



Smart and Skilled Student Information Pre enrolment



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Smart and Skilled Notification of Enrolment

Training Education and Management Services Pty Ltd 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

2. **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).

To be eligible for a Smart and Skilled Place you must meet the following criteria	
Type of training	Eligibility criteria
For all Smart and Skilled Courses	<ul style="list-style-type: none"> • Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, <u>and</u> • aged 15 years or older, <u>and</u> • left school, <u>and</u> • live or work in New South Wales (or a defined NSW border), <u>or</u> • Registered as a NSW Apprentice or New Entrant Trainee

3. 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.

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, Green Medicare Card or 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

4. **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.
5. **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)
6. **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.
7. **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.
8. **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.

Fee and Refunds

When you enrol in Smart and Skilled you may have to pay part of the cost of training, this is known as the Student Fee, the NSW Government subsidises the remainder of the fee. The fees (total and the amount you have to pay) are set by the government and cannot be changed. However, if you are entitled to a concession you will have this fee reduced and if you are entitled to an exemption then you will not have to pay any Student Fee.

When you check your eligibility as outlined in the Notification of Enrolment Student Information, you can also check out if you are entitled to a concession or exemption and how much your fees will be for the Qualification you to enrol in. We will confirm this amount when we complete the enrolment process.

Other information you should know about our Fees processes:

- On enrolment we will give you a Schedule of Fees which will set out when and how you are to pay the student fee.
- We will let you know of additional equipment costs for equipment, text books or field trips prior to enrolment. This will be included in our Course Information and on our website.
- You must have paid the student fees in full by the end of the training course, if you have not we will not issue you with a Certificate and in certain circumstances will refer your debt to a debt collection agency.
- In some circumstances (i.e. under certain Awards) your employer will pay the fee for Apprenticeships and Traineeships – we will let you know if this will be the case.
- There will be no extra fees if we use another party to recruit or deliver training and assessment on our behalf (known as a Third Party Arrangement).
- You will be entitled to three attempts to complete a unit of competency without additional cost.
- If you are awarded RPL or Credit Transfer before the enrolment process is completed your student fee will be adjusted to reflect the number of units awarded recognition.
- If you are awarded RPL after enrolment a refund of fees paid or an adjustment to any outstanding fees will be made.

First or Subsequent Qualification

Your student fee will differ depending on if you have completed other qualifications since leaving school. Those who have another qualification will pay a higher student fee.

Fee Protection

We are aware of our obligations as Registered Training Organisation to protect any student fees paid in advance. To this effect ***we do not collect fees in advance of more than \$1500.*** On Enrolment all fees paid are placed into deferred income and not recognised as income until delivery of service as measured by individual student assessment.

Cash reserves equal to all delivery costs for unearned income is retained by TEAMS to ensure full teach-out capability for enrolments.

Refund Information

We will make refunds to students in certain circumstances as listed in the table below. To apply for a refund you should email a request/ fill in our Refund Form located on our website and email to ttadmin@teamstraining.com.au

REFUNDS	
Circumstance	Refund Policy
Withdrawing from a training program	Generally there is no refund of fees. TEAMS can offer a refund on course/training fees for fee for service courses, if it can be proven that trainee or employer is not totally satisfied with the quality and professionalism of the service provided
If a training program is cancelled before commencement	You will be entitled to a full refund of fees paid
Provider Fee Refund Guarantee	
IF for any reason we cannot complete the training	You will be entitled to a entitled to a refund of fees proportional to the amount of training not delivered
If you withdraw from training but have completed an embedded qualification (i.e. complete all the units for a lower level qualification)	No refund will be made or the difference in the student fee will be refunded

Recognition: RPL and Credit Transfer

Recognition of Prior Learning (RPL)

RPL is the process by which your existing skills, knowledge and experience are recognised towards the achievement of a qualification. These skills may have been obtained through: Training programs; work experience; voluntary work; school work, life or sporting experience

If you apply for Recognition and are successful it can save you time in achieving a qualification as you do not have to repeat learning for skills and knowledge you already have.

All students are entitled to apply for Recognition of previously learnt skills and knowledge. To be awarded RPL you must provide evidence of when and how their competency was acquired.

To ensure that we assess your application for RPL in a consistent and fair manner we have developed the following process:

1. If you feel you want to apply for RPL, contact our office; we will explain the initial application process and send you out an RPL Application Form.
2. When we receive the completed RPL Application Form, we will arrange for you to meet with the assessor to discuss your application and make sure you understand the evidence collecting process. At this stage you will be given an RPL Assessment Kit.
3. We will schedule further meetings to assess the evidence you have provided
4. When all the evidence has been submitted the assessor will decide if you are competent in all aspects of the unit(s).
5. IF yes: Statements of Attainments are issued for the units achieved or a Certificate is issued if you have achieved competence in all units in a Qualification.
6. If no: a meeting will be arranged with the assessor to explain areas requiring further evidence or training.



