ITeC

Innovative Training Employment + Careers

PRE-ENROLMENT INFORMATION

The following pre-enrolment material outlines a range of essential information about Learner support, credit transfers, fees, your rights and responsibilities and information about obtaining a USI and loads more, for all ITeC Learners.

CONTACT

GLADSTONE AVE

WOLLONGONG ▶

CONISTON TRAIN STATION

AUBURN ST

KENNY ST

SWAN ST

BRIDGE ST

MILLER ST

FOX AVE

iTeC ❯❯

KEIRA ST

TATE ST

SPRINGHILL RD

THE OCEAN

The Illawarra ITeC Ltd
Registered Training Organisation 90185

ITeC acknowledges the traditional custodians of the unceded lands on which we walk, work and live, the Dharawal people. We recognise their continuing connection to land, waters and culture and pay our most sincere respects to Elders, past and present.

CONTENTS

1. WELCOME TO ITeC

Thank you for your interest in studying at ITeC! We are excited that you are considering joining our successful graduates in your career journey. Whether you are upskilling, changing careers, or looking for a new passion in life, Illawarra ITeC will support you to achieve your desired goals.

This Pre-Enrolment Information Pack is designed to help you prepare yourself for study and to give an overview of all aspects of Illawarra ITeC – from how to apply, through to course fees, entry requirements and supports. If you have questions after reading this information, please feel free to contact us at any time.

We hope to see you at our onsite facility or learning remotely from your own environment in the near future and wish you all the very best in your study options!

1.1. ABOUT ITeC

The Illawarra ITeC was established in 1988 and provides extensive services to cater to a diverse range of clients including youth at risk, people with disabilities, indigenous and disadvantaged job seekers, homeless people as well as business, industry, and government. ITeC has extensive involvement with programs and partners throughout the Illawarra, Shoalhaven, Far South Coast, Southern Highlands & Macarthur areas.

ITeC works with key stakeholders in the region to ensure that we:

• Support initiatives by Government, business, and community groups to increase employment opportunities in the Regions.

• Alleviate unemployment by extending assistance, training, and work experience to job seekers.

• Provide support and interaction with Indigenous and Culturally and Linguistically Diverse communities to identify and respond to unemployment issues in a culturally appropriate manner.

• Provide advice and the provision of other services to persons in varying circumstances.

• Enlist the business community and work with other not for profit and charities to provide services that directly assist people to relieve suffering, misfortune, and homelessness.

• Support micro and small business enterprises to increase employment opportunities in the community.

• Promote information technology consciousness in the local community.

Since its inception, ITeC has evolved to support our mission to deliver small business, training, and employment related skills through community projects. ITeC strives to ensure it is always at the forefront of delivering services to meet market and client needs.

Illawarra ITeC offers a range of accredited and non-accredited training, venue hire, community spaces and outreach programs. As a Learner of Illawarra ITeC, you will have access to services and facilities specific for your industry and unique learning experiences.

SUPPORTING
YOUR EDUCATION

2.1. LEARNING AT ITeC

ITeC has policies, procedures, and information to help create a learning environment that is safe, friendly, culturally diverse, and non-discriminatory. We encourage you to visit our website to view all relevant policies and procedures. You can access these documents at **www.illawarraitec.edu.au**

2.2. ITeC TRAINERS

Illawarra ITeC is responsible for the quality of training and assessment Learners receive. From the time Learners apply for the course to the time that the course is completed, Learners will be assisted by staff who are dedicated to providing a quality service.

ITeC Trainers and Assessors are highly qualified and experienced industry professionals. They are committed to instructing and supporting Learners to meet the requirements of their course. All Trainers and Assessors undergo continuous annual professional development.

2.3. HELP WITH LEARNING

ITeC is committed to ensuring that all eligible Learners have access to educational opportunities. We do this by identifying individual needs and, where appropriate, by making reasonable adjustments to the learning and assessment environment. Examples of reasonable adjustment may include (but are not limited to):

- Utilising technology wherever possible to enhance and support individual learning modifications
- Digital format coursework for students to customise to meet their needs
- Extra time to complete coursework
- Resources on coloured paper
- Additional tutorial support etc.

