



**BENCHMARK
COLLEGE**

Pre-enrolment Information



Learn, Change, Grow, Share



Welcome

Welcome to Benchmark College. Registered through the Australian Skills Quality Authority (ASQA) our organisation is a domestic training provider committed to delivering high quality education that meets the needs of both students and industry.

This brochure provides details of Benchmark College's policies and procedures that may affect you, as well as the support services available to students. It is important that you read this information carefully prior to your enrolment.

The Trainers

Benchmark College is responsible for the quality of training and assessment students receive. From the time students apply for the course at the time that the course is completed, students will be assisted by staff who are dedicated to providing a quality service.

All of our Benchmark College's Trainers and Assessors are highly qualified and experienced industry professionals. They are committed to instructing and supporting students to meet the requirements of the course. All Trainers and Assessors undergo continuing professional development.

Available Courses

Before your course starts, you will be provided with information regarding: course duration; available location/s; delivery mode/s; any third party or workplace arrangements.

Accredited training courses offered by Benchmark College include:

- BSB30115 Certificate III in Business¹
- BSB30415 Certificate III in Business Administration¹
- BSB40215 Certificate IV in Business
- BSB50215 Diploma of Business^{1*}
- BSB51918 Diploma of Leadership and Management^{1*}
- CHC33015 Certificate III in Individual Support¹
- CHC30113 Certificate III in Early Childhood Education and Care¹
- CHC50113 Diploma of Early Childhood Education and Care^{1*}
- SIR30216 Certificate III in Retail¹
- TLI31616 Certificate III in Warehousing Operations¹
- TLI41816 Certificate IV in Warehousing Operations

¹Approved Qualifications to offer eligible student under the Smart and Skilled Program. This training is subsidised by the NSW Government. Benchmark College is an approved Smart and Skilled provider.

All nationally recognised qualifications that Benchmark College can offer are located at <http://training.gov.au/Organisation/Details/90274#>

Local Facilities

The College has:

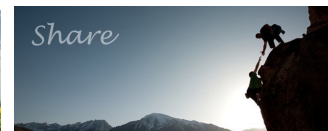
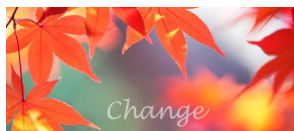
- Classrooms equipped with whiteboards and data projectors;
- Computer labs with printers and Internet access;
- Student area equipped with kitchen facilities, microwave, fridge and a vending machine.



The Learning

The College has policies, procedures and information to help create a learning environment that is safe, friendly, healthy, culturally diverse and non-discriminatory.

We encourage you to visit the student section of our website to view all relevant policies and procedures. You can access these documents from the Student tab at www.benchmark.edu.au



Benchmark College (RTO 90274) www.benchmark.edu.au or 1800 286 916

Key Organisational Policies and Procedures

It is important for students to be aware of policies and procedures that relate to their studies and the award of their qualification. This brochure summarises Benchmark College's student-related policies and procedures. You can access the full policy documents from the Student tab at www.benchmark.edu.au



Entry Requirements

Benchmark College is committed to ensuring that student selection processes are fair and equitable and consistent with workplace performance, competency level and Training Package requirements. Selection into our programs is based upon the applicant;

- Being satisfied that the qualification/ course is appropriate to their needs, considering their existing skills and competencies.
- Meeting required industry age requirements that may be in place for a particular course.
- Satisfying the eligibility criteria for Smart and Skilled Program (where required).
- Meeting pre-requisite qualifications and experience (where required).
- Completing a literacy, language & numeracy quiz.
- Obtain and provide a Working with Children Check or National Police Check (where required).
- Agreement to abide by the organisation's policies, and procedures.



Course Fees

Course fees will vary depending on the course you are enrolled in and eligibility criteria. Course fees are determined on how your course is delivered and its duration. Fees are generally for items such as tuition fees, course materials, text books, student services and other related training and assessment services.

