NORTHERN BEACHES & MOSMAN COLLEGE

Smart & Skilled Student Information

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A Registered Training Organisation
RTO ID 90113

Student information – pre enrolment

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This information should be read in conjunction with the College Student Handbook. Where any policies or procedures differ, the information contained in this document will over-ride that contained in the Student Handbook only for students who are enrolled in courses subsidised under the NSW Smart & Skilled program.

Smart and Skilled Notification of Enrolment

Coronavirus (COVID-19) — Temporary changes to delivery modes

Students may attend scheduled, trainer led, virtual classes via Zoom in place of classroom based delivery sessions for some courses.

Students, affected by changes to delivery, have been individually assessed and support strategies implemented accordingly or have been given the option to defer their studies until they can return to the 'standard' delivery mode and structure.

These changes are reviewed regularly and further adjustments made, according to ongoing changes in regulations and Government directions in response to the Coronavirus (COVID-19) situation.

Regular updates on the COVID-19 situation can be found on the College website.

https://nbmc.nsw.edu.au/courses/Coronavirus_COVID19

As of 1 March 2022, it is a **requirement** that:

1) Any Trainer or Student comply with any Public Health Order (Vaccination Directives) that covers an Industry or Sector that they provide services in to or work within.

As of 1 March 2022, it is **recommended** that:

1) any NBMC staff member and student attending a NBMC Venue or Designated Event, must be Up to Date with their Vaccination against COVID-19, unless they:
    a) Work in an Industry where Mandatory Vaccinations have been specified under a Public Health Directive (e.g. Health and Aged Care) or
    b) have been granted a medical Exemption in accordance with this Policy and Procedure.
2) any person attending a Designated NBMC Venue or Designated Event who is eligible under the Australian Government COVID-19 vaccination program to receive a COVID-19 vaccination, is **recommended to have an Up to Date Vaccination** against COVID-19, unless they have been granted a medical Exemption.

Northern Beaches & Mosman College will follow the following procedures when enrolling students in Smart and Skilled training courses:

1. **Pre-enrolment information:** Prior to enrolment you will be provided with access to the information listed below. This is included on later pages of this Handbook.
    - Recognition of Prior Learning and Credit Transfer information
    - Consumer protection information
    - Subcontractor information if relevant
    - Procedures required if you want to defer or discontinue training
    - Student Support
    - Contact details for any support services provided

- The fees chargeable
- Information about the Course you are enrolling in
- Your rights and Responsibilities
- Information about obtaining a USI

2. **Check eligibility:** We will check your eligibility for the program. A general guide of eligibility is included in the table below.

To be eligible for a Smart and Skilled Place you must meet the following criteria	
Type of training	Eligibility criteria
For all Smart and Skilled Courses	• Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and • aged 15 years or older, and • left school, (excluding home schooled students) and • live or work in New South Wales (or a defined NSW border)

You can also check out your eligibility on the Eligibility Checker on the Smart and Skilled website, this will also give you an indication of the student fee that you will have to pay to enrol in your chosen course. (Refer to the Fees and Refund section below for more information on Student Fees, Concessions and Exemptions).

To be eligible for a Skilling for Recovery place you must meet the Smart and Skilled criteria and one of the following criteria	
Type of training	Eligibility criteria
For all Skilling for Recovery Courses	• Be unemployed (you DO NOT have to be in receipt of any Commonwealth benefits or registered with Centrelink); OR • Be 16-24 years of age (regardless of employment status) including Year 12 school leavers; OR • Be in receipt of a Commonwealth Government welfare benefit (as specified on the Smart & Skilled funding page) and their dependants; OR • A Veteran; OR • Veteran's Recognised Partner (includes Spouse, Recognised De-facto or Ex-Spouse/Recognised De-facto) • Be at risk of unemployment

List of Documents

You will be asked to provide proof of eligibility and sign statements; the table below outlines the type of evidence that is acceptable. Your Provider will take you through a ***Proof of Eligibility Checklist*** on enrolment.

