

Illawarra >> ITeC <<

NSW Smart & Skilled 2022

Student Pre-enrolment information

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Notification of Enrolment

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.
 - 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 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"> • 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

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 be required to provide this information and sign declarations when you complete Illawarra ITeC's **Course Application Form**.

Eligibility Requirement	Evidence Required
1. Proof of Identity	USI – validity checked with Office of USI Registrar
2. Living or working in NSW	Living in NSW: <ul style="list-style-type: none"> • Any Commonwealth or NSW Government issued document providing evidence of living location, or If the student does not live in NSW but is working in NSW: Employer-issued document confirming employment in NSW.
3. Citizenship: Australian citizen, New Zealand citizen and permanent Australian resident	Australian citizen: <ul style="list-style-type: none"> • Australian birth certificate; or • Australian Passport; or • Certificate of Australian Citizenship (Naturalisation Certificate); or • Green Medicare Card. New Zealand citizen: <ul style="list-style-type: none"> • New Zealand birth certificate; or • New Zealand Passport; or • Green Medicare Card. Permanent Australian resident: <ul style="list-style-type: none"> • a Certificate of Evidence of Resident Status (CERS), which confirms status as an Australian permanent resident; or • use the Department of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO) facility to confirm status as Australian permanent resident and check passport; or • Green Medicare Card.
4. Humanitarian visa holder (Refugee or asylum seeker)	<ul style="list-style-type: none"> • Relevant visa documentation; or • ImmiCard (where appropriate) If the student holds a Bridging Visa, the student must provide a document from the Department of Immigration and Border Protection acknowledging that the bridging visa is linked to an application for a humanitarian visa.
5. Home schooled students	<ul style="list-style-type: none"> • Copy of current certificate of home-schooling registration, which clearly indicates the period of time for which the student will be home schooled
6. Date of birth	Valid USI check and participant signature (completed by the Department)
7. 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
8. Previous Qualification	Department's system may check against Smart and Skilled records and/or USI academic transcript records

9. Completion of Year 10 or equivalent (if under 17)	Evidence that student has met school leaving age requirement. Participant declaration and signature.
10. Postcode for ATSI on borders	Participant declaration and signature
Concession Fee Eligibility	
11. Concession Fee: Commonwealth Government Benefit Recipient	<ul style="list-style-type: none"> • a letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (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.
12. Concession Fee: Dependent of Commonwealth Government Benefit Recipient	<ul style="list-style-type: none"> • A dependent child, spouse or partner of someone who is receiving a specified Commonwealth Government benefit or allowance, must provide documentary evidence that Centrelink recognises the student as the dependant <p>The evidence must clearly show the CRN of the benefit or Commonwealth Government benefit recipient.</p>

Exemptions, waivers and fee-free training eligibility	
13. Fee Exemption: Aboriginal or Torres Strait Islander	Participant declaration and signature
14. Concession/Exemption: Disability	<ul style="list-style-type: none"> • a letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or • a current Disability Pensioner Concession Card that shows the CRN; or • a current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and also shows the CRN; or • any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or • documentary evidence of support demonstrating a clear additional need as a result of the student's disability. This evidence must be a letter or statement from: <ul style="list-style-type: none"> ♣ a medical practitioner; or ♣ an appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for a student with a disability), a school counsellor or special education coordinator, Centrelink, a Disability Service Provider, or a Job Capacity Assessor; or - ♣ a specialist allied health professional (including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist).
15. Fee Exemption: Dependent of a person with a disability	<ul style="list-style-type: none"> • Documentary evidence that Centrelink recognises the student as a dependent child, spouse or partner of someone who is receiving a Commonwealth Government Disability Support Pension.
16. Fee Waiver: Refugee or Asylum Seeker	<ul style="list-style-type: none"> • As per requirement 4
17. Fee-free Scholarship (Concession eligible)	<ul style="list-style-type: none"> • As per requirement 11 or 12, Concession Fee • A concession student who meets the requirements for Social housing status will be given priority.
18. Fee-free training - Fee-Free Scholarship (Out-of-Home Care eligible)	<p>For a student 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 • 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 a student previously in out-of-home care:</p> <ul style="list-style-type: none"> • A copy of the expired 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 statutory or supported care, or • Any other evidence which clearly shows that the student was previously in out-of-home care.