We encourage you to disclose any learning needs in the course application or before commencement by speaking with our Training Manager or Integrated Support Coordinator. Our staff take extra measures through our Course Care Coordination plan to ensure all individual needs are identified and met. All discussions are treated in the strictest of confidence. Once we know what your needs are, we can work with you to put in place a plan to help you complete your studies.

2.4. SUPPORT SERVICES

Illawarra ITeC strives to support learners in every aspect of their lives. ITeC has an on-site Integrated Support Coordinator, (ISC). The Integrated Support Coordinator supports the staff and Learners of ITeC by providing on-site mentoring, holistic therapy, and mental health crisis support on a range of issues affecting performance or study.

The ISC can make appropriate referrals to other support services when necessary. This is a free and confidential support service. Please talk with your trainer, staff or the ISC directly.

2.5. GETTING ADVICE

ITeC aims to ensure that all Learners are provided with the support needed to successfully complete their qualification. If you require help or just need to ask a question, we encourage you to talk with your Trainer or the Training Manager, or the Integrated Support Coordinator as soon as possible. We are aware that problems or difficulties may occur from time to time. In such circumstances, we strongly encourage you to discuss the situation with one of these helpful contacts so that we can put suitable strategies in place for you.

2.6. CAREER EXPLORATION

Sometimes choosing a course or study area is not as simple as it seems. You may be interested in many industries or unsure about what you want to do! This is ok. ITeC encourage you to complete some research about both you and the industry you are interested in through **The Skillsroad Career Quiz**. This is a self-assessment tool that will help identify your key personal skillsets and to understand your work values in order to find careers best for you.

2.7. PRE-ENROLMENT QUIZ

As part of ITeC's application process, you will be asked to complete a pre-enrolment quiz. The purpose of this quiz is to assess your language, literacy, numeracy levels. This quiz is used to identify Learners who may require additional support in certain areas of learning. All results are kept confidential.

2.8. STUDY RESOURCES

ITeC will supply you with learning resources on commencement of your training and your Trainer will identify any specific course resources during orientation. These resources will support you in the understanding of course content, completion of assessment tasks, and provide guidance in accessing reference material.

ON CAMPUS

3.1. ITeC ORGANISATIONAL POLICIES AND PROCEDURES

It is important for ITeC Learners to be aware of policies and procedures that relate to their studies and the award of their qualification. This booklet summarises Illawarra ITeC's Learner-related policies and procedures. Learners can access the full policy documents from the **www.illawarraitec.edu.au**

3.2. ITeC FACILITIES

ITeC is committed to providing a safe and inviting environment for all learners irrespective of whether you are studying on or off-site. Our onsite facilities include:

- Learning spaces equipped with the latest technologies
- IT equipment for learner use and group work
- Course specific Information and Communications Technology (ICT) programs used in industry
- Learner kitchenette equipped with microwave, fridge, and a vending machine
- Rest and relaxation space

ITeC ensure that any remote delivery of courses and learning experiences are approached with consideration and care. Please contact us if you require specific facilities to support you in your studies.

3.3. LOCATION AND PUBLIC TRANSPORT

The facility is located close to Coniston Train Station with cafes and eateries all within walking distance.

ITeC also provides some study options offsite. In this circumstance, your trainer will provide you with an introduction and orientation of ITeC relevant to your situation. We aim at providing an exceptional orientation experience whether onsite or remote.

1. Coogs Cafe - Burgers, chips, salads, coffee
2. Fresh @ 5 Bridge Street - Wraps, sandwiches, salads, catering, coffee
3. Emporium on Swan - Burgers, chips, cafe food, smoothies
4. Coniston Bakery - Pies, rolls, classic bakery treats
5. Coniston Hotel - Pub grub

IMPORTANT INFORMATION ABOUT YOUR
ENROLMENT

4.1. ITeC LEARNER ENTRY REQUIREMENTS

ITeC is committed to ensuring that the Learner selection process is fair and equitable and consistent with workplace performance, competency level and Training Package requirements. Entry into our courses is based upon the applicant:

- Being satisfied that the qualification/ course is appropriate to their needs, considering their existing skills and competencies.
- Meeting required industry age requirements that may be in place for a particular course.
- Satisfying the eligibility criteria for Smart and Skilled Program (where required).
- Meeting pre-requisite qualifications and experience (where required).
- Completing a literacy, language & numeracy quiz.
- Obtain and provide a Working with Children Check or National Police Check (where required).
- Agreement to abide by the Illawarra ITeC's policies, and procedures.

