

GENERAL TERMS & CONDITIONS OF ENROLMENT

Enrolment & Selection (5.3)

- The student is responsible for notifying Novaskill if they have a medical condition or disability or require assistance in their training.
- A deposit must accompany enrolment to secure a placement within a course; this fee is also the Administration Fee.
- It is the student's responsibility to note the date, time and location of the course as advertised.
- Courses with low enrolments may be cancelled, every effort will be made to contact students, please ensure your contact details are correct.
- Requests from the student to transfer or credit their course placement due to changed personal circumstances will be considered and every effort will be made to ensure a placement into an alternative course.
- If you are unable to complete your course, due to changed personal circumstances, Novaskill will make every effort to ensure you are placed into an alternative pre-scheduled course.
- Students can only join after course commencement date if they meet all prerequisites. Full course fees are still payable for late enrolments.
- Novaskill reserves the right to decline admission to a course, terminate a student's enrolment in a class or change a Trainer/Assessor at any time without notice.
- Students participate in courses involving physical activity; field trips, practical demonstrations, etc. and do so at their own risk. Novaskill's students are covered by public liability insurance while working within Novaskill's premises.

Course Fees, Payments and Refunds (5.3)

- Please refer to the course flyer for information on course fees, including any required deposit; administration fees; materials fees and any other charges (if applicable).
- In line with Novaskill's Fee Protection Policy Novaskill will not collect more than \$1,500 prior to course commencement.
- Certificates and Statements of Attainment are issued to students who are assessed as competent in the units completed. The cost of the certificates is included in the course fees.
- Refunds may be made in the following circumstances:
 - Participants have overpaid the administration charge
 - Participants enrolled in training that has been terminated by Novaskill
 - Participant advises Novaskill prior to course commencement that they are withdrawing from the course
 - If the participant withdraws from a course or program, prior to course commencement, due to illness or extreme hardship as determined by Novaskill
 - In the event that Novaskill fails to provide the agreed services
- A deposit of no less than \$240 and no more than \$1,500 is required prior to course commencement; this deposit is to confirm a place in the course. If your application for enrolment is declined a full refund may be applicable.
- An **administration fee** of \$50 for short courses and \$150 for full qualifications is required to be paid prior to course commencement and is included in the deposit fee, but may be entitled to a refund of the remaining deposit. If the student withdraws from the course prior to course commencement, they will forfeit this administration fee. **If the total course fee is less than \$400**, then the total of the course is to be paid prior to course commencement to secure a place within the course.
- No refunds will be issued once the student has commenced the course.
- Students are responsible for the safe storage of their Certificates and Statements of Attainment. If a student requires a reissue of their Certificate or Statement of Attainment, a **certificate re-issue fee of \$80** will be charged.
- If a student is deemed not yet competent on completion of training, they will be offered an opportunity to be reassessed. If a student is deemed not yet competent a second time, they will be given another opportunity for reassessment.
- If a student is required to be reassessed, they will be provided with further guidance from their trainer prior to reassessment.
- In most cases there will be no reassessment fee. If a reassessment fee is applicable, this fee will be included on the course flyer.
- If a student is deemed competent in some but not all the units of competencies required, a Statement of Attainment will be issued and the student will be given a six month period to undertake reassessment if required.

Fee Protection (7.3)

Novaskill requires a minimum deposit, which will not exceed \$1,500 per individual student, prior to course commencement. If the full course fees are less than \$1,500, the full fees may be required to be paid prior to course commencement. Please refer to the course flyer for an outline of all course fees.

Following course commencement, full fees will be required to be paid by either a payment plan (if remaining fees are more than \$1500), or in full (if the remaining fees are below \$1500) for training and other services yet to be delivered.

Children

Novaskill does not provide a childminding service and is not legally permitted to have minors under 14 years of age on its premises.

Changes to Agreed Services (5.4)

Where there are any changes to the agreed services that will affect the learner, including in the event of Novaskill closing down, Novaskill will advise the learner as soon as practicable. This includes changes to any new third party arrangements or a change of ownership or any changes to existing third party arrangements.

Consumer Guarantee (5.3)

Novaskill guarantees that the services provided will be:

- provided with due care and skill
- fit for any specified purpose (express or implied)
- provided within a reasonable time (when no timeframe is set for the training)
- delivered only by approved personnel

Cooling Off Period (5.3)

Novaskill protects the rights of the learner including but limited to the Statutory requirements for cooling-off periods.

