

Annexure for Student Handbook -Smart & Skilled information

NSW Smart & Skilled Program 2023-2024

Australian Charter Education Pty Ltd t/a ACE Nurse School (“ACE”) is an approved provider under the NSW Smart & Skilled Program for 2023-2024, for delivery of selected part qualifications. Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system, launched in 2015 to assist people in NSW gain the skills they need to find a job and advance their careers. Smart & Skilled funding covers a range of course options and also Traineeships. Smart and Skilled qualifications are subsidised by the NSW Government. Eligible students can choose from various qualifications, from Certificate I to Advanced Diploma.

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.

To be eligible for a Smart and Skilled place you must meet the following criteria

- Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and
- aged 15 years or older, and
- left school, and
- live or work in New South Wales (or a defined NSW border), or
- Registered as a NSW Apprentice or New Entrant Trainee.

For more information and to check your eligibility for Smart & Skilled funding, follow this direct link to the NSW Smart & Skilled home page <https://smartandskilled.nsw.gov.au/>

This information is correct as at 1 September 2023. Please review our website for details of relevant policies and forms for Smart & Skilled. All training provided under this program is subsidised by the NSW government.

Smart and Skilled Notification of Enrolment

ACE will follow the following procedures when enrolling students in Smart and Skilled training courses:

1. **Pre-enrolment information:** Prior to enrolment you will be provided with the information listed below. This is included on later pages of this Handbook.
 - Recognition of Prior Learning and Credit Transfer information
 - Consumer protection information
 - Subcontractor information if relevant
 - Procedures required if you want to defer or discontinue training
 - Student Support
 - Contact details for any support services provided

- The fees chargeable
- Information about the Course you are enrolling in
- Your rights and Responsibilities
- Information about obtaining a USI
- Information with regard to the VET Student Loans Program (delete if not applicable).

Check eligibility: We will check your eligibility for the program.

You can also check out your eligibility on the [Eligibility Checker on the Smart and Skilled website](#), this will also give you an indication of the student fee that you will have to pay to enrol in your chosen course. (Refer to the Fees and Refund section below for more information on Student Fees, Concessions and Exemptions).

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Eligibility Requirement	Evidence Required
Proof of Identity	USI – validity checked with Office of USI Registrar
Australian (or New Zealand) Citizenship	Participant declaration and signature (The following can be requested to verify residency status: Australian/NZ Birth Certificate or Passport, Naturalisation Certificate)
Permanent resident or Humanitarian Visa holder	One of the following must be sighted: <ul style="list-style-type: none"> ✓ Certificate of Evidence of Residency Status (CERS) ✓ Passport ✓ Humanitarian Visa or substantiate using The Dept. of Immigration and Border Protection’s Visa Entitlement Verification Online (VEVO)
Date of birth	Valid USI check and participant signature (completed by the Department)
Place of residency or employment NSW	Participant declaration and signature
If registered as a NSW apprentice or new entrant trainee	Training contract identifier (TCID) – Department System check against Training Contract details stored in State Training Service database
Previous Qualification	Participant declaration and signature (Department will check)
Completion of Year 10 or equivalent (if under 17)	Participant declaration and signature
Postcode for ATSI on borders	Participant declaration and signature

Proof for Concession or Exemptions	
Concession: Welfare recipient	Centrelink Evidence – proof of benefit or Centrelink Evidence – dependent child of a specified welfare recipient
Exemption: Aboriginal descent	Participant declaration and signature
Concession/Exemption: Disability	Centrelink Evidence: proof of Disability Support Pension Documentary evidence of training support needs due to disability. A letter or statement from: <ul style="list-style-type: none"> • A medical practitioner • An appropriate government agency or • Relevant specialist allied health professional or • Centrelink evidence – dependent child of a recipient of a Disability Support Pension
Exemption: Social Housing recipient (aged 15- 30) Out-of-home Care	Participant declaration and signature Evidence of Commonwealth Welfare Recipient Status or Evidence of a dependent of person with Commonwealth Welfare Recipient Status <u>For Young People 15- 17yo</u> (one of the following must be presented): <ul style="list-style-type: none"> • A copy of the Children’s Court Care order • A copy of the Confirmation of Placement letter • A letter from Family and Community Services or the <u>OOHC Designated Agency</u> verifying that the young person is in statutory or supported care • Any other evidence which clearly shows that the young person is in out-of-home Care <u>For young people 18-30yo</u> (one of the following must be presented): A copy of the expired Children’s Court Care order A copy of the Leaving Care letter form the Minister for Family and Community Services letter A letter from Family and Community Services verifying that the young person was previously in statutory or supported care Any other evidence which clearly shows that the young person was previously in out-of-home Care
Exemption – person experience domestic violence	Letter from Family or Domestic or Family Violence Support Service