4.2. AVAILABLE COURSES

Before your course starts, you will be provided with information regarding course duration, available location/s, delivery mode/s, and any third party or workplace arrangements.

Illawarra ITeC offers Accredited training courses in the Entertainment, Hospitality, Business and Construction industries. Available courses are offered via our website, **www.illawarraitec.edu.au**

Illawarra ITeC is an approved Smart and Skilled Provider. Approved Qualifications that can be offered to an eligible learner under the Smart and Skilled Program are listed on our website and can also be viewed on **www.smartandskilled.nsw.gov.au**

All nationally recognised qualifications that Illawarra ITeC can offer are located at **http://training.gov.au/Organisation/Details/90185#**

4.3. UNIQUE STUDENT IDENTIFIER (USI)

All Learners enrolling in a Nationally Recognised Training course must have a Unique Student Identifier (USI). This Australian Government initiative will allow an individual to see their training results from all providers. The USI will make it easier to find and collate your VET achievements into a single authenticated transcript. It will also ensure that VET records are not lost.

To create a USI online, go to **www.usi.gov.au** for more information. ITeC can assist Learners to apply for their USI if needed.

4.4. LEARNER PRIVACY

ITeC collects personal information in order to carry out its functions properly and efficiently. ITeC only collects personal information that is required for the purposes of employment or education, requests for Australian Government fee assistance or in order to meet government reporting requirements.

ITeC policies and procedures abide by the Australian Privacy Principles and outline reasonable measures taken to protect the privacy of individuals and staff in line with state and federal legislation. Sensitive information is not kept beyond the enrolment period.

A mechanism exists in which individuals and staff can raise a complaint in relation to how their personal information is handled. Policies and procedures are available on the ITeC website **www.illawarraitec.edu.au**. More information can be found at **www.oaic.gov.au** or **www.privacy.org.au**.

Use of Personal Information
Learner information may be shared between Illawarra ITeC and relevant regulatory authorities. This information includes personal details, course enrolment and completion details.

Learner Identification
Learners will be asked to provide photo identification for authentication purposes. Your photo identification will be photo-copied and returned to you. Learners who undertake nationally recognised training must hold a Unique Student Identifier (USI). A USI can be obtained online by visiting **www.usi.gov.au**.

4.5. CREDIT TRANSFER

Credit Transfer is the recognition of learning achieved through formal education and training. Credit Transfer allows a Learner to be awarded a unit of competence based on the successful completion of the unit which has been previously awarded. ITeC recognises AQF qualifications and statements of attainment issued by any other Registered Training Organisation.

An application for Credit Transfer must include certified copies of certificates/transcripts which outline the units in which credit transfer is being sought. Applicants must also complete a Consent to Verify form available from our administration team.

4.6. RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) is a way that you can have your knowledge and skills assessed against a Nationally Recognised Qualification or specific Units of Competency. During your life you may have:

- Gained extensive experience, knowledge, and skills from previous job roles
- Have undertaken community and volunteer work
- Completed formal or informal training in the workplace, at university or at a Registered Training Organisation

ITeC provides the opportunity for all Learners to apply to have prior learning and experience recognised toward a qualification or units of competence for which they are enrolled. Applications for RPL are available by contacting ITeC on 02 42 233 100.

4.7. DEFERMENT/ SUSPENSION

If, for some reason, your training needs to be deferred or suspended, ITeC can assist you in this process. Deferral is only permitted for a maximum period of twelve months from the date of notice and must be provided in writing. The exception to this is traineeship contracts - more information is available from **https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/support-with-your-apprenticeship-or-traineeship/self-help-section/suspending-my-training-contract**.

There may be fee implications of deferring your enrolment, refer to the Fees and Charges Policy and Procedures **www.illawarraitec.edu.au**.