Eligibility Requirement	Evidence Required
Proof of Identity	USI – validity checked with Office of USI Registrar
Australian (or New Zealand) Citizenship	Participant declaration and signature (The following can be requested to verify residency status: Australian/NZ Birth Certificate or Passport, Green Medicare Card or Naturalisation Certificate)
Permanent resident or Humanitarian Visa holder or Asylum Seeker/Refugee	One of the following must be sighted: ✓ Certificate of Evidence of Residency Status (CERS) ✓ Passport ✓ Humanitarian Visa or substantiate using The Dept. of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO)
Date of birth	Valid USI check and participant signature
Place of residency or employment NSW	Participant declaration and signature (Commonwealth or NSW Government issued document providing evidence of living location, or employer issued document confirming employment in NSW may be requested to verify).
If registered as a NSW apprentice or new entrant trainee	Training contract identifier (TCID) – Department System check against Training Contract details stored in State Training Service database
Previous Qualification	Participant declaration and signature (Department's system checks against Smart & Skilled records in the Department's database and checks against USI transcript.)
Completion of Year 10 or equivalent (if under 17)	Participant declaration and signature (Evidence that student has met school leaving age requirement may be requested to verify).
Postcode for ATSI on borders	Participant declaration and signature
Proof for Concession Exemptions	
Concession: Commonwealth Government Welfare recipient	Centrelink Evidence – proof of benefit or Centrelink Evidence – dependent child, partner or spouse of a specified Commonwealth Government welfare recipient
Dependant of Commonwealth Government Welfare recipient	Evidence must show the CRN of the benefit or Commonwealth Government Welfare recipient
Exemption: Aboriginal descent	Participant declaration and signature - This declaration also covers proof of Australian citizenship.
Exemption: Disability	Centrelink Evidence: proof of Disability Support Pension or

Eligibility Requirement	Evidence Required
	Documentary evidence of support demonstrating a clear additional need as a result of the student's disability. A letter or statement from: - A medical practitioner or - An appropriate government agency or - Relevant specialist allied health professional or - Centrelink evidence – dependent child of a recipient of a Disability Support Pension
Social Housing status (fee free scholarship)	Participant declaration and signature
Out of home care status (fee free scholarship) – for students currently in out-of-home care	Participant declaration and signature. The following evidence may be requested to verify: • A copy of the Children's Court Care Order or • A copy of the "Confirmation of Placement" letter, or • A letter from Family & Community Services or the Out of Home Care Designated Agency verifying that the student is in statutory or supported care, or • Any other evidence which clearly shows that you are in out of home care
Out of home care status (fee free scholarship) – for students previously in out-of-home care	Participant declaration and signature. The following evidence may be requested to verify: • A copy of the expired Children's Court Care Order, or • A copy of the "leaving care" letter from the Minister for Family & Community Services, or • A letter from Family & Community Services verifying you were previously in statutory or supported care, or • Any other evidence which clearly shows that you were previously in out of home care
Domestic and Family Violence Eligibility	Participant declaration and signature. The following evidence may be requested to verify: • A letter of recommendation may be required from a domestic and family violence service, refuge or other support agency such as: ○ Legal Aid NSW through their Women's Domestic Violence Court Advocacy Services ○ Organisations who provide Integrated Domestic Violence Services ○ Organisations who provide Staying Home, Leaving Violence services ○ Organisations who deliver Specialist Homelessness Services (ie refuges and crisis accommodation) ○ Domestic Violence NSW ○ Any other organisation which clearly shows that the student is or has been previously receiving support services for domestic and family violence (for example a non-government or charity that is self funded).

Eligibility Requirement	Evidence Required
Needs: Long term unemployed – over 12 months	Letter from Employment Service Provider is required.
A person expected to become unemployed	This could be a letter, email, employment contract, notice of redundancy or other documentation relating to employment. A signed declaration by the current employer, confirming the employee meets the relevant "expected to become unemployed" category.
Veteran	DVA White card
Veteran's Recognised Partner (includes Spouse, Recognised De-facto or Ex-Spouse/Recognised De-facto)	Statutory declaration