The Benchmark College Fee Schedule and the Fees & Charges Policy is available from the Student tab at www.benchmark.edu.au

For Government subsidised programs conducted in NSW, course fees are published on the NSW Smart and Skilled Prices, fees and subsidies list http://www.training.nsw.gov.au/smartandskilled/prices_fees.html



Study Resources

You will be supplied with learning resources on commencement of your training. These resources will be extremely useful for you in the understanding of course content, completion of assessment tasks, and access to reference material.

Course Cancellations/ Refunds

If you are considering withdrawing (due to various reasons), speak to your trainer or our Training Manager as they can put a plan in place to support and help you to complete your course.

Should you require to cancel or withdraw from your training, whether you withdraw before or after commencement, you must advise Benchmark College in writing.

For those enrolled in a Traineeship program you are also required to contact Training Services NSW.

A refund of all or part of the required fee or concession fee may be given to students in the following exceptional circumstances:

- Student has overpaid the advertised fee or concession fee.
- A course has been postponed or cancelled by Benchmark College.
- Smart & Skilled fee adjustments due to changes to the program or eligibility after enrolment.
- Student formally advises the staff at Benchmark College, at least 7 days before classes commence and with no attendance or participation, that they wish to withdraw from the course.
- If the student withdraws from a qualification but has completed all the requirements for a lower level qualification (which attracts a lower student fee), students will be refunded the difference in fees (providing the fees have been paid in full).
- Benchmark College Management is of the opinion that the student would be unreasonably disadvantaged if a refund did not occur.

Full details regarding the refund of course fees are provided in Benchmark College's Refund Policy & Procedure, which is available from the website on the Student tab at www.benchmark.edu.au

Payment of Fees

To ensure students are well informed of the financial considerations of their enrolment, Benchmark College provides fee information to each student prior to enrolment. If you have not received fee information, or if you have any questions in relation to fees and charges you are encouraged to contact the administration team for more information.

In general the following payment methods are accepted: Cheque, money order, direct deposit, credit card (VISA, MasterCard), EFTPOS, *VET Student Loans is available for selected Diploma courses.

*External fees, charges & eligibility criteria apply.



Privacy

Benchmark College collects personal information in order to properly and efficiently carry out its functions. Benchmark College only collects personal information that is required for the purposes of employment or education, requests for Australian Government fee assistance or in order to meet government reporting requirements.

Benchmark College policies and procedures abide by the Australian Privacy Principles and outline reasonable measures taken to protect the privacy of individuals and staff in line with state and federal legislation. Sensitive information is not kept beyond the enrolment period.

A mechanism exists in which individuals and staff can raise a complaint in relation to how their personal information is handled. All policies and procedures are available on the Benchmark College website.

More information can be found at www.oaic.gov.au or www.privacy.org.au.

Student Responsibilities ...

Students are required to:

- Be responsible for both their own health and safety and the health and safety of others. Students have a duty to **immediately report any unsafe conditions or hazards** to their trainer or another staff member.
- **NOT** act in a manner that jeopardises the health and safety of themselves or any other person.
- Treat all other students and staff with courtesy, fairness and respect.
- Refrain from participating in, condoning or approving conduct which is harassing, discriminatory or unfair.
- Follow safe working practices and comply with all safety directions given to them by their trainer or other staff.
- Inform the College of any changes to their personal details, contact information or enrolment status.
- Wear Student Identification cards (where applicable) whilst on work experience.
- Comply with NSW and Commonwealth laws relating to crimes, harassment, discrimination and copyright.

Student Conduct

All students must comply with the Benchmark College Policies regarding student conduct and any lawful direction given by their trainer or other staff member. Benchmark College reserves the right to remove any student who breaches any aspect of Benchmark College policies regarding conduct. Repeated instances could result in cancellation of your enrolment.

Students who attend Benchmark College under the auspices of their employer are required to adhere to the policies and procedures of their employer and any unacceptable behaviour will be reported back to their employer.

If a student's enrolment is cancelled by the College due to student misconduct, the student has 20 working days to access the Complaints and Appeals process. The student's enrolment status will not be affected during the internal complaints and appeals process.