4.8. WITHDRAWAL

There are occasions where Learners discontinue training. The reason for the withdrawal must be provided to ITeC in writing using the Withdrawal/ Deferment Form available from ITeC Training Department There may be fee implications for discontinuing your enrolment. Refer to the Fees and Charges Policy and Procedures at **www.illawarraitec.edu.au**.

4.9. COURSE FEES

Course fees will vary depending on the course you are enrolled in and on the required eligibility criteria. Course fees are determined by how your course is delivered and its duration. Fees are generally for items such as tuition fees, course materials, textbooks, and other related training and assessment services.

The ITeC Fee Schedule and the Fees & Charges Policy for Government subsided programs conducted in NSW, course fees are published on the NSW Smart and Skilled Prices, fees, and subsidies list **https://www.nsw.gov.au/education-and-training/vocational/funding/smart-skilled-fees**.

4.10. GOVERNMENT SUBSIDIES

Illawarra ITeC is an approved provider of a NSW government subsidised training called 'Smart and Skilled'. Government subsidised training means that, if you are eligible and there is a subsidised place available, the government will pay a part of the Learner fee on your behalf, and you pay the balance.

Subsidised places are subject to individual eligibility criteria. For more information about eligibility and fees for government subsidised training, go to **www.smartandskilled.nsw.gov.au**.

Holding a previous qualification does not affect your eligibility to undertake training up to Certificate III level under Smart and Skilled, however it does affect the Learner fee. There are various fee categories depending upon Learner eligibility:

- Standard Learner – First Qualification
- Standard Learner – Subsequent Qualification
- Traineeship (fees are capped)
- Concession
- Fee-free Scholarship
- Exemption

4.11. CHECK ELIGIBILITY FOR SMART AND SKILLED

Smart and Skilled is a government initiative paying part, or full course fees, against some courses. You may be eligible to receive Smart and Skilled funding depending on your course, your circumstances and other criteria. We will check your eligibility to identify if there is payment required. You can also check your eligibility on the Eligibility Checker on the Smart and Skilled website **https://skills.education.nsw.gov.au**

This will give you an indication of the Learner fee that you will have to pay to enrol in your chosen course. (Refer to the Fees and Refunds information in this section for more information on Learner Fees, Concessions and Exemptions).

To be eligible for a Smart and Skilled Funded place you must meet the following eligibility criteria:
- Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and
- Aged 15 years or older, and
- Left school, and
- Live or work in New South Wales (or a defined NSW border), or
- Registered as a NSW Apprentice or New Entrant Trainee

4.12. PROOF OF ELIGIBILITY

You will be asked to provide proof of eligibility and be required to sign statements – Please see *appendix 3. PROOF OF ELIGIBILITY FOR SMART AND SKILLED* that 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.

SMART AND SKILLED CONTACT DETAILS

If you feel you cannot resolve an issue with us or would like more information about Smart and Skilled the contact details for Training Services NSW are as below:
- Smart and Skilled Website; **https://smartandskilled.nsw.gov.au**
- Smart and Skilled Customer Protection Policy: **http://smartandskilled.nsw.gov.au/documents/ConsumerProtectionPolicy**
- Smart and Skilled Contact Number: **1300 77 2104**

4.13. PAYMENT OF FEES

To ensure Learners are well informed of the financial considerations of their enrolment, ITeC provides fee information to each Learner prior to enrolment. If you have not received fee information, or if you have any questions in relation to fees and charges, you are encouraged to contact the ITeC training administration team for more information.

In general, the following payment methods are accepted: Cheque, money order, direct deposit, credit card (VISA, MasterCard), and EFTPOS. Fee information is available on our website **www.illawarraitec.edu.au**.

ITeC does not participate or accept *VET Student Loans.

External fees, charges & eligibility criteria apply.

4.14. COURSE CANCELLATIONS & REFUNDS

Information about fees and charges will be discussed prior to enrolment with you and/or the third party (such as employer, school etc.) who will be paying the tuition fees. Please contact Illawarra ITeC if you have any questions related to course fees.

