



**BENCHMARK  
COLLEGE**



**Learn, Change, Grow, Share**

# Pre-enrolment Information



## 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 you. 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 you receive. From the time you apply to the time that you graduate you will be assisted by staff who are dedicated to providing you with a quality service.

All of our trainers are highly qualified, dynamic and experienced industry professionals who consistently model best practice and who are committed to optimising your ability to meet course requirements. All trainers are required to provide the College annually evidence of industry currency, competency and 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 work-place arrangements.

Accredited training courses offered by Benchmark College include:

- BSB30115 Certificate III in Business
- BSB30415 Certificate III in Business Administration
- BSB50215 Diploma of Business
- BSB51915 Diploma of Leadership and Management
- CHC30113 Certificate III in Early Childhood Education and Care
- CHC50113 Diploma of Early Childhood Education and Care
- SIR30212 Certificate III in Retail Operations
- TAE40110 Certificate IV in Training and Assessment
- TLI31610 Certificate III in Warehousing Operations

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

## The Learning

The College has policies, procedures and information to help create a working and learning environment that is safe and healthy, culturally diverse, friendly 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 on our website <http://www.benchmark.edu.au/files/content.php?sec=students&sec2=policies-and-procedures>



## Study Resources

You will be supplied 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 will also provide you with fabulous reference material once you are in the workplace.

## Local Facilities

The College has:

- Classrooms equipped with whiteboards, data projectors, televisions, DVD and video recorders
- Computer labs with printers and Internet access
- Student lounge equipped with kitchen facilities, microwave fridge and a vending machine.



**Benchmark College (RTO 90274): [www.benchmark.edu.au](http://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 at <http://www.benchmark.edu.au/files/content.php?sec=students&sec2=policies-and-procedures>



### Admission

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

- Satisfying appropriate funding body eligibility (where required)
- Meeting pre-requisite qualifications and experience (where required)
- Being satisfied that the qualification/course is appropriate to their needs, considering their existing skills and competencies
- Successfully completing a literacy, language & numeracy assessment
- Meeting required industry age requirements that may be in place for a particular course
- 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 individual circumstances (e.g. credit transfer). 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.

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](http://www.training.nsw.gov.au/smartandskilled/prices_fees.html)

Benchmark College Fee Schedule is available at <http://www.benchmark.edu.au/files/content.php?sec=students&sec2=fees> our Fees & Charges Policy is available at <http://www.benchmark.edu.au/files/content.php?sec=students&sec2=policies-and-procedures>

For programs conducted in Western Australia course fees are determined based on the Government of Western Australia Department of Training and Workforce Development VET Fees and Charges Policy .

### Course Cancellations/ Refunds

If you are considering withdrawing (due to various reasons), speak to your trainer or our Training Coordinator as they can help you find a way to put a plan in place to support and facilitate your completion of the 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 State Training Services.

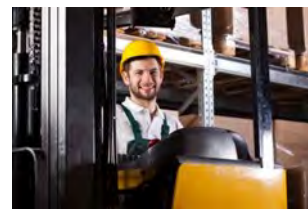
A refund of all or part of the required fee or concession fee may be given to students in the following exceptional circumstances:

- Student has overpaid the advertised fee or concession fee.
- A course has been postponed or cancelled by the college.
- Student formally advises the college, at least 7 days before classes commence and with no attendance or participation,

### 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, \*EziDebit, \*VET FEE-HELP is available to eligible students, for selected Diploma courses. *\*External fees & charges apply.*



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).
- 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 at <http://www.benchmark.edu.au/files/content.php?sec=students&sec2=policies-and-procedures>

**We strongly encourage you to be aware of this policy before you decide to enrol.**

## 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.

## 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.

## Student Responsibilities ...

Students are required to:

- Be responsible for both their own health and safety and the health and safety of others and 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 whilst on work practicum.
- 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.

Equal Opportunity Commission:  
[www.eoc.wa.gov.au](http://www.eoc.wa.gov.au)

## Complaints & Appeals

Students can lodge a complaint or appeal against Benchmark College or a third party acting on behalf of the College. Benchmark College is committed to developing and maintaining an effective, timely, fair and equitable grievance handling system which is easily accessible and offered to students/clients at no charge.

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 you 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 Compliance Manager or the Operations Manager.

**Postal Address:**  
**PO Box 4098**  
**PENRITH NSW 2750**

For more information, Benchmark College's Complaints and Appeals Policy is available at [www.benchmark.edu.au](http://www.benchmark.edu.au) or by calling us on 1800 286 916.