Drug Free Environment

Under the *Smoke-free Environment Act 2000* smoking is prohibited within all Benchmark College's premises. We have a legal obligation to enforce this law. Also as a matter of public safety, smoking is prohibited 4 metres from an entrance used by pedestrians to get into or out of a building.

Students who attend class & appear to be under the influence of prohibited drugs or alcohol will be asked to leave the premises and may face further action/s.



Pre-enrolment Quiz

As part of the application process, you will be asked to complete a pre-enrolment quiz. The purpose of this quiz is to assess language, literacy, numeracy levels and employability skills. This quiz is used to identify students who may require additional support.

Special Learning Needs

Benchmark College is committed to ensuring that all eligible students have access to educational opportunities. We do this by identifying individual needs and, where appropriate, making reasonable adjustments to the learning and assessment environment. Examples of reasonable adjustment may include: large print, extra time, resources on coloured paper, additional tutorial support etc.

If you have a special need we would encourage you to discuss this need at course application. You can advise us on your application form or if you would like to discuss your needs with a staff member before you begin our program, you can call us directly on 1800 286 916. All discussions are treated in the strictest of confidence. Once we know what your needs are, we can work with you to put in place a plan to help you complete your studies.



Learner Rights

Benchmark College aims to ensure that all students are provided with the support needed to successfully complete their qualification. If you require help or just need to ask a question we would encourage you to talk with your trainer or the Training Manager as soon as possible.

Problems or difficulties may occur from time to time. In such circumstances, you need to discuss the situation so that we can put suitable strategies in place.

Classroom Conduct

A mature attitude in respect to classroom conduct is expected of all students. Students are expected to be punctual for lessons.

Students are not allowed to bring unsealed food or drinks into the computer laboratory or any other classroom on College premises, or consume any food or drink in any such laboratory or classroom.

Mobile telephones must be switched off during class. Students may receive or make a telephone call only during a break.

*Benchmark
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committed to
ensuring that
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*'Your training
can be the
best start to
a rewarding
career.'*

Work Experience

Depending on the qualification being undertaken, and the delivery method, students may be required to attend work experience. Students, the host employer & Benchmark College complete a work experience agreement prior to work experience.

Students are expected to behave in a similar manner and dress consistently to that of any employee at the workplace.

Students must not disclose any confidential information about business practices, personnel or clients of the host employer.

Whilst undertaking work experience, there may be materials that the learner needs to provide, depending upon the workplace. For example; warehousing students must have enclosed shoes; early childhood students must wear sun safe clothing, take a hat and their Working With Children Check to the workplace.

Students can discuss any work experience requirements or issues with their trainer or Benchmark College administration staff.



General Health and Safety

- Students and staff should avoid whenever possible, or otherwise carry out carefully and correctly, any lifting.
- Students should not leave items/cords or obstructions in walkways or passageways.
- Students should wear footwear appropriate for the activities that they expect to undertake.

Bullying, Discrimination and Harassment

Benchmark College operates without bias, harassment or discrimination, and expects the same from all participants in our courses. For more information, contact:

Anti-Discrimination Board of NSW: <http://www.antidiscrimination.lawlink.nsw.gov.au/>

Recognition

Recognition is a way that you can have your knowledge and skills assessed against a Nationally Recognised Qualification or specific Units of Competency.

During your life you may have;

- Gained extensive experience, knowledge and skills from previous job roles.
- Have undertaken community and volunteer work.
- Completed formal or informal training (in the work place, at University or at a Registered Training Organisation).

Benchmark College provides the opportunity for all students to apply to have prior learning and experience recognised toward a qualification or units of competence for which they are enrolled.

Assessment

Each qualification will offer a number of different assessment pathways that may be utilised depending on the individual. These pathways include the 'Training and Assessment pathway' and 'Recognition of Prior Learning pathway' (more information under 'Recognition').