Fee-paying students of Illawarra ITeC pay an agreed fee prior to commencement of the program in which they are enrolled. Refunds are made in accordance with Illawarra ITeC's Refund Policy and Procedure. To ensure compliance with the requirements of a Registered Training Organisation and/or Smart & Skilled Provider we have put the following procedures in place:

- All information regarding fees and charges to be paid by student will be supplied individually prior to course commencement. For students accessing subsidised training through Smart & Skilled these will be as calculated using the Smart & Skilled Provider Calculator.
- Students will be notified of any schedule of payments prior to enrolment.
- Students will be notified of any additional equipment costs prior to enrolment.
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment.
- All fees collected will be retained by The Illawarra ITeC.
- Where applicable (i.e., under certain Awards) the employer will pay the fee for certain Apprenticeships and Traineeships.
- Students will be entitled to 2 attempts to complete a unit of competency without additional cost. Any further attempts will incur a charge, which will be at the discretion of the Provider. Fees will be adjusted to reflect any RPL or CT and if necessary, refunds will be made.

Some students may be eligible for a concession fee. Students of Aboriginal or Torres Strait Islander origin, and/or holders of concession cards like Health Care Card, Pensioner Concession Card or Veteran Affairs Pensioner Concession Card, may be eligible. If you do not have a concession card, contact Services Australia (Centrelink) to determine your eligibility **https://www.servicesaustralia.gov.au**.

For Apprentices and Trainees, you are also required to contact Training Services NSW. A refund of all or part of the required fee or concession fee may be given to Learners in the following exceptional circumstances:

- Learner has overpaid the advertised fee or concession fee.
- A course has been postponed or cancelled by ITeC.
- Smart & Skilled fee adjustments due to changes to the program or eligibility after enrolment.
- Learner formally advises the staff at ITeC, at least 7 days before classes commence and with no attendance or participation, that they wish to with-draw from the course.
- If the Learner withdraws from a qualification but has completed all the requirements for a lower level qualification (which attracts a lower Learner fee), Learners will be refunded the difference in fees (providing the fees have been paid in full).
- ITeC Management is of the opinion that the Learner would be unreasonably disadvantaged if a refund did not occur.

Full details regarding the refund of course fees are provided in ITeC's Refund Policy & Procedure, which is available from the website **www.illawarraitec.edu.au**.

4.15. VET STUDENT LOANS (VSL)

Illawarra ITeC is not an approved VSL Provider.

The VET Student Loans program assists eligible Learners pay tuition fees for approved higher-level (diploma and above) vocational education and training (VET) courses, when studying at VET Learner Loans approved course providers. The program is designed to provide financial support to Learners undertaking higher level training in courses that address workplace and industry needs, creating better opportunities for employment. For further information please refer to: **https://www.dewr.gov.au/vet-student-loans**.

IMPORTANT INFORMATION ABOUT YOUR STUDY

5.1. QUALITY TRAINING AND ASSESSMENT

ITeC is responsible for the quality of training and assessment services Learners receive. If any changes occur that will affect training and assessment services, these changes will be explained to you. If, for whatever reason, you need to be transitioned to another Registered Training Organisation (RTO), ITeC will help you with this process.

5.2. CONSUMER PROTECTION

ITeC is committed to ensuring that it remains compliant with the relevant legislation and regulations that protect the rights of consumers as well as with fair trade, competition, and accurate information in the marketplace. For more information, visit our website **www.illawarraitec.edu.au**.

5.3. COURSE WORK EXPERIENCE

Depending on the qualification and delivery method being undertaken, Learners may be required to attend work experience. Learners, the host employer and ITeC complete a work experience agreement prior to the commencement of the work experience.

Learners are expected to act in a professional manner and dress consistently to that of any employee at the workplace. Learners must not disclose any confidential information about business practices, personnel, or clients of their host employer.

Whilst undertaking work experience, there may be materials that the learner needs to provide, depending upon the workplace. For example, hospitality Learners must have enclosed shoes; and construction Learners must wear sun safe clothing, steel cap boots, and take a hard hat (where required) and their White Card to the workplace.

