



PRE-ENROLMENT INFORMATION GUIDE 2018

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WELCOME

Hornsby Ku-Ring-Gai Community College Inc (HKCC) is a **not-for-profit** incorporated association which is registered with the Australian Charities and Not-for-profits Commission (ACNC) governed by a College Council as per the *Rules of Association* but owned by the community.

HKCC is a **Registered Training Organisation** (RTO) listed on ASQA's National Register to deliver vocational education and training (VET) services until 20 April 2023. RTOs are recognised as providers of quality-assured and nationally recognised training and qualifications.

Also HKCC is an **Adult and Community Education** (ACE) provider as supported by the NSW Department of Industry through grants, primarily for vocationally oriented training. ACE Providers traditionally promotes a wide range of general interest courses as well as nationally accredited courses.



In 2017, HKCC was endorsed as a **Public Benevolent Institution** and a **Deductible Gift Recipient**. The former status it to access tax concessions, whilst the latter is entitlement to receive income tax deductible gifts and tax deductible contributions.

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
- A range of fee for service personal interest courses such as yoga, dance, cooking, art and languages other than English
- Community liaison and referral services.

The benefits obtained from engagement at HKCC are

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

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 assess in.

- FSK10213 Certificate I in Skills for Vocational Pathways
- FSK20113 Certificate II in Skills for Work and Vocational Pathways
- ICT10115 Certificate I in Information, Digital Media and Technology
- BSB20115 Certificate II in Business
- BSB30415 Certificate III in Business Administration
- CHC33015 Certificate III in Individual Support
- CHC43015 Certificate IV in Ageing Support
- CHC43015 Certificate IV in Disability

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

Prior to your enrolment, HKCC will explain the relevant policies, procedures, rights and responsibilities relating to the proposed training so you fully appreciate the requirements before embarking on a formal learning journey. Most of the information candidates need to know are included in this guide.

Always feel free to ask for clarification or further questions.

As a candidate, if you're comfortable to apply for a course at HKCC you will be required to complete forms and agree on to formalise permission to use private information as part of your application.

INFORMATION AND EVIDENCE A CANDIDATE MUST PROVIDE

Candidates applying to enrol in an accredited course &/or a 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 date of birth, as it appears, if shown, in the chosen document of identity
- your State and place of birth
- your country of birth
- your gender; and
- your contact details.

See further information and evidence required in the section below.

CONSENTS AND DECLARATIONS CANDIDATES MUST MAKE

As part of the application, candidates would need to read carefully, complete and sign the following forms (if relevant to the claim)

1. Enrolment Form
2. Smarty and Skilled Student Eligibility
3. Consent Disclosure
4. Privacy Policy and Authorisation
5. Consumer Protection Policy
6. Media Release.
7. USI Privacy notice

The **Consent Disclosure** form is giving HKCC permission to provide personal information to the Department of Industry (Department) and other government agencies including (if relevant) your Job Service Provider or Disability Employment Service Provider. Evidence of engagement with a provider and claims for concession are essential.

From 1 January 2015, students are required to have a Unique Student Identifier¹ (USI) if studying a nationally recognised training course in Australia. 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. USI is used for Reporting Training Activity Data to the Department.

However, if candidates prefer HKCC to apply for a USI to the Student Identifiers Registrar (**Registrar**) on their behalf, the *USI Privacy Notice* form would need to be completed and signed. Only then can HKCC provide the Registrar with personal information for a USI.

Candidates can find further information on how an HKCC officer collects, uses and discloses personal information in HKCC's **Privacy Policy and Disclosure Acknowledgment**, also by contacting the Registrar on email usi@industry.gov.au or calling the Skilling Australia Information line on 13 38 73. 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.

¹ 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.

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 20 working days – by either HKCC’s Principal or a delegated Student Protection Officer. If a resolution is unable to be resolved after escalation to the Principal, then the Principal will engage the 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 +(61 2) 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 the 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 www.smartandskilled.nsw.gov.au or 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. If the grievance/dispute is one of a confidential or serious nature involving the Employee/Volunteer’s Manager, the complainant may discuss the issue directly with the Principal in certain instances.

FEE INFORMATION

Each qualification or training product has a different course fee. Please ensure to have a clear indication of course fee from the HKCC enrolling officer.

Subsidised training under Smart and Skilled funding are available for most HKCC qualifications. 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://smartandskilled.nsw.gov.au> or phone 1300 772 104.

CREDIT TRANSFERS (CT)

HKCC complies with the VET Regulator's guidelines in connection with granting CTs. Applicants must produce an original copy of the relevant Statement of Attainment or transcript for recognition.

RECOGNITION OF PRIOR LEARNING (RPL)

HKCC ensures that the RPL process aligns with the NSW Recognition Framework.² The type of evidence that must be submitted (preferably at formal enrolment) for RPL applications include

- Observation of workplace performance, demonstration, simulation
- Third-party evidence; eg, report from workplace supervisors references from past &/or present employers; testimonials from clients
- Challenge tests on elements
- Workplace samples collected &/or documented.