19. Fee-free training - Fee-Free Scholarship (Domestic and Family Violence eligible)	A letter of recommendation is required from a domestic and family violence service, refuge or other support agency such as: <ul style="list-style-type: none"> • Legal Aid NSW through their Women’s Domestic Violence Court Advocacy Services, or • Organisations who provide Integrated Domestic Family Violence Services, or • Organisations who provide <i>Staying Home, Leaving Violence</i> services, or • Organisations who deliver Specialist Homelessness Services (i.e. refuges and crisis accommodation), or • Domestic Violence NSW, or • Any other organisation which clearly shows that the student is or has been previously receiving support services for domestic and family violence (for example a non-government organisation or charity that is self-funded).
20. Fee-free training - Entitlement Foundation Skills	N/A
21. Fee-free training - Fee-free Apprenticeships	<ul style="list-style-type: none"> • Date of commencement of Smart and Skilled training must be 1 July 2018 or later
22. Fee-free training – Fee-free Traineeships	<ul style="list-style-type: none"> • Date of commencement of Smart and Skilled training must be 1 January 2020 or later
23. Fee-free training – Skilling for Recovery Initiative	<p>To be eligible for fee-free training under Skilling for Recovery, a student must: meet the eligibility criteria for Smart and Skilled training and be:</p> <ul style="list-style-type: none"> • youth aged 17-24 years; or • Commonwealth Benefit Recipient; or • unemployed (Not a Commonwealth Benefit Recipient); or • employed expected to become unemployed. <p>Eligibility will be extended to school students in specific circumstances.</p>

4. **Declarations:** The following declarations will be required and are included as part of Illawarra ITeC’s **Course Application Form**:
 - Consent to Use And Disclosure of Personal Information to The Department of Industry and Other Government Agencies
 - Privacy Form (if you would like us to apply for a 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. 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:** At commencement of 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.

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 subsidizes 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 so make sure you provide us with all relevant information before you enrol.
- 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, textbooks or field trips prior to enrolment. This will be included in our Course Information.
- 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).
- Students will be entitled to three attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge of \$75.00 per additional attempt to be paid by the student.
- 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.
- If you commenced training in one year and paid all the fees you will not be charged any further fees if your training continues into the following year.

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.

Concessions

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

Exemptions

You will be entitled to an exemption of fees if you are:

- Australian Aboriginal or Torres Strait Islander
- Living with a disability
- 15- 30 years and live in Social Housing

Fee protection

The Illawarra ITeC Ltd is aware of its obligation as Registered Training Organisation to protect student fees paid in advance. To this effect Illawarra ITeC collects no more than \$1,500 in advance, whether directly or through a third party.

Recovery of fees

If fees are not paid in full by the end of course delivery as per the payment schedule supplied at enrolment Illawarra ITeC 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 attainments for competencies achieved and Certificates relating to the completed course of enrolment will not be issued by Illawarra ITeC.

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** accompanying the Enrolment Form before proceeding.

Refunds	
Circumstance	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 10% 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. Illawarra ITeC 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.
Provider Fee Refund Guarantee	
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

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. Please discuss any recognition of prior learning you may have with the Training Co-Ordinator at enrolment.

Credit Transfer (CT)

Illawarra ITeC recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisation's.

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 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 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. 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

Illawarra ITeC 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 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.

Illawarra ITeC 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.

The Training Compliance Officer 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 in pre-enrolment information.

Customer Protection Officer Contact and details: Gillian Walker, Training Compliance Officer

Phone: 02 4223 3100

gillianwalker@illawarraitec.edu.au

Illawarra ITeC 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

Illawarra ITeC 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 21 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 Customer Protection Officer. 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 Chief Executive Officer outlining the reason for dissatisfaction. Your complaint will be reviewed and a written response will be provided within seven (7) 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 or telephone **1300 772 104**.

Smart and Skilled Student Rights and Responsibilities

Student Rights

Illawarra ITeC 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

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 they 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 Arrangements

The Illawarra ITeC Ltd has not entered into any subcontracting arrangements for the delivery of training and assessment.

