smart and Skilled Program. The program funds individual units, including non-accredited pathways training.

Eligibility criteria:

- You are eligible for Smart and Skilled funding, as above; and meet **at least one** of the criteria below:
- You are Aboriginal or Torres Strait Islander
- You receive Centrelink Benefits (or am the dependent child, spouse or partner of a recipient)
- You have a physical or mental impairment that substantially limits major life activities
- You have a disability or am the dependent child, spouse or partner of a person with a disability
- You have low language, literacy, numeracy and digital skills
- You identify as culturally and linguistically diverse AND meet one of the following criteria:
 - main language spoken at home is not English
 - proficiency in spoken English is below the required standard to complete vocational training and/or employment
 - experience cultural barriers or social isolation
 - experience social isolation
- You require additional employability skills, as I am one of the below:
 - Unemployed
 - Underemployed (working less than 25 hours per week)
 - Returning to the workforce after a gap of 12 months

- Looking to reskill or upskill
- You are experiencing by an economic disadvantage, such as:
 - Not having sufficient resources to achieve a reasonable standard of living
 - Experiencing negative impacts on social and emotional wellbeing, physical health and the ability to create a stable home environment
 - Prevented from participating in communities
- You are experiencing personal circumstances which require additional support to access educational opportunities, such as:
 - Domestic Violence, family violence, coercion
 - Recovering from drug/alcohol abuse
 - Exited the criminal justice system or at risk of entering the criminal justice system
- You are aged 15-24 and at risk of not progressing to further education, training or employment
- You have not achieved year 12 or equivalent

Targeted Skills for Small Business (TSB)

This program is funded under the ACE Program and funds accredited and non-accredited training in targeted courses in information technology, business services or foundation skills.

Eligibility criteria:

- You are eligible for Smart and Skilled funding, as above; and
- You are the owner or employee of a small business* or not-for-profit organisation

* A small business is an enterprise with less than 20 full time equivalent (FTE) employees

Credits towards study: Credit Transfers (CT) and Recognition of Prior Learning (RPL)

Credit Transfers (CT)

HKCC complies with the VET Regulator's guidelines in connection with granting CTs. As such, HKCC recognises and accepts Qualifications and Statements of Attainments issued by other RTOs under the Australian Qualifications Framework (AQF), which allows students to receive a credit for already successfully completed Units of Competency. Applicants must produce evidence of successful completion of Units of Competency, either by providing an original copy of the relevant training certificate or transcript.

Recognition of Prior Learning (RPL)

HKCC ensures that the RPL process aligns with the NSW Recognition Framework³, offering the assessment of an individual's competency/s which may have been acquired through formal, non-

³ RPL for Apprenticeships and Traineeships must comply with all Applicable Laws, including the Apprenticeship and Traineeship Act 2001.

formal and informal learning, to determine if the applicant meets the requirements specified in the training package or VET accredited courses.

The type of evidence that must be submitted (preferably at formal enrolment) for RPL applications may include:

- Observation of workplace performance, demonstration, simulation
- Third-party evidence, e.g., report from workplace supervisor references from past &/or present employers; testimonials from clients
- Records of completed training
- Assessment records
- Challenge tests on elements
- Workplace samples collected &/or documented

A fee of \$250 applies per unit.

Fair and Equity Policy

With its mission and philosophy being at the core, HKCC is proud of its long standing in the community.

Fair and equity policies are incorporated into HKCC's operational procedures prohibiting discrimination and harassment towards any group or individuals in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Physical, intellectual or mental health condition, or any organism capable of causing disease
- Sexual orientation (actual or presumed)
- Age

Programs are designed and wherever possible, enhance flexibility of delivery to maximise the opportunity for access and to support the special needs of disadvantaged students.

HKCC makes all reasonable effort to adjust or assist in locating another provider who can offer Subsidised Training that has the necessary resources.

Grievance, Complaints and Appeals

HKCC is committed to providing an environment of integrity and respect for all staff and learners. It values openness, honesty, tolerance and fairness.

A ***grievance*** is a cause for complaint, especially of unjust treatment. A ***complaint*** is an expression of grievance; hence a grievance need not end in a complaint (a decision not to take further action).

Grievances may usually be related to, but not always, teaching, learning or administration. Some examples of situations where grievances may arise are

- Teaching or administrative decisions
- Delivery or the quality of services
- Behaviour of a learner/s.

For example, a student being deemed *Not Yet Competent* for a particular unit of competency is not by itself a student grievance. There must be an element of unfairness. If unfairly assessed, then this may give rise to a grievance leading to a formal complaint. A participant who considers they have an assessment grievance or dispute should raise the matter with the assessor or course coordinator first.