4. **Declarations:** You will also be required to sign the following documents:
   - Consent to Use And Disclosure of Personal Information to The Department of Industry and Other Government Agencies
   - Privacy Form if you would like us to apply for USI on your behalf.
5. **RPL and Credit Transfer**: If you are applying for RPL or Credit Transfer for any units, it is best if you let us know prior to enrolment as your student fee will be adjusted according to how many units you are awarded Recognition for. You can still apply during the course and you may be entitled to a refund. (Refer to the section on Skills Recognition in this document for further information)
6. **Notification to Department:** On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file. A Student Commitment ID will also be issued.
7. **Fees and Charges**: You will be informed of all fees, schedule of payments, refunds for withdrawal or deferment and the policy relating to fees paid in advance.
8. **Training Plan:** Prior to starting training you will be asked to sign a copy of the Training Plan and given a copy of the course timetable.
9. Students enrolled under Smart and Skilled who did not declare specific fee eligibility statuses during the Notification of Enrolment process may do so at any time during the course of their training. The student will be required to produce appropriate evidence of their eligibility at the date of course commencement following which NBMC will update the student records with STS Online and advise the student of any change to their course fee. If payment has already been made by the student over and above the amended course fee, NBMC will refund the student accordingly.

If you have any questions with regard to the Notification of Enrolment Process please do not hesitate to contact us.

Smart and Skilled Fees and Refunds

Northern Beaches & Mosman College is aware of its contractual responsibilities under Smart and Skilled with regard to the Fee and Refund administration requirements. To ensure compliance with the requirements we have put the following procedures in place:

- All information regarding fees to be paid by student will be supplied individually on enrolment on completion of the Notification of Enrolment Process. These will be as calculated using the Provider Calculator. A student can access the Smart & Skilled website to check their eligibility and estimate their Student Fee.
- Students will be notified of any schedule of payments on enrolment and payment options.
- Students will be notified of any additional equipment costs prior to enrolment as part of the student information on our website.
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment - if all fees have not been paid you will not be issued with a Certificate.
- Student fees will differ depending on if the applicant has completed other qualifications since leaving school. Those who have, will pay a higher student fee.
- For qualifications up to and including Certificate IV, you are entitled to a concession if you are in receipt of an eligible Commonwealth Benefit or are the dependent of someone receiving such a benefit.
- You may be entitled to an exemption of fees if you are:
    - Aboriginal
    - Disabled
    - An asylum seeker or refugee
    - 15-30 years and live in Social Housing or are in receipt of Commonwealth benefits or allowances or meet the "Out of Home Care" criteria.
    - A victim of domestic abuse
- All fees collected will be retained by Northern Beaches & Mosman College
- Where applicable (i.e. under certain Awards) the employer will pay the fee for certain Apprenticeships and Traineeships
- No extra fees will be charged to students under a sub-contracting arrangement.
- Students will be entitled to two attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge of $75 per additional attempt to be paid by the student.
- Fees will be adjusted to reflect any RPL or Credit Transfer and, if completed after enrolment, any refunds or adjustments to outstanding fees will be made.

- Concession fees will be set on enrolment and cannot be adjusted or claimed after a Commitment ID has been received.
- If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level (that is currently on NBMC's scope of registration with ASQA) the lower level qualification will be issued but no refund will be made or the difference in the student fee refunded.

Fee Protection

Northern Beaches & Mosman College is aware of its obligation as Registered Training Organisation to protect any fees students pay in advance. To this effect NBMC does not collect fees in advance of more than $1500. Payment by instalments or a direct debit payment plan option is offered to students for payment of course fees for all Smart & Skilled full qualification courses.

Withdrawal of students

- Withdrawal without Penalty: Students will be notified prior to enrolment that they can withdraw from the course a minimum of 7 working days prior to the course commencement date and receive a full refund of fees paid.

Withdrawal after the Cut-Off Date with Penalty

- Students who withdraw from a course within 21 days of course commencement will incur an administrative fee of 15% of the total fee payable with a refund payable of any actual payment in excess.
- Students who withdraw from a course more than 21 days after course commencement will not be entitled to any refund.

Extenuating Circumstances

- If for any reason Northern Beaches & Mosman College is unable to commence the training, students enrolled at the time of cancellation will be entitled to a full refund of fees paid and will incur no administrative charges or penalties.
- If for any reason Northern Beaches & Mosman College is unable to complete the training, fees paid on remaining units will be refunded and a Statement of Attainment will be issued for units achieved.
- If a student withdraws more than 21 days after enrolment Northern Beaches & Mosman College will consider in exceptional circumstances requests for partial refunds on individual application but no guarantee of a refund is provided.