Assessment tools are used to gather evidence about a student's competence. All developed assessment tools support the assessment of applicable units of competence in accordance with the requirements of industry Training Packages and fit with the requirements of the target industry and enterprise.



Credit Transfer

Credit transfer is the recognition of learning achieved through formal education and training. Credit transfer allows a student to be awarded a unit of competence based on successful completion of the unit which has been previously awarded.

Benchmark College recognises AQF qualifications and statements of attainment issued by any other Registered Training Organisation.

An application for credit transfer must include certified copies of certificates/transcripts which outline the units in which credit transfer is being sought. Applicants must also complete a Consent to Verify form available from our administration team.



Unique Student Identifier

All students enrolling in a Nationally Recognised Training course must have a Unique Student Identifier (USI). This Australian Government initiative will allow an individual to see their training results from all providers.

The USI will make it easier for students to find and collate their VET achievements into a single authenticated transcript. It will also ensure that students' VET records are not lost.

A USI can be created online. Go to www.usi.gov.au for more information.

Benchmark College can assist students to apply for their USI.

Complaints & Appeals

Students can lodge a complaint or appeal against Benchmark College. Benchmark College is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible.

Wherever possible, students, clients and staff are encouraged to resolve concerns or difficulties directly with the person/s concerned. There are trainers, administration and management staff available to assist students in resolving issues at this level. If students are unable to resolve their issue at this level, a formal grievance can be lodged.

An appeal procedure is available to students who believe the assessment process or any assessment event was inappropriately or ineffectively carried out and therefore resulted in an inappropriate assessment or decision being made.

Formal grievances must be submitted in writing, addressed to the Consumer Protection Officer:

✉: trainingmanager@benchmark.edu.au

✉: Benchmark College
PO Box 4098
Penrith NSW 2750

For more information, Benchmark College's Complaints and Appeals Policy & Consumer Protection Policy are available at www.benchmark.edu.au or call 1800 286 916.

If you are a student funded by Smart and Skilled by the NSW Government, students can also phone 1300 772 104 or go to www.smartandskilled.nsw.gov.au



Support Services

We understand that at times you may require additional services outside of our area of expertise; because of this we have developed pathways with other providers. A range of services and professional associations including personal and career advisory/counselling services are available.

For most services listed you can self-refer or we can contact the provider on your behalf. If you require us to contact one of the services listed on your behalf please contact our Training Manager on 1800 286 916.



Deferment/Suspension

If, for some reason, training needs to be deferred or suspended, the College can assist you in this process.

Deferral is only permitted for a maximum period of twelve months from the date of notice and must be provided in writing. The exception to this is traineeship contracts - more information is available from https://www.training.nsw.gov.au/aacs/advice_instructions/suspension_at_consent.html

There may be fee implications of deferring your enrolment, refer to the Fees and Charges Policy and Procedures from the Student tab / Policies and Procedures at www.benchmark.edu.au



VET Student Loans

Student Loans commenced on 1 January 2017, replacing the VET FEE-HELP scheme. The VET Student Loans program offers greater protection for students and focuses on courses that address industry needs, creating better opportunities for employment.

VET Student Loans offers income contingent loan support to eligible students studying certain diploma level and above vocational education and training qualifications. Eligible students are entitled for loans up to a capped amount. There are specific criteria students must meet to be eligible for a loan through VET Student Loans.

Tuition assurance helps students continue their studies if a training provider closes. The interim arrangements will ensure continued protection and support under tuition assurance. or more information, please contact us or visit www.education.gov.au/vet-student-loans



Withdrawal

There are occasions where students discontinue training.

The reason for the withdrawal must be provided to the College in writing using the Withdrawal/Deferment Form available from the Student tab at www.benchmark.edu.au

There may be fee implications for discontinuing your enrolment, refer to the Fees and Charges Policy and Procedures from the Student tab/Policies & Procedures at www.benchmark.edu.au

Administration

Change of Personal Details

Students must inform Benchmark College as soon as practicable but not later than 7 days following the change of any of their contact details. An Enrolment Variation form is submitted to Head Office where the students details are updated on the Student Management System. Trainees must also complete a variation form for Training Services NSW.