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

All clients of Illawarra ITeC are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes.

Illawarra ITeC does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

For any student support services, please contact your trainer/assessor or ITeC's Training Manager:

- Rebecca Radic – Phone: 02 4223 3100 or Email: rebeccaradic@illawarraitec.edu.au
- Hours of availability – Monday-Friday 8.30am – 5.00pm

The following is a list of contact details for community information and support in the region:

- Lifeline – Phone: 13 11 14 or www.lifeline.org.au
- Beyond Blue – Phone: 1300 224 636 or www.beyondblue.org.au
- Men's Line – Phone: 1300 789 978 or <https://mensline.org.au>
- Sexual Assault Crisis Line – Phone: 1800 424 017 or <https://www.respect.gov.au/services>
- Lifeline Suicide Helpline – Phone: 13 11 14 or <https://www.lifeline.org.au>
- Kids Helpline – Phone: 1800 551 800 or <https://kidshelpline.com.au>
- Illawarra Aboriginal Medical Services – <http://www.illawarraams.com.au>

Deferral or Withdrawal from training

Deferral

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 endeavor 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.

Withdrawal

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 Identification (USI)

From the 1st of January 2015 if you are undertaking nationally recognised training delivered by a registered training organisation you will be required to have a Unique Student Identifier (USI).

If you do not already have a USI you will need to apply for one and there are (2) two options for you do so:

a) **Create a USI yourself.** If you choose this option, complete the following steps:

- Go online to www.usi.gov.au and follow the steps.
- Write down your USI and keep it somewhere handy and safe
- Notify the Illawarra ITeC of your USI number via email or phone as soon as possible

OR

b) **The Illawarra ITeC can apply for a USI on your behalf.** If you choose this option, please speak to one of ITeC's staff and they will assist you.

For either option you will need to have one or two of the following documents available to enable you to enter required personal information:

- Driver's licence
- Medicare Card
- Birth Certificate (Australian), please note a Birth Certificate Extract is not sufficient
- Visa (with Non-Australian Passport) for international students
- Australian Passport
- Certificate of Registration by Descent
- Citizen Certificate
- ImmiCard

If you already have a USI but have forgotten the number go to www.usi.gov.au and follow the directions to retrieve your number.

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 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: SmartandSkilled

You will be required to set access controls to allow the Department of Industry and Illawarra ITeC 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://smartandskilled.nsw.gov.au/documents/ConsumerProtectionPolicy>
- Smart and Skilled Contact Number: 1300 77 2104

Disability supplement

Introduction

The purpose of the Disability supplement is to provide additional information to assist with answering the disability question.

If you indicated the presence of a disability, impairment or long-term condition, please select the area(s) in the following list:

Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

'11 — Hearing/deaf'

Hearing impairment is used to refer to a person who has an acquired mild, moderate, severe or profound hearing loss after learning to speak, communicates orally and maximises residual hearing with the assistance of amplification. A person who is deaf has a severe or profound hearing loss from, at, or near birth and mainly relies upon vision to communicate, whether through lip reading, gestures, cued speech, finger spelling and/or sign language.

'12 — Physical'

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness, or injury suffered later in life; for example, amputation, arthritis, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia or post-polio syndrome.

'13 — Intellectual'

In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness.

'14 — Learning'

A general term that refers to a heterogeneous group of disorders manifested by significant difficulties in the acquisition and use of listening, speaking, reading, writing, reasoning, or mathematical abilities. These disorders are intrinsic to the individual, presumed to be due to central nervous system dysfunction, and may occur across the life span. Problems in self-regulatory behaviours, social perception, and social interaction may exist with learning disabilities but do not by themselves constitute a learning disability.

'15 — Mental illness'

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

'16 — Acquired brain impairment'

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning. Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment.

'17 — Vision'

This covers a partial loss of sight causing difficulties in seeing, up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

'18 — Medical condition'

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable yet may be mildly or severely debilitating and result in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, HIV/AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma or diabetes.

'19 — Other'

A disability, impairment or long-term condition which is not suitably described by one or several disability types in combination. Autism spectrum disorders are reported under this category.