

Enrolment Information Booklet



Smart and Skilled

International Child Care College Pty Ltd (ICCC) is a Registered Training Organisation (RTO) - Provider No: 90081, working within the requirements of Standards for RTO's and the guidelines of the NSW government Smart and Skilled program.

Please read carefully all the information contained in this booklet prior to completing the ICCC Enrolment Pack

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About this Enrolment Information Booklet

This Enrolment Information Booklet contains important information for enrolling students. Please read this Booklet in full prior to completing the Enrolment Pack.

Enrolling students **MUST** read with understanding to ensure appropriate registration into a course. Students who are unclear or have questions regarding information in the Enrolment Information Booklet or the requested information in the Enrolment Pack should contact ICCC for clarity.

The Enrolment Pack consists of 5 separate documents which **MUST** be completed in full to support a student's enrolment into a training program. These include:

1. Eligibility Criteria Checklist
2. Consent to use and disclosure Personal Information.
3. Enrolment Details
4. Statistical Information
5. Student Declaration

This Pre-Enrolment and Enrolment process is designed to:

- Inform students of important information prior to committing to a training program.
- Inform students why the information has been requested and how it will be used.
- Collect required information including student details.

Students should also refer to the [Student Handbook](#) and the ICCC [VET Quality Manual](#) for further information on training processes. Students who complete the Enrolment Pack are assumed to have read and agreed to all terms and conditions as detailed in this document.

About NSW Smart and Skilled

Smart and Skilled is a reform of the NSW vocational education and training system. It's helping people get the skills they need to find a job and advance their careers.

Smart and Skilled provides eligible students with:

- an entitlement to government-subsidised training up to and including Certificate III
- government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

For more information on Smart and Skilled contact 1300 772 104, visit smartandskilled.nsw.gov.au

1. Eligibility Criteria Checklist

In order to gain access to a subsidised training program, students must meet eligibility requirements as set by NSW Smart and Skilled.

You must be able to provide evidence of eligibility to support appropriateness of subsidies under a Smart and Skilled training program. You must fill in the Proof of Eligibility Check Form, provide the required evidence as listed below and sign the document.

<p>For a student to be eligible for a Smart and Skilled funded place they must meet the following eligibility requirements and provide evidence to support their eligibility:</p>	<ul style="list-style-type: none"> ▪ Are 15 years old or older; ▪ No longer at school; ▪ Lives or works in NSW (determined by postcode of the usual place of residence or place of work); or ▪ Lives in a defined interstate NSW border area (as identified by a postcode in the NSW list set out in the Operating Guidelines); ▪ Are an Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen; ▪ Complies with any other relevant program eligibility criteria outlined on the Smart and Skilled website: https://smartandskilled.nsw.gov.au/are-you-eligible
<p>Courses up to and including Certificate III level</p>	<p>From 2016, all students, regardless of the level of any previous qualifications held, are able to access subsidised Smart and Skilled training up to Certificate III level. This means that even if students have a higher-level qualification they may still be eligible to re-train to enter (or re-enter) the workforce.</p>
<p>Other training such as part qualifications, prevocational training and full qualifications from Cert IV to Diploma level.</p>	<p>Students can enrol in subsidised training at Certificate IV, Diploma or Advanced Diploma level, depending on the availability of funding for each particular course.</p>

Details of acceptable evidence are:

Requirement	Evidence	Evidence Requirements
Proof of Identity	<ul style="list-style-type: none"> Valid USI number where ICCC can check your details. 	<ul style="list-style-type: none"> Valid USI at enrolment
Living or working in NSW	<ul style="list-style-type: none"> Any Commonwealth or NSW Government issued document providing evidence of living location, or employer-issued document confirming employment in NSW. 	<ul style="list-style-type: none"> Student declaration/signature at enrolment
Citizenship, Australian Permanent resident	<ul style="list-style-type: none"> Australian or New Zealand birth certificate; or Australia or New Zealand Passport; or Green Medicare card; or A Certificate of Evidence of Resident Status (CERS) which confirmed status as an Australian permanent resident; or Department of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO) facility to confirm status as Australia permanent resident and check passport 	<ul style="list-style-type: none"> Evidence sighted or collected by provider
Registration as NSW apprentice or new entrant trainee	<ul style="list-style-type: none"> Training Contract identifier (TCID) number 	<ul style="list-style-type: none"> Department system check against details of approved or registered Training Contract stored in Training Services NSW database
Previous qualification	<ul style="list-style-type: none"> (Department's system checks against Smart and Skilled records in the Department's database and checks against USI transcript). 	<ul style="list-style-type: none"> Student declaration/signature at enrolment

If you have more questions regarding eligibility, please refer to the Smart and Skilled FAQ page at:

<https://smartandskilled.nsw.gov.au/are-you-eligible/frequently-asked-questions>

2. Consent to use and disclosure Personal Information.

Students in accredited training program are required to permit the NSW Department of Education and Communities and other Government Agencies to use and disclose your personal information.

This includes details such as your name, Unique Student Identifier (USI), date of birth, contact details, training data, and statistical information. The information may be used for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of your training, the determination of your eligibility to receive subsidised training or for any Fee Exemption or Concessions.

This Information may also be disclosed to other third parties if required by law.

3. Enrolment Details

The enrolment details ([personal information including USI](#)) capture key information and contact details.

Enrolling into a Nationally Recognised Qualification requires you to provide information on who you are, your date of birth, where you live and contact information, and most importantly your Unique Student Identifier (USI).

Fees may vary based on the information provided through the Enrolment Pack. Information on applicable fees is provided as a quote, which students may accept or reject, prior to commencement of training. Training in an NSW government subsidised program will only commence where students accept the Smart and Skilled student fee.

IMPORTANT NOTE regarding Workplace Details.

All trainees including School Based Trainees (SBAT) must provide workplace details. All other student types are not required to provide this information at the time of enrolment.