Complainants are encouraged to try to settle any complaint or grievance directly and as soon as possible with the relevant individual concerned, with the aim of clarifying or resolving the complaint locally where possible. If it cannot be resolved with the relevant individual concerned the complaint needs to be escalated to the Principal. The matter will be addressed in a fair and timely manner – within 5 working days – by either HKCC’s Principal or a delegated Student Support Officer. Resolution should be attempted with twenty-one (21) days of the alleged conduct occurring.

When the attempt to settle the complaint is unsuccessful a formal complaint resolution process (appeal) can be commenced by forwarding the complaint in writing to the Principal/CEO within forty two (42) days of the alleged complaint. Details should include:

- The person making the complaint (including name and address)
- The relevant person the complaint is directed against
- What occurred, key date/s, location and reason for complaint
- Action taken in attempt to fix the problem or why no action was taken
- Copies of any supporting information
- Preferred resolution approach and desired outcome/result being sought

In line with ASQA Clause 6.5, HKCC will securely maintain records of all complaints and appeals, as well as their outcomes and will action appropriate measures to minimise the risk of reoccurrence.

Student Support

The following is HKCC’s process to individual learner support:

- Prior to enrolling in an accredited or pathways course, students will attend a pre-enrolment interview, as explained under [Pre-Enrolment Process](#) on page 5 of this document. During the interview, support needs and options are discussed and where required, reasonable adjustments implemented. Prospective students will complete a Language, Literacy and

Numeracy (LLN) test, which will further help identify support needs. The Course Coordinator or Support Officer will assist in this process.

- Once the course commences, the Trainer/Assessor (T&A) or the Course Coordinator provides further information about the process of training and assessment and other incidental educational services.
- Pathway planning, one-on-one meetings with the Course Coordinator.
- The Student Support Officer or Course Coordinator will check in with students on a regular basis to discuss the student's progress and adjust, where necessary, student supports and/or reasonable adjustments. Students can contact the Student Support Officer or Course Coordinator at any time to discuss any problems and/or barriers they may be facing.
- The Course Coordinator will provide contact details to learners for further external support services.
- The Course Coordinator may assist with correspondence and agreements for work placement positions.
- T&As may call and visit the workplace to assess and to keep track of the learner's performance in the workplace.
- Generally, the Student Support Officer, Course Coordinator or T&A will support or direct HKCC students completing the qualification through:
 - Career guidance
 - Gaining employment
 - Reasonable adjustments
 - Tutorial support/role-plays and interview skills
 - Advocacy from the workplace
 - Study techniques
 - Resume writing
 - Interview skills and
 - Emotional support

Contact Details of Support Services

Reception	Maria Dsouza Zeina Nachar	enquiries@hkcc.nsw.edu.au
Care Course Coordination (CHC)	Naomi Bauer	care@hkcc.nsw.edu.au
Client Liaison and Course Coordinator (FSK, BSB, ICT, ACE Program)	Leanne Meli	clients@hkcc.nsw.edu.au
Partnerships and Projects	Lisa Alexander	projects@hkcc.nsw.edu.au
Outreach Support Officer	Jay Reddy	oso@hkcc.nsw.edu.au
Principal	Inga Rosenberg	principal@hkcc.nsw.edu.au

Location: Level 1, 45 Hunter Street, Hornsby NSW 2077

P: 9482 1189

Training Delivery and Assessment

All HKCC training is face-to-face in a physical classroom or via virtual classroom, such as Zoom or MS Teams. Some classes only offer one delivery mode while others might have a blended learning option. The exact training delivery mode will be listed on your timetable and discussed in the pre-enrolment interview.

Please note that your participation in class is critical. Every learner can draw from their own knowledge, skills and culture to improve the course quality and facilitate everyone's learning.

All VET learners have access to course materials and learner guides from HKCC. Class facilities include white boards, access to internet and computers (where required), overhead projector, and other specific training equipment.

Every unit requires successful completion of at least two assessments to achieve competency. The method of assessment may vary between units. One form of assessment is demonstration of the practical task in the workplace and the other forms of assessment are done in class. These may include:

- Written assignments
- Short answer questions
- Case studies
- Role plays
- Presentations
- Demonstration of task – simulations
- Projects

Learners have one week after the unit has been completed to finish their assessment. Written assessments may be done verbally to determine competency in the unit if required.

Reasonable adjustment can be made if needed to suit learner needs and abilities. Please inform your Assessor if for any reason an assessment task cannot be completed by the due date.

Process in Deferring or Discontinuing

If a student decides to *defer* or *discontinue* their subsidised training, they must express their **intent** and **reason** in writing (by email preferably to clients@hkcc.nsw.edu.au or for CHC courses to care@hkcc.nsw.edu.au).

