



**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 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.

## Available Courses

The courses offered by Benchmark College include accredited and non-accredited training. Benchmark College delivers nationally recognised training in:

- Children's Services (Child Care)
- Health and Community Services
- Training and Assessment
- Business, Management & Human Resources
- Transport and Logistics
- Asset Maintenance (Cleaning)
- Retail
- Hospitality
- Computer Skills

All Nationally Recognised Qualifications

## 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 by selecting 'Forms' under the 'Student' tab on our homepage.



## Local Facilities

The College has:

- Classrooms equipped with whiteboards, and access to overhead projectors, data projectors, televisions, DVD and video recorders;
- Computer labs with printers and Internet access
- WiFi
- Student lounge equipped with kitchen facilities, microwave and vending machines, as well as additional computers with internet access, printers/copiers, etc.

## The Trainers

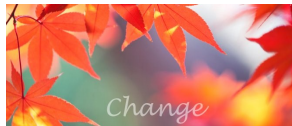
Benchmark College staff are an integral part of our students journey towards growth. From the time you apply to the time that you graduate you will be assisted by staff who are dedicated to providing you with a quality service.

All of our Educators 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 Educators are required to provide the College annually evidence of industry currency, competency and professional development.

## 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.

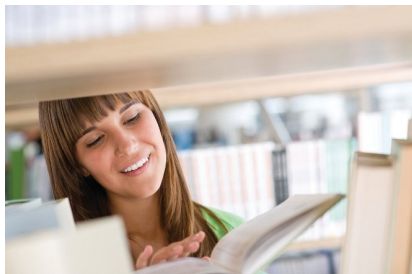
Some qualifications may require you to purchase additional textbooks. You may be able to buy allocated textbooks directly from the college or from local/online book stores. Benchmark College will not provide refunds for textbooks see 'Refund Policy' available@ [www.Benchmark.edu.au](http://www.Benchmark.edu.au).



**Benchmark College: [www.benchmark.edu.au](http://www.benchmark.edu.au): 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 many of Benchmark College's formal policies and procedures, relating to students. You can access the full documents at [www.benchmark.edu.au](http://www.benchmark.edu.au).



### 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 criterion
- Meeting required pre-requisite qualifications and experience
- Meeting required industry age requirements that may be in place for a particular course
- Agreement to abide by the organisation's policies, procedures and code of conduct
- Payment of required fees and charges

### 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.

For those students who are eligible for VET FEE-HELP and require further information on payments and refunds. Please visit the following websites:

[www.benchmark.edu.au](http://www.benchmark.edu.au)

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

### Course Fees

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

For Government subsidised programs conducted in NSW, registration fees are determined based on TAFE standardised fees which are updated biannually and advertised on the Benchmark College website. 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 having difficulty with your training and are considering withdrawing, speak to your trainer or Training Manager as they can help you find a way to put a plan in place to facilitate your completion of the course.

Should you require to cancel or withdraw from your training, whether it before or after commencement, you must advise Benchmark College in writing. For those enrolled in a Traineeship program you are required to complete an "Application to Cancel an Apprenticeship or Traineeship".

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.

### 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.

- Student formally advises the college, at least 7 days before classes commence and with no attendance or participation, that they wish to withdraw from the course.

- The College Director is of the opinion that the student would be unreasonably disadvantaged if a refund did not occur.

Full detail regarding the refund of course fees are provided in Benchmark College's Fees and Refund Policy, which is provided to all students and available at [www.benchmark.edu.au](http://www.benchmark.edu.au).

**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 premises. We have a legal obligation to enforce this law. Also as a matter of public safety, smoking is prohibited in all areas adjacent to entry and exit points of all Benchmark College premises.

Students who attend class under the influence of prohibited drugs will be asked to leave the premises and may face disciplinary action.

## 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.

## 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 procedure 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.

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.

## Student Conduct

All students must comply with the Student's Code of 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 the Code of 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, 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.

## Complaints

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 you are unable to resolve your issue at this level, a formal grievance can be lodged.

Formal grievances must be submitted in writing, addressed to the Compliance Manager or the College Director.

### Postal Address:

**PO Box 4098**

**PENRITH NSW 2750**

For more information, you can request a copy of Benchmark College's Complaints and Appeals Policy from your trainer or by calling us on 1800 286 916

## 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/>

**New South Wales**

**Western Australia**

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





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



## Access and Equity

Benchmark College is committed to ensuring that all eligible students have access to educational opportunities. We do this by identifying special 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 help you complete your studies.

## Special Learning Needs

If a student has any special needs in relation to assessment, preparing for assessment, or understanding the assessment plan, they should notify their trainer. (They should also notify the College of this upon induction and should tell their trainer about this for the purposes of lesson or training delivery.) The student needs to give the College sufficient notice. Ideally, the student should inform the trainer of these when joining the class and remind them two weeks before the particular assessment event.

## 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.

Whatever you do... If you have a

## Assessment

Each qualification will offer a number of different assessment pathways that may be utilised depending on the individual. These pathways include the 'Recognition for Prior Learning pathway', 'Training and Assessment pathway' and 'Blended pathway'.

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.



*'Your training  
can be the best  
start to a re-  
warding ca-  
reer'.*

## Appeals Process

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.

More information on the complaints and appeals process can be found by visiting

[www.benchmark.edu.au](http://www.benchmark.edu.au)

## 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.

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!*



## 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 the Training Coordinator on 1800 286 916.

## 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.

### 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 complete a full time program in Aged Care or Child 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.

## 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 state-

ment of attainment that includes all units that you successfully completed.

You will need to allow up 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.



## Contact Information

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

Phone: 1800 286 916  
 Fax: 02 4722 3599  
 Head Office: 140-142 Henry St (Allen Arcade), PENRITH, NSW, 2750  
 Postal Address: PO Box 4098  
 Head Office Hours: Monday-Friday, 8.30am-5.00pm  
 Web: [www.benchmark.edu.au](http://www.benchmark.edu.au)

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

*Any updates to handbooks, 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.*



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