Credit Transfer (CT)

Training Education and Management Services Pty Ltd recognises the training you have successfully completed with other RTO's (or previously by us) and can apply credit to units on provision of Certificates or Statements of Attainment.

Our Credit Transfer Process is as follows:

1. Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
2. You will be required to complete the Credit Transfer Application Form and present it to us with your Statement(s) of Attainment or Certificate. You will be asked submit originals for copying and endorsement by our staff or copies which are certified as true copies of the original by a Justice of the Peace (or equivalent).
3. You can apply for Credit Transfer at any time but we encourage you to apply before commencing a training program. This will reduce unnecessary training and ensure a reduction in your student fee if Credit Transfer is awarded.
4. Credit transfer can only be awarded for whole units of competence that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is awarded, this will not be considered for credit transfer and you will be advised to seek RPL.
5. You cannot enrol in a training program only for credit transfer.

Fees for RPL or CT

Under the Smart and Skilled Program your Student Fees will be adjusted if you are granted RPL or Credit Transfer for any units in the Training Program. If you apply for, and are granted, RPL or CT before enrolment this will be inputted to the Fee Calculator and the fee you are charged will be reduced. If RPL or CT is awarded after the start of the Training Program you will receive a refund to any student fees paid. For further details refer to the Smart and Skilled Fee and Refund Information.

Further Information

[NSW Department of Communities and Industry's Candidate Guide to Skills Recognition](#) is a good source of further information regarding Recognition and how it applies to your training and assessment.

Smart and Skilled Consumer Protection Policy

Training Education and Management Services Pty Ltd is aware of its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the NVR Standards for RTO's 2015 and the Smart and Skilled Consumer Protection Policy. To ensure our customers are fully protected and are aware of their rights and of avenues of complaint we have developed a Customer Protection Strategy as listed below.

Training Education and Management Services Pty Ltd is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law (ACL) applies to the following services all education and training services, including:

- advertising, marketing and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment.

The ACL also applies when these services are provided by third parties on our behalf.

Training Education and Management Services Pty Ltd has a Customer Protection Policy and Strategy in which eligible customers that are offered and enrol in a course that attracts government funding will be covered under different arrangements regarding cooling off periods and fees and refunds. The Eligible customers are provided with specific information prior to enrolment and following completion of the enrolment. This detail is set out in the pre-enrolment information and the terms and conditions that are the contract or agreement between the customer and the RTO.

For Smart and Skilled students the following procedures are additional to the points included in our Customer Protection Strategy:

- The **Operation Manager** will be the designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance.
- The contact details of the Customer Protection Officer will be made available to all clients on the website and in pre-enrolment information.
- Details of, or links to, the Smart and Skilled website and 1300 77 2104 contact number will be made available on all public information including the website, brochures/information downloaded from then the website or printed, enrolment forms and student induction material.
- A link to the Smart and Skilled Consumer Protection Strategy will be included in Student Information available on our website.
- Every attempt will be made to resolve any student complaints using the Complaints and Appeals Policy.



- If after following the Complaints and Appeals Process, a student feels matters are unresolved to their satisfaction and wish to inform a third party, they will be provided with contact details for NSW Department of Education and Communities Consumer Protection Unit for Students.
- We will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.
- Students will sign to confirm they have received Consumer Protection Information. This will be included in the Declaration made by students when completing the Proof of Eligibility Checklist on enrolment.

Contact details for the Customer Protection Officer as follows:

Kerry Derrington
Operations Manager
02 67322088
kerry@teamstraining.com.au

Our Guarantee

Training Education and Management Services guarantees that it will provide quality training and assessment that meets the requirements of the Australian Quality Framework, other legislation that is relevant to Registered Training Organisations and in the time frame and as described in our Course Brochures. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund student fees in accordance with our Fee and Refund Policy.

Complaints and Appeals

Training Education and Management Services has a Complaints and Appeals Policy. It is a requirement of Smart and Skilled that before making a complaint to the Department of Industry that you first attempt to resolve it with your training provider. Please follow the steps outlined in the Complaints and Appeals Policy and we will do everything we can to resolve the issue.

Complaints

All complaints must be dealt with in a constructive and timely manner. We will set out the process in "Plain English" on the website, in pre-enrolment information and we will emphasise this information at induction.

The procedures include complaints handling at an informal level and we expect most complaints to be resolved at this level with our focus on client and staff satisfaction.