Deferring students must indicate the day they wish to return. If any, HKCC will advise the student of the fee implications of deferring their subsidised training in accordance with the Fee Administration Policy.

Deferrals over 12 months from the date of receipt of notice from the student will not be permitted.

Any student who does not recommence the subsidised training within a 12 month period of deferral must be reported as discontinuing subsidised training.

HKCC will determine if a **student discontinued** because of the training and assessment. If so, HKCC will ensure reasonable efforts are made to address concerns related to the delivery and assessment of the course. If a student proceeds to discontinue their subsidised training the following process is followed:

- Attempt to obtain formal notification from the student of the date they wish to end their course
- Comply with the Fee Administration Policy incl. with respect to the refund of any applicable fee
- Issue the student with a Statement of Attainment and associated transcript for completed Units of Competency within 30 days of formal notification
- Update the Training Plan, listing all Units of Competency where an outcome has been achieved, commenced but not completed &/or not commenced
- Provide the updated Training Plan to the enrolled Student
- Return results of any outstanding completed training activities &/or assessments to the student
- For apprentices or trainees, HKCC will notify NSW Training within 14 days of notification of the discontinuation of the course
- Submit Training Activity Data to finalise the record and, if eligible, receive any further payments or subsidies or loadings.

Students who wish to re-commence training after discontinuing will be treated as a new student and the *Notification of Enrolment* process must be carried out.

Refund Policy

Hornsby Ku-Ring-Gai Community College Inc (HKCC) will refund all collected course payments for a cancellation of class by HKCC for any reason.

Credit card refunds will be returned on the same current credit card. Refunds for cash, cheques and expired credit cards will be paid via EFT upon receipt of bank account details.

If HKCC receives notice of transfer or withdrawal 48 hours prior to the advertised starting date of a course, a refund or transfer minus \$20 administration fee will be granted.

Refunds may be granted under exceptional circumstances if HKCC receives notice of transfer or withdrawal within 48 hours of the advertised starting date, minus \$20 administration fee. Please contact HKCC if you foresee anything that may affect your attendance.

HKCC does not accept responsibility for changes in the student's personal circumstances or work commitments, or for books or materials purchased for a course which may have been cancelled.

Replacement of Testamur

The holder of an HKCC qualification or statement of attainment may request another copy of their testamur. Request for a replacement of a testamur must be in writing to enquiries@hkcc.nsw.edu.au. An administration fee of \$60 applies.

Smart & Skilled Training is Subsidised by NSW Government

HKCC follows the process below in accessing subsidised training:

- The candidate is provided with the details of all relevant information prior to enrolment and the course, as documented in the **Pre-Enrolment Information Guide**.
- HKCC Interview Checklist and relevant enrolment forms are completed. Candidate identifications are also checked and collected.
- HKCC obtains consent and relevant information from a candidate before accessing the Provider Calculator to validate eligibility and attain a quote for the student. Details of any CTs or RPLs will be included.
- Communicate and confirm the quote with the candidate.
- Ensure all required forms and evidence are collected from candidate. Confirm that all information provided by the candidate is true, accurate, complete and not misleading.
- HKCC confirms the candidate has signed and accepted a declaration as per *Consent Disclosure* form before carrying out notifications of enrolment via the State Training Services Portal.
- Generate details of the finalised committed fee chargeable and the
 - Applicable subsidy together with any
 - Loadings (if applicable)
- HKCC generates and maintains a hard copy or electronic copy of the **Notification of Enrolment Report** (provider and student copy) that can be referred to where the Fee and Subsidy is adjusted after the Commitment ID is issued.
- The Notification of Enrolment process must be carried out simultaneously with HKCC's enrolment process and must be completed before the start of any training.
- The Training Plan as negotiated is completed and is communicated to the enrolled student prior to commencement or a reasonable period after commencement. The Training Plan is adjusted when required.

Standards for Registered Training Organisations (RTOs) 2015

Training and assessment

- Standard 1. The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses
- Standard 2. The operations of the RTO are quality assured
- Standard 3. The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.

Obligations to learners and clients

- Standard 4. Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.
- Standard 5. Each learner is properly informed and protected.
- Standard 6. Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

RTO governance and administration

- Standard 7. The RTO has effective governance and administration arrangements in place.
- Standard 8. The RTO cooperates with the VET Regulator and is legally compliant at all times.

For more information on the Standards for RTOs 2015, please visit <https://www.asqa.gov.au/rtos>

Contact Details:

E: enquiries@hkcc.nsw.edu.au P: 9482 1189

Address: HKCC, Level 1, 45 Hunter Street, Hornsby NSW 2077

RTO 90232