Learners can discuss any work experience requirements or issues with their ITeC Trainer or ITeC Training Administration staff.
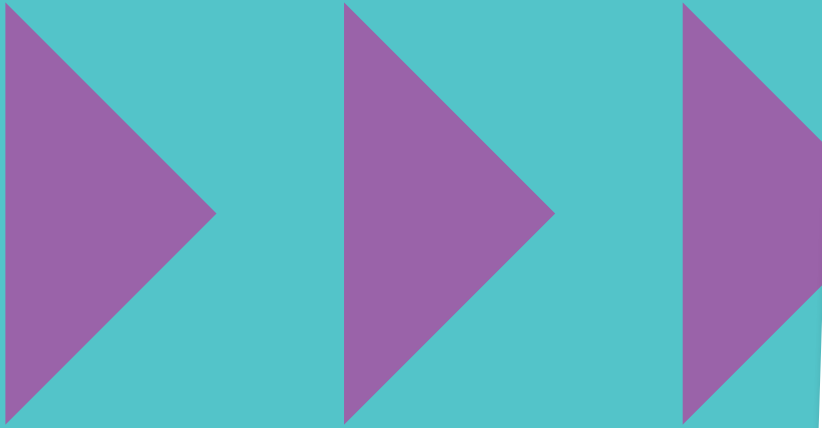
Vocational Training

5.4. ASSESSMENT

Each qualification will offer several different assessment pathways that may be utilised depending on the individual. These pathways include the 'Training and Assessment pathway' and 'Recognition of Prior Learning Pathway' (more information under 'Recognition') or Credit Transfer pathway.

Assessment tools are used to gather evidence about a Learner's competence. All ITeC developed assessment tools support the assessment of applicable units of competence in accordance with the requirements of industry Training Packages and fit with the requirements of the target industry and enterprise.

5.5. GETTING YOUR RESULTS

ITeC will only issue AQF qualifications and statements of attainment that are within its scope of registration.

If you have successfully completed all requirements for a qualification, you will receive a Certificate including a competency statement which lists all units completed. If you did not successfully complete all requirements for a qualification or only enrolled in a partial qualification, you will be issued with a Statement of Attainment that includes all units that you successfully completed.

You will need to allow approximately three weeks from successful completion of your course (this means that your trainer/assessor has marked all of your assessments & has completed any required observations and has deemed you competent) for your qualification or statement of attainment to be issued.

Any Certificates or Statements of Attainment will be put on hold if you have any outstanding fees.

5.6. MINIMUM NUMBERS

Courses offered have a maximum and minimum number of enrolments. ITeC has the right to cancel the course at their discretion should enrolment numbers fall below what is viable for the training to continue or if insufficient enrolments are received. Should this occur, all students will be notified, and cancellation processes followed in accordance with ITeC's policies and procedures.

CONTACTS
AND NEXT MOVES

6.1. ITeC CONTACT DETAILS

Should you have any questions or feedback about any of the information in this document, please speak to our Training Administration staff. The current Pre-Enrolment Handbook, and policies or procedures noted will be available for download from our website **www.illawarraitec.edu.au**, so please ensure to view this regularly.

Phone: 02 4223 3100

Head Office: 1-5 Miller Street, Coniston NSW 2500

Postal Address: PO Box 1700, Wollongong NSW 2500

Office Hours: Monday-Friday, 8.30am-5:00pm *(closed public holidays)*

Web: www.illawarraitec.edu.au

Email: itec@illawarraitec.edu.au

6.2. TOURS

Unsure about studying?

Curious about our training facilities and equipment? Schedule a tour of our site to experience our exceptional entertainment, construction, and hospitality spaces firsthand. Meet our friendly staff and explore the impressive facilities we have to offer.

Don't miss out! Call us today at 02 4223 3100 to book your tour.

6.3. READY TO ENROL?

We look forward to receiving your enrolment and welcoming you to the ITeC community. To register your interest visit our website **www.illawarraitec.edu.au**. You can also call, phone or email ITeC to enrol in one of our courses, and submit your enrolment form. You will be contacted by our Administration Team once your enrolment has been received and processed.