Where workplace details are provided, workplace supervisors will be included in all communication related to progression and participation in learning including all email correspondence.

IMPORTANT NOTE regarding Parent/Guardian Details

All student under the age of 18 years, including School Based Trainees (SBAT) must provide parent/guardian details.

Where parent/ guardian details are provided, parent/ guardian will be included in all communication related to progression and participation in learning including all email correspondence.

4. Statistical Information

The National Centre for Vocational Education Research (NCVER) collects data about the Australian vocational education and training (VET) sector through a number of statistical collections and surveys.

5. Student Declaration

This is a declaration that you have read and understood this Enrolment Information Booklet, have been provided access to key [Smart and Skilled Policies](#), the ICCC [Student Handbook](#) and ICCC [VET Quality Manual](#), and agree to the terms and conditions pertaining to your training and assessment.

Conditions of Enrolment

In consideration of the acceptance of an enrolment, each student agrees not to hold ICCC, and/ or its employees liable for and will not make claim against them for any loss, damage, death or injury which may suffered or caused as a result of, in connection with, or during the period of;

- Any attendance to the ICCC office
- In any way whatsoever my association with ICCC

International Child Care College agrees to abide by its Code of Practice.

1. Delivering high quality services to its clients.
2. Meeting client needs through best practice and innovative delivery of service.
3. Providing services that are consistent, of value and quality.
4. Identifying problems and inadequacies of service delivery and to amend these issues quickly.

Enrolling students must meet entry requirements for approval to enrol into a select course. Entry requirements may relate to things such as:

- Previous completion of another qualification that is specified as a pre-requisite for a course.
- Levels of language, literacy, and numeracy skills appropriate for successful completion of the coursework and, for effective performance in the workplace in the specific job-role.
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced.
- Access to a computer that has appropriate software and capacity to access learning and assessment materials.

- Access to an internet connection with sufficient capacity to download course materials (e.g. broadband connection).

Notification to Department

ICCC is an approved provider of subsidised training under the NSW Government Smart and Skilled program. Information collected through the enrolment process, and all subsequent training information and data is submitted to the NSW government under the Smart and Skilled program.

Privacy Notice

International Child Care College collects and stores your personal details for training purposes only. Where State or Commonwealth funding supports training, we are obliged to submit your personal and training details for research, statistical analysis, program evaluation, post completion survey and internal management purposes.

The Privacy and Personal Information Protection Act 1998 (“Privacy Act”) and the Health Records and Information Privacy Act 2002 (“Health Records Privacy Act”) establish safeguards to protect all personal and health information held by NSW Government Agencies. Personal information is information or an opinion that identifies a person. Health information is personal information that relates to a person’s health or disability and includes information about the provision of health services to a person.

Both Acts require ICCC to meet requirements of the legislation in relation to collection, access, alteration, storage, use and disclosure of an individual’s information. Individuals who are dissatisfied with the way in which ICCC has dealt with their personal and/or health information may make a suggestion or complaint about the matter.

We **DO NOT** share, rent, or sell personal information you provide us. The confidentiality of the information we collect from you is protected under the NSW *Privacy ACT*.

If we do disclose information about any of our clients to a third-party we will acquire written consent from the client first (*i.e. editorial; photos for advertising purposes, etc*).

Disclosure of Personal Information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET

Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER handle your Personal Information.

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation.
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact ICCC using the contact details listed below.

You may contact International Child Care College to:

- request access to your personal information

- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

International Child Care College E: info@childcarecollege.com.au P: 02 4956 4333

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Refer to Consent to Use and Disclosure of Personal Information on pp.4-5 for NSW Government privacy policy.

Surveys

You may receive a student survey which is run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Unique Student Identifier (USI)

The Unique Student Identifier (USI) is a national student number that allows students to see all their individual training results from all providers, including all completed training units and qualifications in one space. It is a reference number made up of numbers and letters.

The USI Registrar hosts a secure online record of your nationally recognised training that you can access anytime and anywhere, and it's yours for life.

Each individual account will be linked to the National Vocational Education and Training (VET) data collection, meaning any individual's nationally recognised training and qualifications gained anywhere in Australia and from different training organisations, that is your VET achievements, are collated and authenticated into a single transcript. It will also ensure that your training records are not lost.

The USI will:

- Link your VET achievements, regardless of where you completed the course in Australia and
- Give you more control over your VET information

NB: Please note you can apply for a USI yourself and insert the USI number on ICCC's Enrolment Form.

Visit www.usi.gov.au for more information and to apply for a USI.

You only need one USI for all your study, and it stays with you for life. From 1 January 2015 all students studying qualifications are required to register for a Unique Student Identifier before enrolment.

As a registered training organisation, ICCC is required to collect students' Unique Student Identifier (USI) numbers and verify them before we are allowed to issue students their qualification or statement of attainment. Where students are applying for training subsidised by the NSW Government, a verified USI is required before funding will be approved. If you have not provided your USI or still need to create a USI please visit usi.gov.au for more information and to obtain your USI.

When you create your USI, the account contains personal information, contact details and access to your training records and results (transcript). The USI registry system has been designed to keep this information safe and secure and is only accessed by those organisations listed in the terms and conditions. The USI registry system also allows you to choose which training organisations can see this information and when.

Create your USI by visiting www.usi.gov.au/students/create-your-usi

The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988.

The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled. The Student Identifiers Registrar's Privacy Policy can be found at: usi.gov.au/documents/privacy-policy

As part of your enrolment process, if you are enrolling in courses where training is subsidised by the NSW Government, you will be asked to provide ICCC with permission to utilise your USI when applying for your training subsidy

Enrolment, Fees and Concessions

All training carries a fee or fees. ICCC accepts enrolments of students under Fee-for-Service and Government Subsidised arrangements.

Fee for service is an enrolment type where the student is liable for 100% of the course fees.

Government Subsidised is an enrolment type where the students is liable for a portion of the cost of training only, with the NSW Government subsidising the remainder of the training fee.