Students are eligible to cancel their enrolment by placing a formal notice of cancellation in writing to the RTO Manager (a letter or email is acceptable) within 10 business days of enrolment, unless the student has already commenced the training. Please refer to the Refund policy for process on acquiring a refund. Students may withdraw their enrolment up to five days before course commencement and receive a refund – less the \$50 administration fee.

Complaints and Appeals (6.1)

If a student experiences any difficulties, they are encouraged to discuss their concerns with Senior Management. Novaskill administrative staff will make themselves available at a mutually convenient time if a student wishes to seek assistance.

If a Staff member or Student wishes to make a formal complaint they are required to complete a Complaints and Appeals Form, which is included in the Student Handbook. Once the form has been completed, the form should be submitted to Novaskill for action. Please refer to the Student Handbook for more details on the complaints and appeals process.

Credit Transfer (3.5)

Novaskill recognises the Australian Qualifications Framework and Vocational Education and Training (VET) qualifications and VET statements of attainment issued by any other Registered Training Organisation.

Credit Transfer will be awarded for all units of competencies that directly align with units from the qualification the student has enrolled. Evidence of competences achieved must be supplied for recognition to be processed (i.e. presentation of original certificate or transcript). Please refer to the Student Handbook or contact the office for the procedure on how to apply for a Credit Transfer. Applications should be made before commencing any such unit.

Language, Literacy and Numeracy (LLN) (1.7)

All intending students must complete a language and literacy appraisal – usually online – before an application for enrolment can be processed and confirmed. LLN support is available to provide students with advice and support services in the provision of language, literacy and numeracy assessment services. Students needing assistance with their learning will be identified upon enrolment. Trainers and staff within Novaskill can provide students with support to assist the student throughout the learning process.

Language, Literacy and Numeracy skills are generally included and identified in Training Packages and accredited course programs. In identifying language, literacy and numeracy requirements, students are required to have basic skills in:

- Count, check and record accurately
- Read and interpret
- Estimate, calculate and measure

Support Services (1.7)

Novaskill caters to diverse client learning needs and aims to identify and respond to the learning needs of all clients. Clients are encouraged to express their views about their learning needs at all stages of their learning experience from the initial enrolment and induction stage to course completion, through their trainer or RTO staff.

Novaskill is committed to providing clients requiring additional support, advice or assistance while training. Please see the Student Handbook for the types of support provided by Novaskill.

To achieve this and to ensure the quality delivery of training and education, Novaskill provides client counselling to improve and extend training outcomes. Students are advised to make an appointment with their trainer in the first instance, if required the student can then schedule an appointment with Novaskill for further counselling and/or assistance.

Legislative and Regulatory Requirements (8.5)

All students will undergo an induction with Novaskill, which will include the student's rights and responsibilities against the relevant Commonwealth, State or Territory legislation and regulatory requirements. Students are issued with a Student Handbook (and the Novaskill Assessment Standard) which includes the Student's rights and responsibilities that will affect their participation in vocational education and training.

The student acknowledges that they must observe Novaskill's policies and procedures, according to State and Federal Government legislative and regulatory requirements, as set out in the Student Handbook.

[Numbers in brackets refer to clauses in the National Standards for Registered Training Organisations 2015.]

✓ Fees and Charges

When you enrol in a government-subsidised course you will be required to pay an enrolment administration fee, unless you qualify for a fee exemption or fee concession. Only Australian residents who live or work in NSW are eligible for Government subsidised training.

The 2015 Compulsory NSW Student Fee for a New Entrant Trainee commencing training after 1 January 2015 is dependent on the qualification and whether that qualification has been allocated to Novaskill under the government's Smart and Skilled initiative. This fee is payable at the time of enrolment. Options for instalment payments are available – see below.

✓ Enrolment Administration Fees

These apply for all work-based trainees enrolled in a qualification unless the qualification appears on the Novaskill Smart and Skilled approved list and the trainee is eligible for a concession or exemption. The Enrolment Administration Fee for 2015 for all work-based trainees (whether government subsidised or fee for service) is \$240 and is included in the chargeable amount for all qualifications. **Replacement certificate cost is \$80.** Novaskill, in compliance with Standard 7.3 of the National Standards for RTOs 2015, is unable to accept pre-payment of fees in excess of \$1500.