Industry Equipment

Premium Facilities

Award Winning

Hands-on Learning

COMMUNITY INFORMATION AND
SUPPORT

- **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 017or** 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

APPENDIX

1. SMART AND SKILLED FEE EXEMPTIONS AND VARIATIONS

Where Learners are required to pay a Learner fee, they may be eligible for a partial or full fee exemption. Fee exemptions must be supported with evidence from the Learner to be eligible. Fee exemptions include:

Fee Exemption	Details / Evidence Required
Australian Aboriginal and/or Torres Strait Islander	Australian Aboriginal and/or Torres Strait Islander Learners prove their status and eligibility for a fee exemption through self-identification, descent, or community identification. Learners will need to declare their status and be able to provide documentary evidence of community identification, if required.

Disability or Dependant or partner of a Recipient of a Disability Support Pension	Learners who seek a fee exemption for a disability will need to provide one of the following:
	• A letter from Centrelink confirming receipt of the Disability Support Pension. The letter should show the Centrelink Reference Number (CRN)
	• A current Disability Pensioner Concession Card that shows the CRN
	• A current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and shows the CRN
	• Any other evidence that shows the CRN and confirms receipt of the Disability Support Pension
	• Documentary evidence of support needs due to the Learner's disability. This evidence must be a letter or statement from one of the following:
	  o A medical practitioner
	  o An appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for Learners with a disability)
	  o A school counsellor or special education coordinator
	  o Centrelink
	  o Disability Service Provider
	  o Job Capacity Assessor
	  o A specialist allied health professional *(including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist).*
	A Learner who is a dependent/partner of a person with disability will need to provide documentary evidence to show they are a dependent child, spouse or partner of someone who is receiving a Commonwealth Government Disability Support Pension.

Apprentices and Trainees	Under the NSW Government Fee Free Traineeship initiative, New Entrants who commence training on or after 1 January 2020 may be eligible for fee-free training. Fee-free is limited to a maximum of three traineeships.

Fee Exemption	Details / Evidence Required
Concession or Dependant of said Person	The recipient of a specified Commonwealth benefit or allowance, must provide one of the following for proof of eligibility for a concession: • A letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN) • A current concession card that shows the CRN • A current Centrelink income statement that clearly shows the benefit or allowance category and the CRN • Any other evidence that clearly shows the CRN and the benefit or allowance category • Documentary evidence from the Department of Veterans' Affairs stating their pension/benefits status • For people applying for Austudy or Newstart 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. Those seeking concession as a dependent child, spouse, or partner of someone who is receiving a specified Commonwealth benefit or allowance must provide documentary evidence that Centrelink recognises the individual as the dependant. Evidence must show the CRN of the benefit or welfare recipient. *Note: There are no concessions for a Learner enrolling in a Diploma or Advanced Diploma.*
Refugee or Asylum seeker *(and eligible partners)*	A refugee or asylum seeker (and their eligible partners) will be eligible for a fee exemption for training up to and including Certificate IV, provided they hold or held one of the visas listed in the Smart and Skilled Learner Eligibility Policy. These Learners will need to provide evidence of their visa documentation, or documentation such as an ImmiCard where appropriate
NSW Fee Free - Veteran	• DVA White Card.
NSW Fee Free - Veteran's Recognised Partner	• Statutory declaration.

Fee-Free Scholarships	A Learner undertaking a full qualification up to and including Certificate IV may be eligible for a Smart and Skilled Fee-free Scholarship if they are:
	• Aged between 15 and 30 (inclusive) at the start date for training and eligible for a concession fee (i.e., a Commonwealth Government benefit recipient); or
	• Meet the Out-of-Home Care definition at the time of enrolment and are:
	  o Aged 15-17 years and currently in out-of-home care; or
	  o Aged 18-30 years and previously in out-of-home care; or
	  o Aged 15 and over and be able to disclose (self-declare) at enrolment that they meet the domestic and family violence definition in the Smart and Skilled Fee Administration Policy.

Recognition of Prior Learning (RPL) and Credit Transfer (CT)	Where Learner is granted CT or RPL, the qualification price will be adjusted, and a new Learner fee determined. Refer to the Learner Handbook for additional information.
Targeted Priorities Part Qualifications	There are no fees attached to Targeted Priorities Part Qualifications.