Almost all Australians are eligible to apply for available government funded training programs. There is a list of criteria that must be met for eligibility which are considered during the enrolment process. Please be aware that when a government funded program is accepted, there are implications for accessing further programs. Further, depending on qualifications already gained, costings may be different to those with no previous qualifications.

Important information you must be aware of in relation to your fees include:

- Fees must be paid within 14 days of receiving notification or an invoice.
- Failure to pay fees at the scheduled time will result in legal action being taken.
- Students must communicate with the College regarding any delay in payment.
- Should you exceed the contracted training period, an additional fee may be charged.
- Students who require replacement of issued textbooks or training workbooks will be liable for additional charges to cover the cost of replacement.

All fees, regardless of government subsidies of an employer or student, must be paid by the specified due dates on the basis of the tax invoice, and in Australian dollars.

ICCC reserves the right to amend the Fee Policy by giving 21 days written notice to enrolled students.

Government Subsidised Smart and Skilled Student Fees

Under Smart and Skilled, a student (or their employer) contributes toward the cost of training through the payment of a student fee. The total fee for training is made up of the student fee and the subsidy from the government.

Student fees are:

- Set for the whole qualification, not annual or semester fees.
- Lower for students doing their first post-school qualification.
- Set for the student and the qualification and will be the same regardless of the RTO chosen.

Prior to commencement of training, ICCC must notify either the student or their employer (depending on who is paying for the student fee), information on fees to be paid.

This fee information includes:

- The fee amounts.
- How and when fees must be paid

Further information regarding the administration of fees can be found in the ICCC [VET Quality Manual](#) including:

- o Fee and Refund Policy
- o Consumer Protection Policy
- o Fee Protection Policy

Students should also refer to the NSW Government [Smart and Skilled Administration Fee Policy](#)

First or Subsequent Qualification Fee

Smart and Skilled subsidised training programs have variable fees depending on the history of previous training and qualification attainment. A Student is required to declare any post-school qualification to assess eligibility for a First or Subsequent Qualification Standard Student Fee.

Fee exemptions and concessions

Concession fees are available for eligible students studying up to and including Certificate IV who receive a Commonwealth benefit or allowance. Aboriginal or Torres Strait Islander students who live or work in NSW or live in identified border postcodes are exempt from paying the Student fee. Students in receipt of the Disability Support Pension or students with a disability may also be exempt from the Student fee.

If you are applying for a fee exemption or concession fee, you are required to supply appropriate documentation when you enrol. There are no fee exemptions or concessions for non-subsidised courses.

Proof of eligibility for a Concession Fee

The following Commonwealth benefits and allowances are eligible for a concession:

<ul style="list-style-type: none"> • Age Pension • Carer Payment* • Farm Household Allowance • JobSeeker Payment • Special Benefit • Veterans' Children Education Scheme • Youth Allowance 	<ul style="list-style-type: none"> • Austudy • Disability Support Pension • Family Tax Benefit Part A (maximum rate) • Parenting Payment (Single) • Veterans' Affairs Pensions • Widow Allowance
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** A NSW New Entrant Trainee on a Newstart Allowance or a NSW New Entrant Trainee who is the dependant of a person receiving a Newstart Allowance is not eligible for a concession fee.*

** The Carer Payment is a specific benefit paid by the Commonwealth Government; this category does not include the Carer Allowance or Carer Adjustment Payment.*

Proof of eligibility for fee exemption

Australian Aboriginal and Torres Strait Islander students prove their status and eligibility for a fee exemption through descent, self-identification and community identification. Students will need to declare their status and be able to provide documentary evidence of community identification if required.

Students with a disability

A student who seeks a fee exemption on the basis of disability will need to provide:

- A letter from Centrelink confirming receipt of the Disability Support Pension
- A Current Disability Pensioner Concession Card that shows CRN

Click the link below for more information on proof of eligibility, required evidence, fees and other information pertaining to [Smart and Skilled Administration Fee Policy](#)

Details of acceptable evidence are:

Requirement	Evidence	Evidence requirements
Fee Exemption: Aboriginality	N/A	<ul style="list-style-type: none"> ▪ Student declaration/signature ▪ This declaration also covers proof of Australian Citizenship
Fee Exemption: Disability (self or is a dependent child, spouse or partner of someone who is receiving a Commonwealth Government Disability Support Pension)	<ul style="list-style-type: none"> ▪ Centrelink evidence: proof of Disability Support Pension; or ▪ documentary evidence of support demonstrating a clear additional need as a result of the student's disability(ies): A letter or statement from: <ul style="list-style-type: none"> ○ a medical practitioner ○ an appropriate government agency ○ a relevant specialist allied health professional or, ▪ Centrelink evidence – dependent child, spouse or partner of a recipient of a Disability Support Pension 	<p>Yes. for all types of evidence.</p> <p>Evidence sighted or collected by provider.</p> <p>Note: at the Department's discretion, the Department may request a copy of the evidence or proof that the evidence has been sighted.</p>
Concession: Commonwealth Government Welfare Recipient	<ul style="list-style-type: none"> ▪ Centrelink evidence – Proof of benefit; or ▪ Centrelink evidence – dependent child, partner or spouse of a specified Commonwealth Government welfare recipient 	<p>Yes, for all types of evidence</p>
Fee Exemption: Refugee or Asylum Seeker	<ul style="list-style-type: none"> ▪ Relevant visa documentation; or ▪ ImmiCard (where appropriate); or ▪ Where a Bridging Visa holder, a document from the Department of Immigration and 	<p>Evidence sighted or collected by the provider.</p> <p>Note: at the Department's discretion, the Department may request a copy of the</p>