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 or intellectual or mental health condition, or any organism capable of causing disease
- Homosexuality (male or female, actual or presumed)
- Age (in relation to compulsory retirement).

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

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

² RPL for Apprenticeships and Traineeships must comply with all Applicable Laws, including the Apprenticeship and Traineeship Act 2001.

GRIEVANCE & COMPLAINTS

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 the fact of being deemed *Not Yet Competent* for a particular unit of competency is not by itself a grievance. There has to be an element of unfairness. If unfairly assessed then you may have a grievance. A participant who considers they have an assessment grievance or dispute should raise the matter with their assessor or course coordinator.

For further information about HKCC's policy on **grievance, complaints, appeals and dispute resolutions** – as well as the interrelated policy on **continuous improvements** – please access the documents posted on the HKCC website.

CONTACT DETAILS FOR VARIOUS SUPPORT SERVICES

The following is HKCC's process to individual learner support.

1. Starts with pre-enrolment interview and collecting relevant documentation including Language, Literacy Numeracy (LLN) online test. The Course Coordinator or Client Relations Officer will assist in this process.
2. Once the course commences the Trainer/Assessor (T&A) or Course Coordinator provides further information about the process of training and assessment and other incidental educational services.
3. Pathway plan one-on-one meetings with Course Coordinator.
4. The Course Coordinator or Client Relations Officer will provide contact details to learners for further external support services.
5. The Course Coordinator may assist with correspondence and agreements for work placement positions.
6. T&As may call and visit the workplace to assess and to keep track of the learner's performance in the workplace.

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7. Generally the Course Coordinator or T&A will support or direct HKCC students completing the qualification in
- career guidance
 - gaining employment
 - 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

Customer Services Officer	Rachel Manevski	enquiries@hkcc.nsw.edu.au
Client Relations Officer	Inga Rosenberg	frontdesk@hkcc.nsw.edu.au
Care Course Coordinator	Deanne York Douglas	care@hkcc.nsw.edu.au
Principal	Ted Nabung	principal@hkcc.nsw.edu.au

TRAINING DELIVERY AND ASSESSMENT

All HKCC training is face-to-face. 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, DVD player, 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

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- written assignments,
 - short answer questions,
 - case studies,
 - role plays,
 - presentations, or
 - demonstration of task - simulations

Learners have one week after the unit has been completed to hand in or present the assessment task in class. 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 handed in on the due date.

PROCESS IN DEFERRING OR DISCONTINUING

If a student decides to *defer* or *discontinue* their subsidised training s/he must express their **intent** and **reason** in writing (by email preferably to frontdesk@hkcc.nsw.edu.au) or verbally to a course coordinator or Client Relations Officer.

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.

1. Attempt to obtain formal notification from the student of the date they wish to end their course.
2. Comply with the Fee Administration Policy including with respect to the refund of any applicable fee.
3. Issue the student with a Statement of Attainment and associated transcript for completed Units of Competency within 30 days of formal notification.
4. Update the Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed &/or not commenced.
5. Provide the updated Training Plan to the Enrolled Student.

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6. Return results of any outstanding completed training activities &/or assessments to the student.
 7. For apprentices or trainees, HKCC will notify NSW Training within 14 days of notification of the discontinuation of course.
 8. Submit Training Activity Data to finalise the record and, if eligible, receive any further payments or subsidies or loadings.

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

REFUND POLICY

If HKCC cancels a class or course for any reason, a full refund will be issued. Credit card refunds will be returned on the same credit card. Refunds for cash and cheques will be paid by electronic fund transfer.

If HKCC receives notice of withdrawal five working days prior to the advertised starting date of a course, a refund minus \$20 administration fee will be issued.

Unless there is a compassionate &/or compelling reason, no refunds will be issued for notice of withdrawal fewer than five working days prior to the advertised starting date of the course unless otherwise approved by the Principal.

A credit transfer may be granted, upon request (by email or post) directed to the program or course coordinator. A \$20 administration fee applies to all transfers and credits. Any costs for materials incurred in the class will not be reimbursed.

No transfer or credit will be approved if more than one of the classes has been undertaken.

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.

SMART & SKILLED TRAINING IS SUBSIDISED BY NSW GOVERNMENT

HKCC follows the process below in accessing subsidised training.

1. The candidate is provided with the details of all relevant information prior to enrolment and the course, as documented in **Pre-Enrolment Information Guide**
2. HKCC Interview Checklist and relevant enrolment forms are completed. Candidate identification are also checked and collected.
3. Obtain consent and relevant information from a candidate before accessing the Provider Calculator to validate eligibility and attain quote of Student Fee. Include details of any CT or RPL.
4. Communicate and confirm the quote with the candidate.
5. Ensure all required forms and evidence are collected from candidate. All information provided by the candidate is true, accurate, complete and not misleading in any way.
6. HKCC confirms the candidate has signed and accepted a declaration as per *Consent Disclosure* form before carrying out notifications of enrolment via the Portal.
7. Generate details of the finalised committed fee chargeable and the
 - a. applicable Subsidy together with any
 - b. Loadings (if applicable).
8. 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 used.
9. 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.
10. 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.