Recovery of Fees:

If fees are not paid by the end of course delivery no Certificate or Statement of Attainment will be issued until all fees are paid in full.

Non payment of fees

Unless an extension of time for payment of course fees has been arranged and confirmed in writing by the College, if outstanding course fees are not paid within two months of the end of timetabled face-to-face training, the enrolment will be cancelled.

Recognition: RPL and Credit Transfer

Northern Beaches & Mosman College recognises that you may be able to demonstrate a particular competency on the basis of prior learning, skills gained in the workforce, or skills otherwise gained.

Recognition of prior learning (RPL) can be granted if you can demonstrate competency in all the performance criteria in the elements of a particular unit of competency (from a training package) or all of the learning outcomes in a particular module (from an accredited course).

If you think you may be eligible for RPL in a prospective course, please contact the College for an initial discussion as to your suitability. Supporting and current evidence must be submitted with your application. It is the student's responsibility to provide the evidence to support their claim for RPL. Enrolment into the course must be finalised before any application for RPL will be processed.

Northern Beaches & Mosman College recognises Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by other Registered Training Organisations (RTO) where the Training Package guidelines allow it.

If you have a current qualification or Statement of Attainment from another Registered Training Organisation (RTO) that you wish to seek credit for (towards a course offered by NBMC) you can apply to the College for Credit Transfer where appropriate. Either the original qualification or Statement of Attainment or certified copy must be provided to support your application for credit transfer. NBMC will attempt to validate the validity of the qualification or Statement of Attainment with the issuing RTO.

Fees for RPL or CT

Under the Smart and Skilled Program your Student Fees will be adjusted if you are granted RPL or Credit Transfer for any units in the Training Program. If you apply for, and are granted, RPL or CT before enrolment this will be inputted to the Fee Calculator and the fee you are charged will be reduced. If RPL or CT is awarded after the start of the Training Program you will receive a refund to any student fees paid. For further details refer to the Smart and Skilled Fee and Refund Information.

Smart and Skilled Consumer Protection Policy

Northern Beaches & Mosman College is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the NVR Standards for RTO's 2015 and the Smart and Skilled Consumer Protection Policy. To ensure our customers are fully protected and are aware or their rights and of avenues of complaint we have developed a Customer Protection Strategy as listed below.

Northern Beaches & Mosman College is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law (ACL) applies to the following services all education and training services, including:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment.

The ACL also applies when these services are provided by third parties on our behalf.

Northern Beaches & Mosman College has a Customer Protection Policy and Strategy. For Smart and Skilled students the following procedures are additional to the points included in our Customer Protection Strategy:

- The Executive Director will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance.
- The contact details of the Customer Protection Officer will be made available to all clients on the website and in pre-enrolment information.
- Details of, or links to, the Smart and Skilled website and 132811 contact number will be made available on all public information including the website and Smart & Skilled enrolment forms.
- A link to the Smart and Skilled Consumer Protection Strategy will be included in Student Information available on our website.
- Every attempt will be made to resolve any student complaints using the Complaints and Appeals Policy.
- If after following the Complaints and Grievances Process, a student feels matters are unresolved to their satisfaction and wish to inform a third party, they will be provided with contact details for NSW Department of Education and Communities Consumer Protection Unit for Students.
- We will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.

- Students will sign to confirm they have received Consumer Protection Information. This will be included in the Declaration made by students when completing the Proof of Eligibility Checklist on enrolment.

Contact details for the Customer Protection Officer as follows:

> ***Fran Butterworth***
>
> ***Executive Director***
>
> ***fran@nbmc.nsw.edu.au or 9970 1000***

If you wish to find out more information about Customer Protection you can go to

https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students

Or if you have a complaint or enquiry about any service to do with Smart and Skilled you can email: enquiries@smartandskilled.nsw.gov.au or telephone: 13 28 11.