	Border Protection acknowledging application for a humanitarian visa.	evidence or proof that the evidence has been sighted.
Commonwealth Government Recipient (Fee-Free Scholarship)	<p>For students who is a current eligible Commonwealth Government Welfare recipient:</p> <ul style="list-style-type: none"> ▪ A letter from Department of Human Services (Centrelink) confirming receipt of the benefit. This letter should clearly show the CRN and the benefit or allowance category; or ▪ A current concession card that shows the CRN and clearly shows the benefit or allowance category; or ▪ A current Centrelink income statement that clearly shows the CRN and the benefit or allowance category; or ▪ Any other evidence that clearly shows the CRN and the benefit or allowance category; or ▪ Documentary evidence from the Department of Veterans' Affairs stating their pension/benefits status; or ▪ For people applying for Austudy or Youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first class attendance or participation in training 	Student declaration/signature at time of enrolment
Out-of-Home Care status (Fee-Free Scholarship)	<p>For students currently in out-of-home care:</p> <ul style="list-style-type: none"> ▪ A copy of the Children's Court Care Order, or ▪ A copy of the 'Confirmation of Placement' letter, or 	<p>Evidence sighted or collected by the provider.</p> <p>Note: at the Department's discretion, the Department may request a copy of the</p>

	<ul style="list-style-type: none"> ▪ A letter from Family and Community Services or the Out-of-Home Care Designated Agency verifying that the student is in statutory or supported care, or ▪ Any other evidence which clearly shows that the student is in out-of-home care. <p>For students previously in out-of-home care:</p> <ul style="list-style-type: none"> ▪ A copy of the Children’s Court Care Order, or ▪ A copy of the ‘leaving care’ letter from the Minister for Family and Community Services, or ▪ A letter from Family and Community Services verifying the student was previously in stator or supported care, or ▪ Any other evidence which clearly shows that the student was in previously in out-of-home care. 	<p>evidence or proof that the evidence has been sighted.</p>
<p>Domestic and Family Violence eligibility (Fee-Free Scholarship)</p>	<p>A letter of recommendation is required from a domestic and family violence service, refuge or other support agency such as:</p> <ul style="list-style-type: none"> ▪ Legal Aid NSW through their Women’s Domestic Violence Court Advocacy Services ▪ Organisation who provide integrated Domestic Family Violence Services ▪ Organisations who provide <i>Staying Home, Leaving Violence</i> services ▪ Organisations who deliver Specialist Homelessness Services (i.e. refuges and crisis accommodation) ▪ Domestic Violence NSW ▪ Any other organisation which clearly shows that the student is or has been previously 	<p>Yes, for all types of evidence</p>

	receiving support services for domestic and family violence (for example a non-government organisation or charity that is self-funded).	
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Please note, eligibility for a fee exemption or concession is assessed at enrolment and cannot be adjusted after enrolment.

Fee-Free Traineeship Initiative

A Smart and Skilled Fee Free traineeship may apply to students (enrolling in an eligible Smart and Skilled qualification on the NSW Skills List) who meet the criteria for one of the eligibility categories:

- A trainee who is commencing subsidised training for the first time on or after 1 January 2020
- A trainee who has completed a traineeship and is undertaking a subsequent traineeship and is commencing the subsidised training in the subsequent traineeship on or after 1 January 2020
- A trainee who has recommenced a traineeship in the same vocation with a different employer and is recommencing the subsidised training on or after 1 January 2020
- A trainee whose traineeship was cancelled and subsequently commenced a traineeship in a new vocation with the same/different employer and is commencing the subsidised training in the new traineeship on or after 1 January 2020

Traineeships must commence between 1 January 2020 and 31 December 2023.

Fee-Free Scholarships

The NSW Government offers Smart and Skilled Fee-Free Scholarships to help disadvantaged young people access vocational education and training.

Students who meet the Fee-Free Scholarship criteria are exempt from paying a student fee. All qualifications on the NSW Skills List from **Certificate I to Certificate IV level**, including qualifications that support apprenticeships and traineeships, are covered. To be eligible for a Fee-Free Scholarship, a student must:

- meet the Smart and Skilled [eligibility criteria](#), and
- be enrolling in a Smart and Skilled subsidised Certificate I – IV qualification on the NSW Skills List.

They must also meet the criteria for one of the eligibility categories below:

- Concession-eligible (Category A) – be aged between 15 and 30 years when they start training, be eligible for a Smart and Skilled concession fee and be either the recipient of a specific Australian Government welfare benefit or allowance or the dependant of such a recipient; or
- Out-of-home care (Category B) – be aged between 15 and 17 years and currently in out-of-home care or aged 18-30 years and previously have been in out-of-home care when they start training and meet the out-of-home care criteria
- Domestic and family violence (Category C) – be aged 15 years or older when they start training, meet the domestic and family violence criteria and have a letter of recommendation from a domestic and family violence service, refuge or other listed support agency.

Students may undertake one Fee-Free Scholarship per financial year.

For more information on proof of eligibility, required evidence, fees and other information pertaining to Smart and Skilled Fee-Free Scholarships please go to:

<https://smartandskilled.nsw.gov.au/for-students/scholarships/fee-free-scholarships>

What do students need to pay?

Students eligible for a subsidised Smart and Skilled training program will only be required to pay the Student Fee. Your student fee is determined by the NSW Smart and Skilled provider calculator based on your eligibility evidence you provide at the time of enrolment. All relevant student evidence is required at enrolment to ensure that the correct fee is determined.

Additional Costs

In addition to the Student fee, there may be some additional costs involved with training. These may be for essential equipment and other items that become your property, for example, a laptop and mobile data, personal protective clothing, replacement or hard copy textbooks etc.

Payment of Student Fees (Levy)

Once the quote has been accepted, ICCC will issue invoices and payment arrangements required for the Student Fee (either to the student or their employer depending on who is paying for the fees).

Invoices issued will include:

- Fees outlined as per the Smart and Skilled Provider Calculator
- Schedule of when payments are due.