Use of Personal Information

Student information may be shared between Benchmark College and relevant regulatory authorities. This information includes personal details, course enrolment and completion details.



Student Identification

Students will be asked to provide photo identification for authenticity purposes. Your photo identification will be photo-copied and returned to you.

Students who undertake nationally recognised training must hold a unique student identifier (USI). A USI can be obtained online by visiting www.usi.gov.au

Students who complete an Aged Care course with Benchmark College will be provided with a Photo Student Identification Card. A Photo Student Identification Card is to be worn by these students whilst on work experience and excursions. Charges apply to the student if the Photo Student Identification Card needs to be replaced.

Getting Advice

Benchmark College aims to ensure that all students are provided with the support needed to successfully complete their qualification. If you require help or just need to ask a question we would encourage you to talk with your trainer or the Training Manager as soon as possible.

Problems or difficulties may occur from time to time. In such circumstances, you need to discuss the situation so that we can put suitable strategies in place.

Whatever you do...If you have a problem:

- Don't 'pull out' or 'give up' on your training, even if things are not going to plan. They can usually be fixed.
- Talk immediately to your trainer or the Training Manager.

Remember, your training can be the best start to a rewarding career. It will lead you in all sorts of new directions. So let us help you identify a solution!



Quality Training and Assessment

Benchmark College is responsible for the quality of training and assessment services student's receive. If any changes occur that will affect training and assessment services, these changes will be explained to you.

If, for whatever reason, you need to be transitioned to another registered training organisation (RTO), Benchmark College will help you with this process.

Consumer Protection

Benchmark College is committed to ensuring that it remains compliant with the relevant legislation and regulations that protect the rights of consumers as well as fair trade, competition and accurate information in the marketplace.

For more information, visit the Student tab/ Policies & Procedures on our website www.benchmark.edu.au



Getting Your Results

Benchmark College will only issue AQF qualifications and statements of attainment that are within its scope of registration.

If you have successfully completed all requirements for a qualification, you will receive a certificate including a competency statement which lists all units completed. If you did not successfully complete all requirements for a qualification or only enrolled in a partial qualification, you will be issued with a statement of attainment that includes all units that you successfully completed.

You will need to allow approximately three weeks from successful completion of your course (this means that your trainer/assessor has marked all of your assessments & has completed any required observations, and has deemed you competent) for your qualification or statement of attainment to be issued.

Any certificates or statements of attainment will be put on hold if you have any outstanding fees.

Government subsidised courses

Benchmark College is an approved provider of NSW government subsidised training called 'Smart and Skilled'.

Government subsidised training means that, if you are eligible and there is a subsidised place available, the government will pay a part of the student fee on your behalf, and you pay the balance.

Subsidised places are subject to individual eligibility criteria. For more information about eligibility and fees for government subsidised training, go to www.smartandskilled.nsw.gov.au

Holding a previous qualification does not affect your eligibility to undertake training up to Certificate III level under Smart and Skilled, however it does affect the student fee.

There are various fee categories depending upon student eligibility:

- Standard Student – First Qualification;
- Standard Student – Subsequent Qualification;
- Traineeship (fees are capped);
- Concession;
- Fee-free Scholarship;
- Exemption.

Should you have any questions or feedback about any of the information in this leaflet, please speak to our administration staff.

Any updates to the student handbook, policies or procedures will be available for download from our website www.benchmark.edu.au so please ensure to view this regularly.



Contact Information

If you require any further information, please contact our staff:

Phone: 1800 286 916
Fax: 02 4722 3599
Head Office: Shop 2 /144 Henry Street, Penrith NSW 2750
Postal Address: PO Box 4098, Penrith NSW 2750
Office Hours: Monday-Friday, 9:00am-5:00pm (closed public holidays)
Web: www.benchmark.edu.au
Email: info@benchmark.edu.au



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