Proof for Concession or Exemptions	
Exemption: Long term unemployed	Letter from Service Provider
Exemption – Refugees and Asylum Seekers	Visa documentation or Immicard – refer to <u>Appendix 7 of the Smart and Skilled Fee Administration Policy</u> for approved type of visa
Proof for Needs Loadings Paid to the Provider	
Needs Loading: Aboriginality	Automatic for anyone who has declared Aboriginality
Needs Loading: Disability	As for Proof for Concession/Exemption. Note: dependents of people with a Disability do not attract a loading
Needs Loading: Long Term Unemployed	As for proof of long term unemployed
Location Loading; Regional or remote	Students' Residential Address

- You will be asked to provide proof of eligibility and sign statements; the table below outlines the type of evidence that is acceptable. Your Provider will take you through a **Proof of Eligibility Checklist** on enrolment.

Proof of Eligibility

- Declarations:** You will also be required to sign the following documents:
 - Consent to Use And Disclosure of Personal Information to The Department of Education and Communities and Other Government Agencies
 - Privacy Form if you would like us to apply for USI on your behalf.
 - RPL and Credit Transfer:** If you are applying for RPL or Credit Transfer for any units, it is best if you let us know prior to enrolment as your student fee will be adjusted according to how many units you are awarded Recognition for. You can still apply during the course and you may be entitled to a refund. (Refer to the section on Skills Recognition in this document for further information)
 - Notification to Department:** On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file, you will also be given a copy. A Student Commitment ID will also be issued.
 - Fees and Charges:** You will be informed of all fees, schedule of payments, refunds for withdrawal or deferment and the policy relating to fees paid in advance.
 - Training Plan:** Prior to starting training you will be given a copy of the Training Plan
- If you have any questions with regard to the Notification of Enrolment Process please do not hesitate to contact us.

Smart and Skilled: Student Rights and Responsibilities

Student Rights

ACE will ensure that all enrolled students will:

- receive quality training and assessment that meets the NVR Standards for RTO's 2015
- receive the training and support necessary to enable competency to be achieved
- Issue AQF certificates and Statements of Attainment on successful completion of the training course
- have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment
- be fully informed of their obligation in relation to the repayment of any debt to be incurred under the VET Student Loans Program
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- be provided with a safe training environment free from harassment and discrimination

Student Responsibilities

All students must ensure that they:

- provide true and accurate information
- behave in an ethical and responsible manner at all times when engaged in training and assessment activities
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and following any WHS-related instructions.
- do not behave in any way that might intimidate, threaten, harass or embarrass other students or staff
- are free from drugs and alcohol at all times while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- meet assessment deadlines
- do not cause damage to equipment or facilities
- provide a USI or give permission to obtain one on their behalf

Subcontractor and Broker Arrangements

Australian Charter Education Pty Ltd t/a ACE Nurse School ("ACE"), has not entered into any subcontracting or brokering arrangements for recruitment.

Deferral or Withdrawal from Smart & Skilled funded training

Deferrals

If for any reason you wish to defer your involvement in training and assessment, please discuss this with your trainer as a first step. Your trainer may refer you to another, appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. In all instances, we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 6 months, after this time you will not be entitled to continue with your course.

Withdrawals

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal
- You will be refunded any outstanding fees in line with the Fee and Refund Policy
- You will be issued any Statement of Attainment for units assessed as competent within 30 days of notice of discontinuation
- Your Training Plan will be updated and you will be given a copy
- You will be given the results of any assessments

Smart and Skilled contact details

If you feel you cannot resolve an issue with us or would like more information about Smart and Skilled the contact details for Training Services NSW are as below.

Smart and Skilled Website; <https://smartandskilled.nsw.gov.au/>