Please note:

- Fees will be adjusted to reflect any applied CT.
- The student or employer will pay the Student Fee that applies. Neither the student or employer will not be affected by any subsequent changes to Smart and Skilled Fees.
- All fees must be paid for prior to completion of the student's subsidised training.
- All fees collected directly by ICCC.

Fee Protection

ICCC has mechanisms in place to protect student fees paid. These include:

- A fair and reasonable Refunds Policy
- not collecting more than \$1,500 in prepaid fees.

Withdrawal without penalty (discontinuing student)

Where a student withdraws from a Smart and Skilled subsidised training program, they have until course commencement to withdraw or cancel without penalty. Any withdrawal after course commencement and they will incur a commencement fee as set out by ICCC.

Transferring, Deferring or Discontinuing Students

In addition to the above information:

- Students may apply for a transfer of enrolment to another Registered Training Organisation within 60 days of training commencement. This is subject to approval by the funding provider (where applicable).
- A student may apply for deferral at any time within 6 months after training commencement, subject to approval from the funding provider (no refunds are given for deferral). Deferral is for a maximum of 12mths, any time beyond this period will be considered as discontinuing.
- Students that wish to discontinue their Training must provide ICCC with formal notification of the Training end date.

Refunds

The ICCC Refund Policy informs students of eligibility requirements for refunds.

You may be eligible for a refund of all or part of the student fee in the following circumstances:

- You have overpaid the student fee.

- You have paid the full student fee but now receive Youth Allowance or Austudy commencing within two weeks of the date of enrolment.
- You formally advise ICCC in writing, before scheduled commencement, that you are withdrawing from the course.
- You formally advise ICCC in writing, after commencement and/or participation, that you are withdrawing from the course (possible partial refund of the Student fee)
- The Student Fee is non-refundable after the cooling off period expires (7 days) from the commencement of training.
- You have been granted Credit Transfer after enrolment. Fees will be adjusted to reflect CT and if necessary, refunds will be made.
- No refunds are given for deferrals.

Under special circumstances a full refund may be applied at the discretion of ICCC's Training Manager or General Manager.

Special Circumstances may include:

- sudden illness or conditions which directly affect the student's ability to complete the training,
- illness or conditions that affect persons who require care from the student which directly affect the student's ability to complete the training,
- other situations that directly affect the student's ability to complete the training.

Special circumstances do not include:

- unforeseen increases in your workload,
- a change in your work hours,
- redundancy or retrenchment,
- moving interstate or overseas.

In situations where the student wishes to withdraw due to prolonged illness or hardship the student must produce satisfactory evidence of the circumstances of his/her withdrawal such as medical certificates.

Students who are unhappy with the arrangements for the collection and refunding of student fees are entitled to lodge a complaint. This should occur in accordance with the complaint's procedure.

Complaints and Appeals.

At first, complaints or appeals must be made directly to International Child Care College (ICCC). Please refer to International Child Care College's Suggestions and Complaints section within the Student Handbook.

Consumer Protection Officer

The Consumer Protection Policy advises ICCC prospective and current customers on their rights and obligations as consumers of ICCC products and services.

ICCC has an obligation to provide:

- The training and support necessary to allow learners to achieve competency.
- A clear and accessible feedback and complaints process.
- Ongoing procedures for protecting customers' personal information.

Customers therefore can expect that the service they receive before, during and after training/assessment will be of a quality consistent with these requirements.

ICCC is responsible for providing:

- Accurate information to customers about their services and fees.
- Information to customers about their rights and responsibilities.
- A complaints and appeals procedure, and information to customers about how to access this.
- A dedicated Consumer Protection Officer and making their contact details readily available.
- Information to customers about the collection and use of their personal information.
- Information to customers about how to update their personal information.

ICCC has a dedicated Consumer Protection Officer. Contact details are as follows:

Consumer Protection Officer

146 Lambton Road, Broadmeadow, NSW 2292

PO Box 59, Adamstown. NSW 2289

info@childcarecollege.com.au

Consumer Information / Advice

Should you require additional information on Consumer Protection, or you feel that your complaint or appeal has not been resolved and you wish to contact a third party, please contact Smart and Skilled Customer Support Service on:

Website: <https://smartandskilled.nsw.gov.au/>

<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

Phone Number: 1300 772 104

The Consumer protection system will provide:

- Information on consumer rights
- A set of frequently asked questions
- Information on provider obligations, minimum standards and complaints procedures
- Information on the escalation of complaints and the dispute resolution process

Third Party Arrangements

International Child Care College has approved third-party arrangements in place to support the facilitation of required training and assessment. Regardless of the approved third-party arrangement, ICCC, as the lead RTO in each agreement, is responsible for ensuring:

1. Quality Assurance systems against the VET Quality Framework including quality record keeping and archive systems.
2. Developing and issuing the Training Plan
3. Monitoring of third-party performance including the trainers and assessors of the partner organisation and the quality of the training and assessment
4. Monitoring of student performance under third-party training and assessment
5. Management of student data including application of credit transfer
6. Reporting of student activity including:
 - a. Unique Student Identifiers (USI)
 - b. Training milestones
 - c. Activity Data and Quality Indicators
7. Investigating and managing any complaints made around subcontracted training
8. Administering student fees
9. Issuing Certificates, Qualifications and Statements of Attainment

Third-Party Arrangement Information	
Company Name	Business Wise First Aid Training
Details	RTO ID 45193 Managing Director: Greg Blume
Address	12 Daintree Close, Cardiff Heights NSW 2285
Contact	Email: admin@bwfat.com.au Web: www.bwfat.com.au
Purpose of Third-party arrangement:	This arrangement ensures that the First Aid component of the course, HLTAID012 Provide first aid in an education and care setting , is delivered and assessed by industry experts.
Who will be affected by this arrangement:	This arrangement affects all Trainees, School Based Trainees, Entitlement students and Targeted Priority students studying with ICCC.
Roles and Responsibilities	Under this arrangement, Business Wise First Aid Training has the following student responsibilities: <ul style="list-style-type: none"> • Providing enrolled students access to regular training and assessment sessions • Support student learning • Provide a notice of completion to ICCC for students who successfully complete the training and assessment requirements for the identified unit of competency
Scope of Approved Third-party Arrangements	Under this arrangement, Business Wise First Aid Training is approved to: <ul style="list-style-type: none"> ○ Deliver training and assessment to students in: HLTAID012 Provide first aid in an education and care setting