Our Guarantee

Northern Beaches & Mosman College guarantees that it will provide quality training and assessment that meets the requirements of the Australian Quality Framework, other legislation that is relevant to Registered Training Organisations and in the time frame and as described in our Course Brochures. If for whatever reason we cannot supply the training and assessment services for the course in which you have enrolled in, we will refund student fees in accordance with our Fee and Refund Policy.

Smart and Skilled Complaints & Appeals

Northern Beaches & Mosman College has a Complaints and Grievance Policy in place as contractually required under Smart and Skilled. It is a requirement of Smart and Skilled that before making a complaint to the Department of Industry that you first attempt to resolve it with your training provider. This includes the current Complaints and Grievances Policy as set out in the Student Handbook and the following procedure:

Procedure:

- Every attempt will be made to resolve any student complaints using the Northern Beaches & Mosman College Complaints and Grievances Policy.

- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance, procedures will be followed as per the Complaints and Grievance Policy.

- The Executive Director will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines.

- Contact details are as follows:
  Fran Butterworth,
  Executive Director
  Tel: 02 9970 1000
  Email: fran@nbmc.nsw.edu.au

- If students feel matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education's Consumer Protection Unit for Students. They can do so at: https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students

Smart and Skilled: Student Rights & Responsibilities

Student Rights

Northern Beaches & Mosman College will ensure that all enrolled students will:

- receive quality training and assessment that meets the NVR Standards for RTO's 2015
- receive the training and support necessary to enable competency to be achieved
- Issue AQF certificates and Statements of Attainment on successful completion of the training course
- have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- provide a safe training environment free from harassment and discrimination

Student Responsibilities

All students must ensure that they:

- Treat other NBMC students and staff with respect and fairness and with no prejudice
- Behave in an acceptable and appropriate manner towards other students and staff and respect the property of the College, host schools, lessons and fellow students
- Refrain from swearing in classrooms and other learning areas
- Not behave in any way that could harass, offend, embarrass or threaten others
- Provide own course requirements where applicable (and where notified)
- Be punctual and regular in attendance
- Not bring, consume or be under the influence of drugs or alcohol on NBMC premises
- Not attend class if unwell
- Maintain an attendance level of at least 75% of the face to face classes for all units
- Provide accurate information about themselves and advise of any changes
- Not use mobile phones, pagers or similar devices at any time in the class
- Not engage in plagiarism, collusion or cheating in any assessment task
- Submit all assessment tasks by the due date or request an extension of time (in writing) if there are exceptional circumstances
- Follow normal safety practices (e.g.: following both written and verbal directions given by NBMC staff)
- Comply with Work Placement Agreement/Declaration of Confidentiality (if applicable)
- Maintain satisfactory progress in the course
- Not breach any NBMC policy (refer to NBMC policy and/or Student Handbook on the website https://nbmc.nsw.edu.au/)
- Not misuse information or communication technologies and equipment
- Comply with a reasonable direction from an authorised person or staff member
- Not obstruct a staff member from performance of his or her duties
- provide an USI or give permission to obtain one on their behalf

Maintain Satisfactory Progress

If any enrolled student is not maintaining the required attendance level and/or satisfactory progress in the course:

1. The Training Coordinator will contact the student by telephone or email initially to check when the student will be returning to class or request a meeting to discuss the student's progress.

2. If no response to the telephone call or email is received from the student within 48 hours, a further email will be sent asking them to get in contact as a matter of urgency.

3. If the student does not respond to the notification email within 7 days, it will be assumed that the student has abandoned the course.

4. If the student responds to the email, a meeting with the Training Coordinator and Executive Director will be organised to negotiate achievable goals to enable the student to catch up on the required work.

5. If, following the meeting, the student continues to miss training sessions, fails to achieve the goals set at the meeting and does not maintain satisfactory progress in the course, the student may forfeit their position in the course. No refund of fees will be made in these circumstances.

Subcontractor Arrangements

Northern Beaches & Mosman College has not entered into any subcontracting arrangements for the delivery of your training and assessment.