✓ Payment Terms

Enrolment Administration Fees are payable at the time of enrolment and are included in the Standard Price, Discount Price or Smart and Skilled Student Fee. Failure to pay enrolment fees when they are due may result in you being unable to continue your studies, through suspension or termination.

✓ RPL/Credit Transfer

You may have already gained valuable skills and knowledge through previous industry experience or formal education. The RPL process is a method of having those skills formally recognised against accredited units of competency. This process and your eligibility will be discussed with you by your trainer at induction. Ask your trainer or local Novaskill branch staff for more information on how to apply for recognition of prior learning or for a Credit Transfer form.

✓ Exemptions from Enrolment Fees

Students enrolled in a Government subsidised qualification may be eligible for an exemption from paying the full Student Fee. The following students are exempt from paying the Student Fee for government subsidised courses.

Aboriginal or Torres Strait Islander students:

Aboriginal or Torres Strait Islander students are exempt from paying the compulsory Smart and Skilled Student Fee.

Students with a disability:

Students in receipt of a Disability Support Pension (or who are the dependant child, spouse or partner of a recipient) are entitled to one full fee exemption for one funded course per year.

✓ Concession Hardship Application

Students who receive a Commonwealth benefit or allowance (see list below) or are the bona fide dependant child, spouse or partner of a benefit recipient are eligible to pay a concession fee per course enrolment, rather than the full Student Fee. Proof of entitlement from Centrelink will be required. Concessions apply to the following categories:

- ★ Age Pension
- ★ Austudy including Veterans Children Education Scheme
- ★ Carer Payment
- ★ Disability Support Pension
- ★ Exceptional Circumstances Relief Payment
- ★ Family Tax Benefit Part A (maximum rate)
- ★ Farm Household Allowance
- ★ Newstart Allowance
- ★ Parenting Payment (Single)
- ★ Sickness Allowance
- ★ Special Benefit
- ★ Veterans Affairs Payments
- ★ Widow Allowance including Widow B Pension
- ★ Wife Pension
- ★ Youth Allowance

Note: If you are applying for a fee exemption or concession fee, you need to complete an Exemption or Concession Application Form and return it with appropriate evidence to your local Novaskill branch. Trainees (work-based) transitioning from Newstart Allowance are NOT eligible for a concession.

IMPORTANT INFORMATION (Declaration)

I have read and understand the terms and conditions of my enrolment, as stated above. I acknowledge and agree with the terms and conditions of enrolment with specific reference to Novaskill's enrolment and selection, USI, course fees, payments and refunds, course requirements, Language Literacy and Numeracy requirements, complaints and appeals, Workplace Health and Safety, support services that will be provided for me, legislative and regulatory policies and procedures, which are also provided to me in the Student Handbook. By signing this document I also give permission for Novaskill to access my Unique Student Identifier for the purpose of my training.

STUDENT SIGNATURE: _____

DATE: ___/___/_____

FACTSHEET – Unique Student Identifier

What is a USI?

A Unique Student Identifier (USI) is effectively a reference number made up of numbers and letters 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 from January 2015.

Why do I need a USI?

The USI will allow you to have easier and more reliable online access to your record of training history. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

When can I get a USI?

The USI Registry System is now live and students and training organisations are now able to create USIs.

Who do I need to give my USI to?

The USI must be provided to the training organisation before you can receive a training record or qualification.

Where can I get a USI?

You can apply for your own USI in the USI Registry. Create your USI at usi.gov.au or you may seek the assistance of your training organisation where you are studying or intending to study.

They may be able to apply on your behalf. Training organisations can only apply for a USI for you if they have your permission.

It is your responsibility to ensure you have a USI or Novaskill **cannot issue** your certificate or statement of attainment. To assist with efficient management of your enrolment we strongly recommend creating your USI **BEFORE** you commence your training.

Linking your account to Novaskill

Make sure you have associated Novaskill with your USI on the official USI website so we can verify your USI and upload your results for future reference.

1. Once you log in with your USI go to **'Manage Permissions'**.
2. Type NOVASKILL into the organisation and select the only one that comes up.
3. Tick 'view details' to allow us to view you as a student.
4. In 'Duration' – select the term of your traineeship – e.g. 12 or 24 months
5. Save.

