

CENTRE FOR COMMUNITY WELFARE TRAINING



Pre-Enrolment Information Handbook

Smart and Skilled Subsidised Training

Acknowledgements

This work was produced by Linda Watson, Director CCWT

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Purpose

The purpose of this Handbook is to provide you with the information you need to make an informed decision about studying with CCWT. It covers key areas and frequently asked questions about our qualifications programs. It also provides you with information about the Smart and Skilled funding scheme and your obligations when undertaking subsidised training.

You can also phone or email CCWT for more information.

To phone call (02) 9281 8822 and ask to speak to the person in charge of the qualification you would like to study.

Or you can email ccwt@acwa.asn.au and the email will be directed to the most suitable person.

For general enquires phone Yasmin Stein or email assessment@acwa.asn.au

Who can enrol?

CCWT's qualifications are aimed at existing workers. To be accepted, you need to have access to a workplace in which you can develop your skills and carry out assessment tasks. This may be as a staff member or a volunteer and can be full or part time. Some of the qualifications have a mandatory work placement component, which ranges from 80 – 240 hours. You are responsible for ensuring that you have a workplace in which to carry out this mandatory work placement. CCWT is unable to arrange a work placement for a student.

There are also requirements for you to be eligible for Smart and Skilled funding. CCWT will provide you with more information on this and you will be asked to complete a Proof of Eligibility Checklist. The table below gives you a general guide to eligibility. If you are not eligible for a Smart and Skilled Funded position, you are still be eligible for entry into the qualification as a fee paying student. In some cases the fees are very similar. Talk to CCWT about your options.

Type of training	Eligibility criteria
For all Smart and Skilled Courses	<ul style="list-style-type: none"> • Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and • aged 15 years or older, and • left school, and • live or work in New South Wales (or a defined NSW border - for ATSI students only, see Fee Administration Policy, Appendix 8) • OR any student registered as a NSW Apprentice or New Entrant Trainee
For Courses up to and including Cert III	<ul style="list-style-type: none"> • Have not completed qualifications at Certificate IV or above.
Other training, part qualifications, prevocational training and full qualifications from Certificate IV to Advanced Diploma	<ul style="list-style-type: none"> • Can have any level of Qualification
All	<ul style="list-style-type: none"> • Enrolling student must reside in the postcodes designated in the Funding Contract (which currently for CCWT is the Sydney region). However if the course is online/distance you can live outside of this area. This also applies to RPL candidates.

What if my language and literacy skills are not great?

You will be asked to complete a self-assessment of your language, literacy and numeracy skills, in order to determine whether you will need extra support through your period of study. You will not be refused entry to the qualification unless CCWT staff believe that you could not successfully complete the qualification with your current skills. This may mean that you can enrol in a lower level qualification that does not have the same level of skills required.

CCWT can provide some support, for example by allowing verbal rather than written assessments, but you must still meet the requirements of the qualification. CCWT can direct you to other sources of support, and will provide a discounted rate to the CCWT workshop The Nuts and Bolts of Writing.

What will I need to do to complete a qualification?

All qualifications consist of core and elective units. You need to complete all core units and a set number of elective units. Generally you will have some choice about the elective units, so that you can study areas that are relevant to your current or anticipated future work roles.

For example – Adam is a team leader in a disability service. Currently he does not have responsibility for staff supervision but he would like to move into a role that does include this task. Adam chooses to include a unit on staff supervision in his Diploma of Leadership and Management.

How do I pay for this qualification?

All information regarding fees to be paid by you will be supplied individually on enrolment and will be calculated using the Provider Calculator.

- Each qualification has a set student administration fee that must be paid unless you meet one of the exemption criteria. This includes students who identify as Aboriginal or Torres Strait Islander, students who have a disability or students who receive a benefit from Centrelink.
- Fees will be adjusted to reflect any RPL or credit transfer.
- Students will not be required to pay more than \$1500 prior to course commencement and a payment plan will be negotiated with you. This could include paying for each module as it is completed, or making regular direct debits.
- Any payment plan will ensure that all fees are paid in full prior to completion of training and assessment.

Withdrawal from your qualification program

CCWT understands that it is not always possible to complete a qualification. How a withdrawal is dealt with depends on your payment method.

Students can withdraw without penalty 21 days before the commencement date and receive a full refund of fees paid to that date.

When students withdraw less than 21 days before the commencement date the following fees will apply:

21 – 15 days	10%
14 – 8 days	25%
7 days or less	50%

How long do I have to complete my qualification?

You will be provided with a Training Plan that outlines the timeframe for the qualification and for each unit of competency. Smart and Skilled funding is available for a period of time, so this Training Plan should be adhered to. If you are going to have trouble meeting the timeframes of your Training Plan you must contact CCWT as soon as possible.