Third-Party Arrangement Information	
Company Name	Surf Life Saving NSW
Details	RTO ID 90394 Managing Director: Holly Chave
Address	3 Narabang Way Belrose NSW 2085
Contact	Email: mpacey@surflifesaving.com.au Web: www.surflifesaving.com.au
Purpose of Third-party arrangement:	This arrangement ensures that the First Aid component of the course, HLTAID012 Provide first aid in an education and care setting , is delivered and assessed by industry experts.
Who will be affected by this arrangement:	This arrangement affects all Trainees, School Based Trainees, Entitlement students and Targeted Priority students studying with ICCC.
Roles and Responsibilities	Under this arrangement, Surf Life Saving NSW has the following student responsibilities: <ul style="list-style-type: none"> • Providing enrolled students access to regular training and assessment sessions • Support student learning • Provide a notice of completion to ICCC for students who successfully complete the training and assessment requirements for the identified unit of competency
Scope of Approved Third-party Arrangements	Under this arrangement, Surf Life Saving NSW is approved to: <ul style="list-style-type: none"> ○ Deliver training and assessment to students in: HLTAID012 Provide first aid in an education and care setting

Third-Party Arrangement Information	
Company Name	Early Learning Institute (Trading as Fit Kidz)
Details	General Manager: Rachel Emphield
Address	179 Annangrove Road, Annangrove NSW 2156
Contact	Email: info@fitkidz.com.au Web: www.fitkidz.com.au
Purpose of Third-party arrangement:	This arrangement ensures that trainees in the Sydney region have access to timely study and assessment support.
Who will be affected by this arrangement:	This arrangement affects Trainees and School Based Trainees studying with ICCC in the Sydney region only.
Roles and Responsibilities	Under this arrangement, Early Learning Institute has the following student responsibilities: <ul style="list-style-type: none"> • Ongoing support of student learning • Supporting implementation of 'at risk' student programs • Student observation assessments in a regulated children's service
Scope of Approved Third-party Arrangements	Under this arrangement, Early Learning Institute is approved to: <ul style="list-style-type: none"> ○ Assess students via observation in the below listed units of competency:
<p>HLTWH001 Participate in workplace health and safety</p> <p>CHCPR001 Identify and respond to children and young people at risk</p> <p>CHCECE030 Support inclusion and diversity</p> <p>CHCECE031 Support children's health, safety and wellbeing</p> <p>CHCECE032 Nurture babies and toddlers</p> <p>CHCECE033 Develop positive and respectful relationships with children</p> <p>CHCECE034 Use an approved learning framework to guide practice</p> <p>CHCECE035 Support the holistic learning and development of children</p> <p>CHCECE036 Provide experiences to support children's play and learning</p> <p>CHCECE037 Support children to connect with the natural environment</p> <p>CHCECE038 Observe children to inform practice</p> <p>CHCECE054 Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures</p> <p>CHCECE055 Meet legal and ethical obligations in children's education and care</p> <p>CHCECE056 Work effectively in children's education and care</p> <p>CHCPRP003 Reflect on and improve own professional practice</p> <p>CHCDIV001 Work with diverse people</p> <p>CHCECE039 Comply with family day care administration requirements</p>	<p>BSBTWK502 Manage team effectiveness</p> <p>CHCECE041 Maintain a safe and healthy environment for children</p> <p>CHCECE042 Foster holistic early childhood learning, development and wellbeing</p> <p>CHCECE043 Nurture creativity in children</p> <p>CHCECE044 Facilitate compliance in a children's education and care service</p> <p>CHCECE045 Foster positive and respectful interactions and behaviour in children</p> <p>CHCECE046 Implement strategies for the inclusion of all children</p> <p>CHCECE047 Analyse information to inform children's learning</p> <p>CHCECE048 Plan and implement children's education and care curriculum</p> <p>CHCECE049 Embed environmental responsibility in service operations</p> <p>CHCECE050 Work in partnership with children's families</p> <p>CHCPRP003 Reflect on and improve own professional practice</p> <p>CHCECE053 Respond to grievances and complaints about the service</p> <p>CHCINM002 Meet community information needs</p> <p>CHCDIV003 Manage and promote diversity</p> <p>BSBSTR501 Establish innovative work environments</p> <p>BSBTWK503 Manage meetings</p>
<p>These units form part of the CHC30121 Certificate III in Early Childhood Education and Care and the CHC50121 Diploma of Early Childhood Education and Care Training Packages.</p>	