2. SMART AND SKILLED - SUPPORT NEEDS ADDITIONAL EVIDENCE

Where additional support needs are identified from the enrolment form, additional evidence will be required:

Enrolment Question	Details / Evidence Required

Q5 - Disability status	If 'I have a disability' is selected, one of the following will need to be provided:
	• A letter from Centrelink confirming receipt of the Disability Support Pension. The letter should show the Centrelink Reference Number (CRN)
	• A current Disability Pensioner Concession Card that shows the CRN
	• A current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and shows the CRN
	• Any other evidence that shows the CRN and confirms receipt of the Disability Support Pension
	• Documentary evidence of support needs due to the Learner's disability. This evidence must be a letter or statement from one of the following:
	  o A medical practitioner
	  o An appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for Learners with a disability)
	  o A school counsellor or special education coordinator
	  o Centrelink
	  o Disability Service Provider
	  o Job Capacity Assessor
	  o A specialist allied health professional *(including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist).*

Q7 - Have you been unemployed for 52 weeks or more?	If 'yes' is selected, a letter from the Employment Service Provider confirming unemployed status and timeframe is required.

3. PROOF OF ELIGIBILITY FOR SMART AND SKILLED

Where additional support needs are identified from the enrolment form, additional evidence will be required:

Eligibility Requirement	Evidence Required
Proof of Identity	USI – validity checked with Office of USI Registrar
Living or working in NSW	Living in NSW: Any Commonwealth or NSW Government issued document providing evidence of living location, or If the Learner does not live in NSW but is working in NSW: Employer-issued document confirming employment in NSW.
Citizenship: Australian citizen, New Zealand citizen and permanent Australian resident	Australian citizen: • Australian birth certificate; or • Australian Passport; or • Certificate of Australian Citizenship (Naturalisation Certificate); or • Green Medicare Card. New Zealand citizen: • New Zealand birth certificate; or • New Zealand Passport; or • Green Medicare Card. Permanent Australian resident: • 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.
Humanitarian visa holder (Refugee or asylum seeker)	• Relevant visa documentation; or • ImmiCard (where appropriate) If the Learner holds a Bridging Visa, the Learner 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.
Home Schooled Learners	• Copy of current certificate of home-schooling registration, which clearly indicates the period of time for which the Learner will be home schooled.
Date of birth	Valid USI check and participant signature *(completed by the Department)*.
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	Department's system may check against Smart and Skilled records and/or USI academic transcript records.
Completion of Year 10 or equivalent (if under 17)	Evidence that Learner has met school leaving age requirement. Participant declaration and signature.
Postcode for Aboriginal and Torres Strait Islander on borders	Participant declaration and signature.

4. NSW FEE FREE – GIVING PEOPLE THE SKILLS BUSINESSES NEED

NSW Fee Free January to June 2024 improves access to training, including for young people, job seekers, First Nations People, unpaid carers, women undertaking study in non-traditional trades and certain categories of visa holders.

It does this by offering:
- Courses that support priority industries, fee-free.
- The priority courses at TAFE NSW and other Smart and Skilled contracted training providers, including Adult and Community Education providers.

Access to NSW Fee Free places is limited and is subject to:
- Availability of a NSW Fee Free place.
- Commencing training a NSW Fee Free priority course between 1 January 2024 to 30 June 2024
- Meeting the student eligibility requirements below.

WHO IS ELIGIBLE?

Smart and Skilled provides eligible students with:
- An entitlement to government-subsidized training up to and including Certificate III.
- Government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

Under Skills NSW, you may be able to study a fee-free course if you are:
- 15 years old or over.
- No longer at school.
- Living or working in NSW.
- An Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen.

Smart and Skilled eligible students that enrol in an NSW Fee Free Jan - June 2024 priority qualification between 13 November 2023 to the 30 June 2024 with a commencement date between 1 January 2024 to 30 June 2024 are eligible for a NSW Fee Free place, subject to the availability of a NSW Fee Free place.

Please note that NSW Fee Free places are limited.

Use the Skills Compare **https://skills.education.nsw.gov.au** search to find a course and check your eligibility.

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