

NSW SMART AND SKILLED

Subsidised training

Smart and Skilled is a reform of the NSW VET system which provides government subsidised training in qualifications that are on the NSW Skills List. It's helping people in NSW get the skills they need to find a job and advance their careers.

Training Services NSW, in the NSW Department of Industry (the Department), is responsible for **Smart and Skilled** and leads policy, planning, funding, regulation and advice on VET and employment in NSW. Training courses under **Smart and Skilled** are subsidised by the NSW Government. For more information visit their website: www.smartandskilled.nsw.gov.au.

If you are considering taking advantage of the NSW Government's fee arrangements for government subsidised vocational education and training (VET), ACTA College can offer a variety of courses to meet your career needs. We provide quality courses for students, which are expertly delivered by trainers and assessors with current industry knowledge and experience.

ACTA can also assist employers through Smart and Skilled subsidised training and by tailoring a workforce development strategy.

CONSUMER PROTECTION POLICY

Students undertaking a Smart and Skilled course are covered by consumer protection measures. All training providers approved to deliver training under Smart and Skilled are required to have processes to protect consumers and handle complaints. ACTA College adheres to this requirement under Complaints, Grievances and Appeal Policy and Procedure. ACTA College will strive to establish a consistent atmosphere of trust and openness with participants so that any type of complaint or grievance is dealt with in a timely, constructive and effective manner. Refer to [Participant Information](#) for further information.

The Smart and Skilled Customer Support Centre can provide:

- Information and advice on students' rights.
- Support with students' complaint or dispute include – a process for progressing any unresolved complaint, a mediation service to help resolve complaints with the training provider or referrals to other agencies that can help with specific complaints within their scope.

In accordance with the Smart and Skilled Consumer Protection Policy System, students must first make their complaint to the RTO. Students and **ACTA College** are to follow our RTO's Complaints, Grievances and Appeal Policy for all complaints regarding any aspect of their training and assessment delivered under the Smart and Skilled program.

Students can also contact the Smart and Skilled Customer Support Centre to seek assistance, ask for advice, make a complaint or provide feedback. Refer to the Smart and Skilled website at www.smartandskilled.gov.au for the customer support centre email address or contact State Training Services on 132811.

ACTA College Protection Officer for all complaints received under a Smart and Skilled program will be Zeeshan Maher, who can be contacted on 1300 730 830 or by emailing admin@actacollege.edu.au

UNIQUE STUDENT IDENTIFIER (USI)

All students undertaking nationally recognised training require a Unique Student Identifier (USI). A USI is a reference number made up of numbers and letters that gives students access to their USI account. An individual's USI account is linked to the VET Data Collection allowing an individual to see all of their training results from all providers including all completed training units and qualifications. To create your USI go to the USI website at www.usi.gov.au and follow the steps below:

- View the [USI Video](#).
- Click on the 'Student' tab on the top menu and click on 'I want to create a USI'. Follow the instructions provided.
- Set access controls on the USI Portal to allow Safetynet Management Solutions and the Department access to information.
- Record your USI number on the Enrolment Application form.
- Store your USI number in a secure place.

Please Note: Under the Student Identifiers Act, a training organisation cannot issue a Statement of Attainment or a Qualification unless the student has been assigned a USI for course completions.

ENROLEMENT PROCESS

Before you enrol in any course we encourage you to speak with our Admin Team to fully discuss your training requirements and to ensure you have all information available to make an informed decision. We will guide you through the enrolment process, including application for recognition assessment where required. Your goals are our priority.