## 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 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.

## Bullying, Discrimination and Harassment

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

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







## 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, additional tutorial support etc.

If you have a special need we would encourage you to discuss this need with your Trainer or one of our administrative staff. You can advise us on your enrolment 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.

## Work Placement

Depending on the qualification being undertaken, students may be required to attend work placement. Students, the host employer & Benchmark College complete a Work Based Practicum Agreement prior to work placement.

Students are expected to behave in a manner consistent with 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 placement, there may be materials that the learner needs to provide, depending upon the workplace.

If required, students can discuss any issues with the Workplace Supervisor or Benchmark College representative.

## 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 Training Coordinator 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.

## 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', 'Blended pathway' and 'Recognition for 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.

## Learner Rights

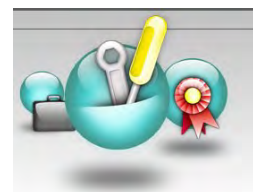
If Benchmark College, or a third party delivering training and assessment on its behalf, closes or is not able to deliver any part of the qualification or course that the learner is enrolled in, the College will ensure that:

- students are transferred to another RTO with the least disruption to individuals concerned
- students are provided with an appropriate refund for service not provided
- students are issued with Certificates or transcripts based on completed units of competence.

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 Coordinator.

*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!*



*'Your training can be the best start to a rewarding career'.*

## 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 any of the computer laboratories or any other classroom on College premises, or consume any food or drink in any such laboratory or classroom.



*Benchmark College is committed to ensuring that all eligible students have access to educational opportunities*



## 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.

## 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 <http://www.benchmark.edu.au/files/content.php?sec=students&sec2=forms>

## Unique Student Identifier

From 1 January 2015, all students enrolling in Nationally Recognised Training must have a Unique Student Identifier (USI). This Australian Government initiative will allow an individual to see all of their training results from all providers including all completed training units and qualifications.

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 <http://www.usi.gov.au/Pages/default.aspx#> for more information.



## 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 our website <http://www.benchmark.edu.au/files/content.php?sec=students&sec2=policies-and-procedures>

## VET FEE-HELP

VET FEE-HELP is available to assist eligible students studying higher level vocational education and training (VET) qualifications to pay their tuition fees. Higher level VET qualifications are at the diploma level and above. VET FEE-HELP can be used to pay all or part of an eligible student's tuition fees, but cannot be used for additional study costs such as accommodation or text books.

A two day cooling off period applies to VET FEE-HELP applicants. Learners are obliged to repay their VET FEE-HELP loan via the Australian taxation system until the student has repaid their whole debt.

For those students who are eligible for VET FEE-HELP and require further information on payments and refunds, please visit the following websites;

<http://www.benchmark.edu.au/files/content.php?sec=students&sec2=vet-fee-help> (Refund Policy and Procedure, Fees and Charges Policy and Procedure)

<http://studyassist.gov.au/sites/studyassist/help/payingmyfees/vet-fee-help/pages/vet-fee-help>



## Deferment

If, for some reason, training needs to be deferred, 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.

There may be fee implications of deferring your enrolment, refer to the Fees and Charges Policy and procedure at [www.benchmark.edu.au/files/content.php?sec=students&sec2=policies-and-procedures](http://www.benchmark.edu.au/files/content.php?sec=students&sec2=policies-and-procedures)

## Withdrawal

There are occasions where students discontinue training.

The reason for the withdrawal must be provided to the college in writing using the Refund Withdrawal Deferment Request Form available from <http://www.benchmark.edu.au/files/content.php?sec=students&sec2=forms>

There may be fee implications for discontinuing your enrolment, refer to the Fees and Charges Policy and procedure at <http://www.benchmark.edu.au/files/content.php?sec=students&sec2=policies-and-procedures>



## Support Services

We understand that at times you may require additional services outside of our area of expertise; because of this we have developed partnerships and 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 Coordinator on 1800 286 916.

## 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.

## Administration

### Change of Personal Details

Students must inform the 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.

### Use of Personal Information

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



You will need to allow 3 to 4 weeks from course completion 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.

### Student Identification

Student will be asked to provide photo identification for authenticity purposes. Your photo identification will be sighted 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 <http://www.usi.gov.au/Pages/default.aspx#>

Students who complete a full time program in Early Childhood Education or Aged Care with Benchmark College will be provided with a Photo Student Identification Card. A Photo Student Identification Card is to be worn by all students whilst on work experience and on excursions.



*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](http://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:	144 Henry St, PENRITH NSW 2750
Postal Address:	PO Box 4098, Penrith NSW 2750
Head Office Hours:	Monday-Friday, 9.00am-5.00pm
Web:	<a href="http://www.benchmark.edu.au">www.benchmark.edu.au</a>



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