Reasonable Adjustment

NBMC acknowledges and supports that there may be times and situations in which a student may require "reasonable adjustment" of the NBMC training and assessment methods to meet their specific individual needs. Reasonable adjustments to the way in which evidence of performance is gathered can only occur where the adjustments do not alter the expected performance standards for learning and assessment. Students are given the opportunity on enrolment to advise if they require additional support to ensure any required adjustments are included in their training and assessment plan.

Students with any of the following could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- physical disabilities
- limited language
- limited literacy and numeracy skills
- limited communication skills
- limited learning strategies.

Student Support

Northern Beaches & Mosman College provides the following support for students (within financial viability). Details of how to access the support are provided in the table below.

Support Service	How to access	Contact details
Language/Literacy/Numeracy	By application to VET Coordinator	Susan Wilkinson Email: vet@nbmc.nsw.edu.au
ICT & Computer Foundation skills	By application to Computer Coordinator	Margaret Perusich Email: margaretp@nbmc.nsw.edu.au
Disability Support	By application to Executive Director	Fran Butterworth Email: fran@nbmc.nsw.edu
Support for Aboriginal & Torres Strait Islander people	By application to Executive Director	Fran Butterworth Email: fran@nbmc.nsw.edu.au
Other learning support	By application to Executive Director	Fran Butterworth Email: fran@nbmc.nsw.edu.au

Deferral or Withdrawal from training

Deferrals

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

If enrolled under Smart & Skilled Funding

If you do decide to defer, you can only do so for a maximum of 12 months (in total). After this time you will not be entitled to continue with your course and a Statement of Attainment will be issued for any units of competency successfully completed (subject to payment of all required course fees).

If enrolled under Skilling for Recovery/JobTrainer funding

Deferral of training Skilling for Recovery is an initiative of short duration that provides training opportunities to improve employment opportunities as the State recovers following the COVID- 19 pandemic. Given the intent of the initiative, a student cannot defer training unless the following circumstances are met:

1. The request to defer training is supported by a medical certificate which explains why the student's medical condition prohibits the student from continuing with the training; and

2. The request is for a deferral period of no more than six months; and

3. The student has commenced training prior to seeking the deferral, i.e. a student cannot enrol and then immediately defer.

If you do decide to defer, you can only do so for a maximum of 6 months (in total). After this time you will not be entitled to continue with your course and a Statement of Attainment will be issued for any units of competency successfully completed (subject to payment of all required course fees).

Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the Customers Protection Officer if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued any Statement of Attainment for units assessed as competent within 21 days of notice of discontinuation as long as required course fees have been paid.
- Your Training Plan will be updated and you will be given a copy
- You will be given the results of any assessments

Unique Student Identifier

Student Information

From January 2015 it is a requirement that all students in Australia have a Unique Student Identifier (USI)

The USI will be a lifelong number which will enable your records and results obtained after Jan 1 2015 to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before a RTO can issue a Certificates or Statements of Attainment.

The Department of Industry has developed the following video to help students access a USI:

http://usi.gov.au/students/Pages/default.aspx

There are two ways to create an USI:

1. **Create your own**

This can be done by going to the Unique student Identifier Website and following some simple steps:

To create a USI, you will be required to provide:

- Personal information – name, date of birth etc
- Contact Information – at least one method of contact e-mail, mobile or mail

Form of ID: Options are: Driver Licence, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard

2. **Northern Beaches & Mosman College can create a USI for you**

To enable a USI to be created on your behalf you will need to give your permission and you will be required to sign a Privacy Notice to this effect.

Protection of student's privacy

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you to choose to have access to your records.

Your privacy

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled.

Access to records: Smart and Skilled

You will be required to set access controls to allow the Department of Industry and Northern Beaches & Mosman College the appropriate levels of access to your USI records

For further information please refer to the USI Student Help Line

Smart and Skilled (Department of Education) contact details

If you feel you cannot resolve an issue with us or would like more information about Smart and Skilled the contact details for the Department of Education are as below.

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

Smart and Skilled Customer Protection Policy:
http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf

Smart and Skilled Contact Number: 13 28 11

Email: smartandskilled.enquiries@det.nsw.edu.au

This information should be read in conjunction with the NBMC Student Handbook which contains further information about the College and its policies and procedures. It is available at www.nbmc.nsw.edu.au. A hard copy is available to students on request.