Third-Party Arrangement Information	
Company Name	Explore & Develop Pty Ltd
Details	CEO: Belinda Ludlow
Address	Level 4, 10 Tilley Lane, Frenchs Forest, NSW 2086
Contact	Email: admin@exploreanddevelop.com.au Web: www.exploreanddevelop.com.au
Purpose of Third-party arrangement:	This arrangement ensures that trainees working for Explore & Develop Pty Ltd have access to timely study and assessment support.
Who will be affected by this arrangement:	This arrangement affects Trainees and School Based Trainees studying with ICCC for Explore & Develop Pty Ltd only.
Roles and Responsibilities	Under this arrangement, Explore & Develop Pty Ltd has the following student responsibilities: <ul style="list-style-type: none"> • Ongoing support of student learning • Supporting implementation of 'at risk' student programs • Student observation assessments in a regulated children's service
Scope of Approved Third-party Arrangements	Under this arrangement, Explore & Develop Pty Ltd is approved to: <ul style="list-style-type: none"> ○ Assess students via observation in the below listed units of competency:
HLTWHS001 Participate in workplace health and safety CHCPR001 Identify and respond to children and young people at risk CHCECE030 Support inclusion and diversity CHCECE031 Support children's health, safety and wellbeing CHCECE032 Nurture babies and toddlers CHCECE033 Develop positive and respectful relationships with children CHCECE034 Use an approved learning framework to guide practice CHCECE035 Support the holistic learning and development of children CHCECE036 Provide experiences to support children's play and learning CHCECE037 Support children to connect with the natural environment CHCECE038 Observe children to inform practice CHCECE054 Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures CHCECE055 Meet legal and ethical obligations in children's education and care CHCECE056 Work effectively in children's education and care CHCPRP003 Reflect on and improve own professional practice CHCDIV001 Work with diverse people CHCECE039 Comply with family day care administration requirements	BSBTWK502 Manage team effectiveness CHCECE041 Maintain a safe and healthy environment for children CHCECE042 Foster holistic early childhood learning, development and wellbeing CHCECE043 Nurture creativity in children CHCECE044 Facilitate compliance in a children's education and care service CHCECE045 Foster positive and respectful interactions and behaviour in children CHCECE046 Implement strategies for the inclusion of all children CHCECE047 Analyse information to inform children's learning CHCECE048 Plan and implement children's education and care curriculum CHCECE049 Embed environmental responsibility in service operations CHCECE050 Work in partnership with children's families CHCPRP003 Reflect on and improve own professional practice CHCECE053 Respond to grievances and complaints about the service CHCINM002 Meet community information needs CHCDIV003 Manage and promote diversity BSBSTR501 Establish innovative work environments BSBTWK503 Manage meetings
These units form part of the CHC30121 Certificate III in Early Childhood Education and Care and the CHC50121 Diploma of Early Childhood Education and Care Training Packages.	

Third-Party Arrangement Information	
Company Name	Tillys Play and Development Pty Ltd
Details	CEO: Donna MacIntyre
Address	84 Paterson Road, Bolwarra NSW 2320
Contact	Email: college@tillyschildcare.com.au Web: www.tillyschildcare.com.au
Purpose of Third-party arrangement:	This arrangement ensures that trainees working for Tillys Play and Development Pty Ltd have access to timely study and assessment support.
Who will be affected by this arrangement:	This arrangement affects Trainees and School Based Trainees studying with ICCC for Tillys Play and Development Pty Ltd only.
Roles and Responsibilities	Under this arrangement, Tillys Play and Development Pty Ltd has the following student responsibilities: <ul style="list-style-type: none"> • Ongoing support of student learning • Supporting implementation of 'at risk' student programs • Student observation assessments in a regulated children's service
Scope of Approved Third-party Arrangements	Under this arrangement, Tillys Play and Development Pty Ltd is approved to: <ul style="list-style-type: none"> ○ Assess students via observation in the below listed units of competency:
HLTWHS001 Participate in workplace health and safety CHCPR001 Identify and respond to children and young people at risk CHCECE030 Support inclusion and diversity CHCECE031 Support children's health, safety and wellbeing CHCECE032 Nurture babies and toddlers CHCECE033 Develop positive and respectful relationships with children CHCECE034 Use an approved learning framework to guide practice CHCECE035 Support the holistic learning and development of children CHCECE036 Provide experiences to support children's play and learning CHCECE037 Support children to connect with the natural environment CHCECE038 Observe children to inform practice CHCECE054 Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures CHCECE055 Meet legal and ethical obligations in children's education and care CHCECE056 Work effectively in children's education and care CHCPR003 Reflect on and improve own professional practice CHCDIV001 Work with diverse people CHCECE039 Comply with family day care administration requirements	BSBTWK502 Manage team effectiveness CHCECE041 Maintain a safe and healthy environment for children CHCECE042 Foster holistic early childhood learning, development and wellbeing CHCECE043 Nurture creativity in children CHCECE044 Facilitate compliance in a children's education and care service CHCECE045 Foster positive and respectful interactions and behaviour in children CHCECE046 Implement strategies for the inclusion of all children CHCECE047 Analyse information to inform children's learning CHCECE048 Plan and implement children's education and care curriculum CHCECE049 Embed environmental responsibility in service operations CHCECE050 Work in partnership with children's families CHCPR003 Reflect on and improve own professional practice CHCECE053 Respond to grievances and complaints about the service CHCINM002 Meet community information needs CHCDIV003 Manage and promote diversity BSBSTR501 Establish innovative work environments BSBTWK503 Manage meetings
These units form part of the CHC30121 Certificate III in Early Childhood Education and Care and the CHC50121 Diploma of Early Childhood Education and Care Training Packages.	