Student Support

A Learning Partner will be assigned to you. This person will be your support through the qualification. They will probably assess part of your qualification, but the assessment will be shared with other assessors as well.

If you need anything, you can call your Learning Partner and if they can't help you they will find the person who can assist.

Student rights and responsibilities

When you undertake a qualification with CCWT you need to:

- Respect the rights of others
- Take care of provided training equipment
- Follow directions of ACWA staff at any venue
- Ask if you do not understand something
- Produce your own work, and reference any work that belongs to others

CCWT's rights and responsibilities

CCWT will endeavour to:

- Complete assessment marking within given timeframes (generally 6 weeks)
- Provide you with complete and specific information on what is needed to achieve competency, both when starting the assessment and when resubmissions are required
- Respond to any comments, suggestions or complaints in a professional manner
- Respond to enquiries about your progress or any other questions as soon as possible

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- Provide advice about the appropriateness of the course, suitable electives, timeframes and resources required and any special equipment needed for assessment
 - Provide advice about the availability of recognition of prior learning (RPL) or credit transfer

The Unique Student Identifier

In order to enrol in a qualification you will have to obtain a Unique Student Identification (USI) number. You will only be issued with one USI and will use this for all further enrolment with all Registered Training Organisations. The USI is issued by the USI Agency, not by CCWT.

You are responsible for creating your own USI and then supplying this to CCWT for inclusion in our records. You can do this through the website www.usi.gov.au

It is a reasonably simple process but you must have one of the following forms of ID:

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

Once you have completed the application process you will receive your USI, which is a randomly generated number. It is essential that you keep this number in a safe place. CCWT is required to record this number in your student record before issuing you with a Statement of Attainment or Qualification Certificate.

Purpose of the USI

The purpose of the USI scheme is to allow centralised recording of the results of all training that you undertake through a Registered Training Organisation (RTO). Your USI will keep all of your training records and results together in the online account that you set up and control. This means that you will only have to access one place for your training records when you are starting with a new employer or applying for some further studies.

Every RTO is required to report training results annually and the information from this report about your studies will automatically be added to your USI record. You do not have to manually record studies that you have completed.

For further information please email assessment@acwa.asn.au

Credit Transfer

Credit transfer allows you to claim credit for some units of competency if you have already completed this topic at another registered training organisation (RTO). In order to gain credit transfer for a qualification you must submit a certified transcript or Statement of Attainment. All transcripts must be certified to be accepted.

Credit transfer happens in specific situations. Where credit transfer does not apply, recognition of prior learning (RPL) may be granted. The table on the following page explains this more clearly. One of the main differences between Credit Transfer and RPL is that Credit Transfer is free of charge, as CCWT does not have to do anything other than confirm the validity of the submitted transcript.

Recognition of Prior Learning

RPL applies when you have existing skills and knowledge that enable you to demonstrate that you already meet the required standards for one or more units of competency. There is a defined process to go through to achieve RPL. RPL still incurs a fee, although it is a lesser fee.

If:	Then:
The unit code and title are exactly the same	The unit can be granted as a credit transfer. It does not matter when the unit was achieved.
The unit code and title differ only by the last letter (in the old style units) and the unit was achieved in the last 3 years	Credit transfer can only be granted if the two units are recognised as being equivalent. This will be checked by your assessor. If the two units are not equivalent, then RPL must be applied for.
The unit code and title differ only by the last letter (in the old style units) and the unit was achieved more than 3 years ago	<p>Credit transfer can only be granted if the two units are recognised as being equivalent. Your assessor will check this and will also make a decision as to whether you are still current in these skills. Factors that will be taken into consideration are:</p> <ul style="list-style-type: none"> • Is this part of the candidate's work role? • Has the work role changed much since the unit was completed? • Has there been new legislation that impacts on this work?
The unit title is similar but the codes are different. They may be related units or come from a different training package but be on the same topic.	Credit transfer is not available. You may apply for RPL.
The module is from a higher education qualification.	<p>Credit transfer is not available</p> <p>Higher education units do not provide direct credit transfer to units of competency in the VET sector.</p> <p>You may apply for RPL.</p>

Smart and Skills Customer Protection Policy

The Centre for Community Welfare Training has a Customer Protection Policy in place as contractually required under Smart and Skilled. This includes the current Complaints and Grievances Policy and the following procedures:

PROCEDURE:

- Every attempt will be made to resolve any student complaints using the Centre for Community Welfare Training Complaints and Grievance 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 Complaint and Grievance Policy.
- The CCWT 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.
- The contact details of the Customer Protection Officer are as follows:
 - CCWT Director
 - Linda Watson
 - Email: linda@acwa.asn.au
 - Phone: 02 9281 8822
- If a student feels matters are unresolved to their satisfaction and wish to inform a third party, they should contact the NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at: <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

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