Records of complaints that escalate to a formal complaint or written complaint will be recorded on our Complaints and Assessment Appeals Register. They are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure.

Similar grievances from more than one staff member, employer or client will be further investigated as this would indicate an area for improvement of RTO operations or services.

Management will consider complaints as a matter of priority and within the guidelines of legislation and following our procedures. All internal avenues for resolution will be pursued.

Assessment Appeal

Our RTO will provide a fair and transparent appeal process for assessments. The Operations Manager will manage the assessment appeal policy and processes across the RTO courses. We will set out the process in “Plain English” on the website, in pre-enrolment information and emphasise this information at induction.

Records of assessment appeals that escalate to a written appeal after resubmission or re-sits are marked by the Assessor as per our procedures will be recorded on our Assessment Appeals Register. The appeal, assessment tasks and history of marking and feedback are kept on file and reviewed to ensure that they are fairly dealt with according to legislation, policy and procedure. Similar requests from more than one student for assessment appeals for a particular task and Assessor will be further investigated as this may indicate an issue in the assessment process for the course. Assessors will moderate assessment decisions to check for validity, consistency and fairness. Management will consider assessment appeals in a timely manner and within the guidelines of our procedures. They are an opportunity to improve our training, assessment and client services.

If you wish to find out more information about Customer Protection you can go to <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

If you have a complaint or enquiry about any service to do with Smart and Skilled you can email enquiries@smartandskilled.nsw.gov.au or telephone 1300 772 104.

Smart and Skilled: Student Rights and Responsibilities

Student Rights

Training Education and Management Services Pty Ltd 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 FEE-HELP scheme
- 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 follow 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 an USI or give permission to obtain one on their behalf

Subcontractor Arrangements

Training Education and Management Services has not entered into any subcontracting arrangements for the delivery of training and assessment in any qualifications.

Reasonable Adjustment

Training Education and Management Services Pty Ltd understands that not all students are able to demonstrate competency in the same way, therefore, it may be necessary to adjust the assessment tasks for individual students. This is called Reasonable Adjustment and it is the process of adjusting or changing the assessment to meet the needs of the student being assessed.

Students with any of the following could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- physical disabilities
- limited language
- limited literacy and numeracy skills
- limited communication skills
- limited learning strategies.

The types of adjustments that are made must be within our capacity to provide them and include:

- Oral response to questions rather than written
- Allowing extra time for assessment
- Using a support person

Any Disadvantaged students will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan.

Student Support

Training Education and Management Services Pty Ltd provides the following support for students. Details of how to access the support are provided in the table below.

Support Service	How to access
Study guidance and support	Phone or email your allocated assessor
Administrative support	Phone or email a member of the Administration team
Effortless submission of assessments and electronic communication	https://teams.vtportal.com.au/StudentPortal/
Comprehensive set of study materials	Online resource site or soft/hard copy
Provide auditable feedback and completion notifications to students	https://teams.vtportal.com.au/StudentPortal/

Deferral or Withdrawal from 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 12 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 21 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

Unique Student Identifier

It has been a requirement since January 2015 that all students in Australia have a Unique Student Identifier (USI)

The USI will be a lifelong number which will enable your records and results obtained after Jan 1 2015 to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before a RTO can issue a Certificates or Statements of Attainment.

The Department of Industry has developed the following video to help students access a USI:

<http://usi.gov.au/students/Pages/default.aspx>

There are two ways to create an USI; our preference is that you create your own but please contact us if you are having difficulty with this.

1. Create your own

This can be done by going to the [Unique student Identifier Website](#) and following some simple steps:

To create a USI, you will be required to provide:

- Personal information – name, date of birth etc
- Contact Information – at least one method of contact e-mail, mobile or mail

Form of ID: Options are: Driver License, Medicare card, Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard

2. A USI is created on your behalf.

To enable a USI to be created on your behalf you will need to give your permission and you will be required to sign a [Privacy Notice](#) to this effect.

Protection of students privacy

Your Unique Student Identifier (USI) contains personal information, contact details and your training records and results. The USI system has been designed to keep this information safe and secure and is only accessed by the organisations and employers you to choose to have access to your records.

Your privacy

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.



Access to records: Smart and Skilled

You will be required to set access controls to allow the Department of Education and Communities and Training Education and Management Services Pty Ltd the appropriate levels of access to your USI records

For further information please refer to the [USI Student Help Line](#)

Smart and Skilled (Department of Industry) 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 the Department of Industry are as below.

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

Smart and Skilled Customer Protection Policy:

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf

Smart and Skilled Contact Number: 1300 77 2104