ACTA College will follow the below procedures when enrolling students in Smart and Skilled subsidised courses:

- Pre-Enrolment Information - We will provide you with all relevant course and student information including refunds, fees, recognition, consumer protection, course withdrawal, USI process (see below) to ensure you can make an informed decision.
- Pre-enrolment review. All students are assessed that they meet the requirement for each course. At this stage we are also able to identify any special needs.
- Eligibility Check - We will check your eligibility for subsidised training and confirm the fee structure prior to proceeding with an enrolment in the course.
- Declarations – Your registration form requires you to accept terms and conditions (which also requires us to gain your consent to use and disclosure of personal information to funding bodies). Your registration is subject to Smart and Skilled funding being approved by the Department.
- Review - We will review your application to ensure you meet the Smart and Skilled requirements.
- Notification to Department - We will generate the Notification of Enrolment Report and finalise your enrolment in the course including the student contribution fee to be paid. Once we have received payment of the student contribution, an enrolment confirmation will be provided to you containing all information relevant to participating in the course.
- Training Plan - On commencement of your course, you will be provided with an individual Training Plan. The Training Plan will summarise all your personal and course information. It will also outline the units that you are enrolled for, commencement date and proposed completion date.
- Enrolment Contract – all students must sign an enrolment contract that outlines course durations, costs and payment terms.
- All students are provided with a course timetable that is consistent with their training plan
- All students are provided with complementary learning materials prior to the start of each unit of competency
- All students are provided with student handbook and or smart and Skilled information pack.

FEE AND DEFERMENT OF COURSE INFORMATION

The price of Smart and Skilled qualifications is a set price for the full qualification. ACTACollege must charge the student the relevant fee set by the NSW Government.

If you're eligible for subsidised training under Smart and Skilled, you pay only a portion of the training cost. The rest is subsidised by the NSW Government.

HOW ARE YOUR FEES DETERMINED?

Smart and Skilled introduces a simpler, fairer system for calculating fees and subsidies. You only pay one fee for the whole qualification, rather than year-by-year. This means you'll know, upfront, the total cost of your training.

If you're an Aboriginal or Torres Strait Islander person, a student with a disability or a Commonwealth welfare recipient, you may be eligible for fee exemptions or concessions when enrolling in a Smart and Skilled course.

FEE FREE SCHOLARSHIPS

Fee-Free Scholarships are available for eligible learners to study fee free under Smart and Skilled. Individuals or their dependants who are living in (or on the waiting list for) social housing or who are experiencing or have experienced domestic and family violence are eligible for a government subsidy which covers the entire Smart and Skilled course fee. More information can be found at Smart and Skilled Fee-Free Scholarships.

DEFERMENT OF COURSE

ACTA understands that a student's circumstances can change unexpectedly. If you find that you need to defer your course, you will have the option of deferring for up to 12 months, from the date of notifying us. We will put your course on hold at no additional charge or penalty to you. We pride ourselves on our open communication policy with students.

ARE YOU ELIGIBLE?

YOU:

- 15 years old or over?
- No longer at school?
- Living or working in NSW?
- An Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder or New Zealand citizen?

If you answered 'Yes' to all four questions, then **you're eligible** to enrol in a government subsidised course under the Smart and Skilled scheme.

TYPES OF COURSES YOU ARE ELIGIBLE FOR

Your eligibility for a government subsidised Smart and Skilled course and the student fee amount to be paid depends on your previous qualifications:

- If you haven't completed a Certificate IV or higher-level qualification, you're entitled to enrol in a subsidised course up to Certificate III.

- From 2016, students with a Certificate IV or higher qualification will be able to access subsidised Smart and Skilled training up to Certificate III level. This means that even if you have a higher level qualification you may still be eligible to re-train to enter (or re-enter) the workforce.
- You can also enrol in subsidised training at Certificate IV, Diploma or Advanced Diploma level, depending on the availability of funding for these courses. Having completed a Certificate IV or higher-level qualification does not affect eligibility.

OTHER ELIGIBILITY CONDITIONS

Your eligibility is not affected if you have completed a vocational education and training (VET) course, including a school-based apprenticeship or traineeship, as part of your high school education. There are also some exceptions to the eligibility conditions described above, such as for Aboriginal people who live in specific, defined areas outside the NSW border.

CHECK TO SEE IF YOU ARE ELIGIBLE

You can determine your eligibility for Smart and Skilled training by answering a few short questions in the [Eligibility Checker](#) on the Smart and Skilled website. You can then go to the Course Finder to get an estimate of the fee for your preferred course.

Contact our office to discuss your eligibility to enrol on our Smart and Skilled programs.