Third-Party Arrangement Information	
Company Name	St Philip's Christian Education Foundation Ltd
Details	Director: Graeme Irwin
Address	57 High Street, Waratah NSW 2298
Contact	Email: carlie.boyle@spcc.nsw.edu.au Web: www.spcc.nsw.edu.au
Purpose of Third-party arrangement:	This arrangement ensures that trainees working for St Philip's Christian Education Foundation Ltd have access to timely study and assessment support.
Who will be affected by this arrangement:	This arrangement affects Trainees, School Based Trainees and Targeted Priority students studying with ICCC for St Philip's Christian Education Foundation Ltd only.
Roles and Responsibilities	Under this arrangement, St Philip's Christian Education Foundation Ltd has the following student responsibilities: <ul style="list-style-type: none"> • Ongoing support of student learning • Supporting implementation of 'at risk' student programs • Student observation assessments in a regulated children's service
Scope of Approved Third-party Arrangements	Under this arrangement, St Philip's Christian Education Foundation Ltd is approved to: <ul style="list-style-type: none"> ○ Assess students via observation in the below listed units of competency:
<p>HLTWS001 Participate in workplace health and safety</p> <p>CHCPR001 Identify and respond to children and young people at risk</p> <p>CHCECE030 Support inclusion and diversity</p> <p>CHCECE031 Support children's health, safety and wellbeing</p> <p>CHCECE032 Nurture babies and toddlers</p> <p>CHCECE033 Develop positive and respectful relationships with children</p> <p>CHCECE034 Use an approved learning framework to guide practice</p> <p>CHCECE035 Support the holistic learning and development of children</p> <p>CHCECE036 Provide experiences to support children's play and learning</p> <p>CHCECE037 Support children to connect with the natural environment</p> <p>CHCECE038 Observe children to inform practice</p> <p>CHCECE054 Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures</p> <p>CHCECE055 Meet legal and ethical obligations in children's education and care</p> <p>CHCECE056 Work effectively in children's education and care</p> <p>CHCPRP003 Reflect on and improve own professional practice</p> <p>CHCDIV001 Work with diverse people</p> <p>CHCECE039 Comply with family day care administration requirements</p>	<p>BSBTWK502 Manage team effectiveness</p> <p>CHCECE041 Maintain a safe and healthy environment for children</p> <p>CHCECE042 Foster holistic early childhood learning, development and wellbeing</p> <p>CHCECE043 Nurture creativity in children</p> <p>CHCECE044 Facilitate compliance in a children's education and care service</p> <p>CHCECE045 Foster positive and respectful interactions and behaviour in children</p> <p>CHCECE046 Implement strategies for the inclusion of all children</p> <p>CHCECE047 Analyse information to inform children's learning</p> <p>CHCECE048 Plan and implement children's education and care curriculum</p> <p>CHCECE049 Embed environmental responsibility in service operations</p> <p>CHCECE050 Work in partnership with children's families</p> <p>CHCPRP003 Reflect on and improve own professional practice</p> <p>CHCECE053 Respond to grievances and complaints about the service</p> <p>CHCINM002 Meet community information needs</p> <p>CHCDIV003 Manage and promote diversity</p> <p>BSBSTR501 Establish innovative work environments</p> <p>BSBTWK503 Manage meetings</p>
<p>These units form part of the CHC30121 Certificate III in Early Childhood Education and Care and the CHC50121 Diploma of Early Childhood Education and Care Training Packages.</p>	

Third-Party Arrangement Information	
Company Name	Turtle & Co Pty Ltd
Details	CEO: Andrew French
Address	42 Langtry Avenue, Auburn NSW 2144
Contact	Email: turtleandco21@gmail.com
Purpose of Third-party arrangement:	This arrangement ensures that trainees working for Turtle & Co Pty Ltd have access to timely study and assessment support.
Who will be affected by this arrangement:	This arrangement affects Trainees studying with ICCC for Turtle & Co Pty Ltd only.
Roles and Responsibilities	Under this arrangement, Turtle & Co Pty Ltd has the following student responsibilities: <ul style="list-style-type: none"> • Ongoing support of student learning • Supporting implementation of 'at risk' student programs • Student observation assessments in a regulated children's service
Scope of Approved Third-party Arrangements	Under this arrangement, Turtle & Co Pty Ltd is approved to: <ul style="list-style-type: none"> ○ Assess students via observation in the below listed units of competency:
HLTWHS001 Participate in workplace health and safety CHCPR001 Identify and respond to children and young people at risk CHCECE030 Support inclusion and diversity CHCECE031 Support children's health, safety and wellbeing CHCECE032 Nurture babies and toddlers CHCECE033 Develop positive and respectful relationships with children CHCECE034 Use an approved learning framework to guide practice CHCECE035 Support the holistic learning and development of children CHCECE036 Provide experiences to support children's play and learning CHCECE037 Support children to connect with the natural environment CHCECE038 Observe children to inform practice CHCECE054 Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures CHCECE055 Meet legal and ethical obligations in children's education and care CHCECE056 Work effectively in children's education and care CHCPR003 Reflect on and improve own professional practice CHCDIV001 Work with diverse people CHCECE039 Comply with family day care administration requirements	BSBTWK502 Manage team effectiveness CHCECE041 Maintain a safe and healthy environment for children CHCECE042 Foster holistic early childhood learning, development and wellbeing CHCECE043 Nurture creativity in children CHCECE044 Facilitate compliance in a children's education and care service CHCECE045 Foster positive and respectful interactions and behaviour in children CHCECE046 Implement strategies for the inclusion of all children CHCECE047 Analyse information to inform children's learning CHCECE048 Plan and implement children's education and care curriculum CHCECE049 Embed environmental responsibility in service operations CHCECE050 Work in partnership with children's families CHCPR003 Reflect on and improve own professional practice CHCECE053 Respond to grievances and complaints about the service CHCINM002 Meet community information needs CHCDIV003 Manage and promote diversity BSBSTR501 Establish innovative work environments BSBTWK503 Manage meetings
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Third-Party Arrangement Information	
Company Name	Corporate Training Solutions
Details	RTO ID 4256 Managing Director: Barry O'Regan
Address	5 Woollisia Court, Voyager Point, NSW 2172
Contact	Web: www.corporatetrainingsolutions.com.au
Purpose of Third-party arrangement:	This arrangement ensures that the First Aid component of the course, HLTAID012 Provide first aid in an education and care setting , is delivered and assessed by industry experts.
Who will be affected by this arrangement:	This arrangement affects all Trainees, School Based Trainees, Entitlement students and Targeted Priority students studying with ICCC.
Roles and Responsibilities	Under this arrangement, Corporate Training Solutions has the following student responsibilities: <ul style="list-style-type: none"> • Providing enrolled students access to regular training and assessment sessions • Support student learning • Provide a notice of completion to ICCC for students who successfully complete the training and assessment requirements for the identified unit of competency
Scope of Approved Third-party Arrangements	Under this arrangement, Corporate Training Solutions is approved to: <ul style="list-style-type: none"> ○ Deliver training and assessment to students in: <p>HLTAID012 Provide first aid in an education and care setting</p>