

# Smart and Skilled Student Information

## Pre-enrolment



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# Notification of Enrolment

UNE Partnerships will follow the procedures outlined below when enrolling students in Smart and Skilled training courses

## 1. Supply pre-enrolment information

Prior to enrolment you will be provided with the information listed below. Detailed information is included on later pages of this guide.

- Information about the course you are enrolling in
- Fees
- Recognition of Prior Learning and Credit Transfer information
- Consumer protection information
- Your Rights and Responsibilities
- Subcontractor information if relevant
- Student support and contact details
- Procedures required if you want to defer or discontinue training
- Information about obtaining a USI
- Contact details for any support services provided

## 2. Check eligibility

We will ask you some questions to check your eligibility. You can check your **eligibility by using the Eligibility Checker** on the Smart and Skilled website (<https://smartandskilled.nsw.gov.au>), 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 p6 for more information on Student Fees, Concessions and Exemptions).

To be eligible for a Smart and Skilled funded place you must meet the following eligibility requirements

Type of training	Eligibility Criteria
For all Smart and Skilled Courses	<ul style="list-style-type: none"><li>• Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and</li><li>• aged 15 years or older, and</li><li>• left school, and</li><li>• live or work in New South Wales (or a defined NSW border), or</li><li>• registered as a NSW Apprentice or New Entrant Trainee</li></ul>

## Notification of Enrolment (cont'd)

### 3. Proof of eligibility

You will be asked to provide proof of eligibility and sign statements; the table below outlines the type of evidence that is acceptable. You will need to provide this evidence 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"> <li>• Certificate of Evidence of Residency Status (CERS)</li> <li>• Passport</li> <li>• Humanitarian Visa</li> </ul> or substantiate using The Department of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO)
Date of birth	Valid USI check and participant signature
Place of residency or employment in 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
Completion of Year 10 or equivalent (if under 17)	Participant declaration and signature
Postcode for Aboriginal and Torres Strait Islander (ATSI) students on borders	Participant declaration and signature

## Notification of Enrolment (cont'd)

Proof for Concession or Fee 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"> <li>• A medical practitioner</li> <li>• An appropriate government agency or</li> <li>• Relevant specialist allied health professional or</li> <li>• Centrelink evidence – dependent child of a recipient of a Disability Support Pension</li> </ul>
Exemption: Social Housing recipient (aged 15-30)	Participant declaration and signature Evidence of Commonwealth Welfare Recipient Status or Evidence of a dependent of person with Commonwealth Welfare Recipient Status
Exemption: Long term unemployed	Letter from Service Provider

#### 4. Declarations

You will also be required to sign the following documents:

- Consent to Use And Disclosure of Personal Information to The Department of Industry and Other Government Agencies
- Declaration of pre-enrolment information supplied.

#### 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. 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 on 1800 066 128 or [ask@unep.edu.au](mailto:ask@unep.edu.au)**

# Fees 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 if you are entitled to a concession or exemption and how much your fees will be for the Qualification you wish to enrol in. We will confirm this amount when we complete the enrolment process.

## Other information

You should know about our Fees and Refunds processes:

- Concessions or exemptions to student fees are set by the government on completion of enrolment and cannot be changed. Make sure the relevant information is provided to us with your enrolment.
- 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 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 pay 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
- If you have applied for a VET Student Loan the fees will be paid directly to us as the Training Provider from the Commonwealth Government.
- 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 (see subcontractors on pg 11).
- Students will be entitled to three attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge of \$100.00 per additional attempt to be paid by the student. If you are awarded Credit Transfer on enrolment 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.
- If you started training in 2017 and paid all the fees you will not be charged any further fees in 2018.
- If you have a disability and were charged a fee in 2017 this will not be refunded in 2018.

## First or Subsequent Qualification

Student fees vary depending on whether you have completed other qualifications since leaving school. If you have another qualification you will pay a higher student fee.

## Concessions

For Qualifications up to and including Certificate IV, you are entitled to a concession in if you are in receipt of a Commonwealth Benefit or are the dependent of someone on such a benefit, you are entitled to an exemption of fees if you are:

- Aboriginal
- Disabled
- 15- 30 years and live in Social Housing

## Fees and Refunds (cont'd)

### Fee protection

UNE Partnerships understands its obligation as a Registered Training Organisation to protect student fees paid in advance. To this effect we have the following policies in place:

- 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 UNE Partnerships to ensure full teach-out capability for enrolments.

### Recovery of fees

If fees are not paid in full by the end of course delivery as per the payment schedule supplied at enrolment, UNE Partnerships will put in place the following procedure to recover fees:

- A single statement of fees and payments will be

provided with a request for immediate payment of the outstanding balance;

- Standard monthly accounts follow-up will follow until payment is received

Whilst fees remain unpaid:


- Statements of attainment for competencies achieved; and
- Certificates or Diplomas relating to the completed course of enrolment will not be issued by UNE Partnerships.

### Refund information

The table below provides an outline of circumstances in which a refund may be provided. Students are advised to check the Terms and Conditions of Enrolment in the Enrolment Form before proceeding.

Refunds	
Circumstance	UNE Partnerships Refund Policy
If you withdraw from a training program	Students who withdraw from a course within 21 days of enrolment will incur an administrative fee of 15% of the total fee payable. Any payment received in excess of this amount will be refunded  Students who withdraw from a course more than 21 days after enrolment are not entitled to a refund  UNE Partnerships will consider requests for a partial refund in exceptional circumstances upon individual application, but no guarantee of refund is provided
If you withdraw from training but have completed an embedded qualification (i.e. completed all the units for a lower level qualification)	No refund will be made. A testamur will be issued for the embedded qualification
<b>Provider Fee Refund Guarantee</b>	
If a training program is cancelled before commencement	You will be entitled to a full refund of fees paid
If for any reason we cannot complete the training	You will be entitled a refund of fees proportional to the amount of training not delivered and a Statement of Attainment will be issued for units achieved

# Recognition of Prior Learning (RPL)



RPL is an assessment process by which your existing skills, knowledge and experience can be recognised towards the achievement of a qualification. It involves collecting evidence and making judgements on whether competence has been achieved.

