



SMART AND SKILLED INFORMATION SHEET

Smart and Skilled is a reform of the NSW Vocational Education and Training (VET) system. It's helping people in NSW get the skills they need to find a job and advance their careers.

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

This website tells you everything you need to know about Smart and Skilled before you enrol with us. <https://smartandskilled.nsw.gov.au>

FEE INFORMATION

Under the Smart and Skilled initiative, we must charge you a Student Fee set by the government. You can look up your fee here:

http://www.training.nsw.gov.au/smartandskilled/prices_fees.html

Concession fees and fee exemptions may apply and you should talk to your Training Specialist if you think you are eligible. You will need to provide us with the following:

- Proof of Citizenship (Australian or NZ Passport, Green Medicare card)
- Proof that you live or work in NSW (NSW Drivers licence, NSW proof of age card)
- Proof of any concession (Health care card)

Our full Fees Policy is available on request. You should also read the Smart and Skilled Fee Administration Policy (https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy.pdf) before deciding to enrol.

RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER

Sometimes training you've already done or experience you have from work, hobbies or involvement in community groups means you've already got some of the competencies that form part of your qualification. If so, talk to your Training or Project Specialist about Recognition of Prior Learning.

If you've already been issued some of your units of competency through another qualification or training program by another Registered Training Organisation, you may be granted Credit Transfer for those units. Your Training or Project Specialist can arrange this also.

Where RPL or CT are granted, your Student Fee will be reduced proportionally.



CONSUMER PROTECTION

All potential Learners are entitled to access Complaints and Appeals processes as described in the Learner Handbook (available on our website). These processes include formal and informal proceedings designed to ensure timely and fair resolution of any concerns. Our Consumer Protection Officer is the CEO who can be contacted at 1800 700 712 or ask@turningpoint.consulting

You may seek additional assistance through our regulator, the Australia Skills Quality Authority (www.asqa.gov.au), or through Smart and Skilled under their Consumer Protection Strategy, (http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf).

DEFERRING OR DISCONTINUING YOUR TRAINING

You are able to defer your training for up to 12 months from the date of written notification.

If, due to unforeseen circumstances you are unable to continue with your training and would like to withdraw from the qualification please advise your Training or Project Specialist in writing.

SUPPORT SERVICES

We are here to help, if you require extra assistance please advise us during the enrolment process or speak to your Training or Project Specialist at any time.

If you require an interpreter please contact, Translating and Interpreting Service (TIS) on 131450 (24 hour service) or visit their website <https://www.tisnational.gov.au/>