RPL is available to all learners. Applicants who can demonstrate prior knowledge and skills in some or all aspects of a qualification can apply for RPL, once enrolled. To be awarded RPL you must provide evidence of when and how the competency was acquired. You must be enrolled in a course of study to undertake the RPL pathway. See the Recognition of Prior Learning (RPL) guide on our website at <https://www.unep.edu.au/get-started/policies/> for further information.

## Credit Transfer (CT)

UNE Partnerships recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations.

1. You are entitled to apply for Credit Transfer in a course or qualification in which you are currently enrolled.
2. To take advantage of Credit Transfer you will need to advise us in writing and supply certified copies of Statement(s) of Attainment or Record(s) of Results confirming the competencies you have achieved.
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 competency that meet the packaging rules of the Qualification you are enrolled in. Where only a partial credit is possible you will be advised to seek RPL.
5. You cannot enrol in a training program for full 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. Refunds will be calculated and paid at the end of the study period once the full extent of RPL and/or CT is known. 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

UNE Partnerships understands 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, we have developed a Customer Protection Strategy.

UNE Partnerships is committed to ethical marketing practices; we will not undertake marketing that is misleading or deceptive 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.

## Policy and strategy

UNE Partnerships has a **Customer Protection Strategy**. For Smart and Skilled students, the following procedures are additional to the points included in our Customer Protection Strategy:

- The Director of Education 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 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.
- 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 Industry 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:

### Meg Michell

Director of Education

02 6773 0002

meg.michell@unep.edu.au

## Our Guarantee

UNE Partnerships 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 Information. 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

UNE Partnerships 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 Policies below and we will do everything we can to resolve the issue.

### Assessment Appeals

If you are not satisfied with an assessment result you should discuss this directly with your assessor in the first instance. If you are unhappy with the outcome of the discussion you may lodge a written appeal with your program manager.

An appeal outlining the reason for dissatisfaction should be lodged within 30 days of receiving the disputed result. A decision will be made to either uphold the assessment decision, use professional judgment to revise the assessment decision or request further evidence to support competency.

If your appeal is unsuccessful, feedback on further evidence required will be provided by the Academic

Director. If you are not satisfied with the outcome, the appeal will be referred to an independent person, who is agreed to by both parties, and the candidate will have an opportunity to formally present their case.

### Complaints

If you are unhappy with any aspect of the service provided by us, you should discuss this directly with a member of the program team. If you are unhappy with the outcome of the discussion you should lodge a written complaint with the Director Education and Training outlining the reason for dissatisfaction. Your complaint will be reviewed and a written response will be provided within five days of receipt.

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](mailto:enquiries@smartandskilled.nsw.gov.au) or telephone 1300 772 104.

## Smart and Skilled Student Rights and Responsibilities

### Student Rights

UNE Partnerships will ensure that all enrolled students:

- 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
- receive 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
- are fully informed of fees and charges to complete the training course, including charges for equipment
- are 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.
- are 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
- are provided with a safe training environment free from harassment and discrimination.

## Smart and Skilled Student Rights and Responsibilities (cont'd)

### 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, and
- 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 Arrangements

Delivery and assessment of first aid units in the Certificate IV in Medical Practice Assisting HLT47715 is sub-contracted to NSW Surf Life Saving. Awards will be issued by UNE Partnerships.

- HLTAID003 Provide first aid
- HLTAID006 Provide advanced first aid
- HLTAID008 Manage first aid services and resources

UNE Partnerships has not entered into any subcontracting arrangements for the delivery of training and assessment in other qualifications.

## Reasonable Adjustment

We work to provide a high quality yet flexible learning experience. We have procedures in place to support the needs of students who have a disability, impairment or other special needs that could impact on their learning. Trainers and assessors apply the principles of reasonable adjustment where appropriate. Students who need special consideration to complete the learning and/or assessment requirements are encouraged to speak with their trainer or assessor to discuss alternatives.

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

UNE Partnerships provides the following support for students.

Support Service	How to access	Contact details
Access to the student online resource site	<a href="http://online.unep.edu.au/">http://online.unep.edu.au/</a>	Log on details sent with confirmation of enrolment
Administrative support	Phone or email a member of the program team	Contact details are provided in the course overview and in the online site
Comprehensive set of study materials	In hard and soft copy	Online resource site
Student contact plan	Initiated by the program team	NA
Study guidance and support	Phone or email your allocated assessor	Contact details are provided in the course overview
Follow up on non-completion of assessment tasks.	Initiated by the program team	NA

## 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 Customers 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

**Since January 2015 it has been a requirement 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 January 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 Certificate or Statement 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>

You can create your USI 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 - 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

## Protection of student's 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 Industry and UNE Partnerships 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: [http://deafsocietynsw.org.au/documents/documentsConsumer\\_Protection\\_Strategy.pdf](http://deafsocietynsw.org.au/documents/documentsConsumer_Protection_Strategy.pdf)
- Smart and Skilled Contact Number: 1300 77 2104



 **unepartnerships**  
creating professional success

1800 066 128

[ask@unep.edu.au](mailto:ask@unep.edu.au) | [unep.edu.au](http://unep.edu.au)