

NSW – Smart and Skilled Information for Students

This Training is subsidised by the NSW Government

Fee-Free* Training under Smart and Skilled may apply for some qualifications. *Training in priority qualifications is fee-free and fully funded by the NSW and Commonwealth governments.

Eligibility

To be eligible for government-subsidised training under Smart and Skilled, the following general eligibility requirements must be met:

- 15 years old or over
- No longer at school or is home-schooled
- Living or working in NSW
- An Australian citizen, Australian permanent resident, New Zealand citizen, humanitarian visa holder or partner visa holder whose sponsor is a humanitarian visa holder.

As a condition of eligibility, students must also:

- Provide proof of eligibility as detailed on the next page in this document
- Must consent to the use and disclosure of their personal information
- Must complete all the personal information using the aXcelerate Student Management System
- Provide Goanna Education with their USI, and
- Log into their USI Account and provide "Goanna Education" and "Training Services NSW" with [access to their USI transcript](#). This enables Goanna Education and Training Services NSW to view a student's USI Transcript to validate their eligibility for Smart and Skilled and determine any Credit Transfers and/or fees.

Eligibility Evidence Guide

Students must provide at least ONE piece of evidence for EACH eligibility category that applies:

Evidence List	Date of Birth	Live or Work in NSW*	Aust/NZ Citizen or Permanent Resident
NSW Driver's Licence	✓	✓	
Australian Passport	✓		✓
New Zealand Passport	✓		✓
Proof of Age Card	✓		
Australian Birth Certificate	✓		✓
Other Birth Certificate	✓		
USI	✓		
Citizenship Certificate			✓
Permanent Humanitarian Visa			✓
Current Medicare Card (green only)			✓
Certificate of Evidence of Resident Status (CERS), which confirms status as Australian permanent resident			✓
Visa Entitlement Verification Online (VEVO) check, which confirms status as Australian permanent resident			✓
Current NSW Employer Letter		✓	
Current NSW Employment Payslip		✓	
Any Commonwealth or NSW Government issued document providing evidence of living location		✓	

Additional requirement for an Aboriginal or Torres Strait Islander Person who **lives in specific defined interstate NSW border areas - Must provide evidence of living location (Any Commonwealth or NSW Government issued document).*

Notification of Enrolment

Once a student has completed an Enrolment Form, Goanna Education will notify the Department through the Notification of Enrolment Process (see below). Eligibility for funding can only be determined once a student has passed through the Notification of Enrolment Process. Please note: The Notification of Enrolment process must not be concurrently completed for the same qualification and/or the same units of competency for the same or other qualification(s).

This process outlines the steps that prospective students must take to access government funding.

Note: This process does not apply to the School-Based Apprenticeship and Traineeship Programs.

STEP 1: Complete Enrolment Form

The first step is to complete an enrolment form in the aXcelerate Student Management System which provides us Goanna Education with the necessary information about you and obtains your consent for us to undertake the Department's "Notification of Enrolment Process".

STEP 2: Notification of Enrolment

Once we receive an enrolment information and your consent*, we start the Notification of Enrolment Process with the Department to inform them that you wish to access funding and to determine your eligibility and entitlements. This includes:

- Inputting your details and validating your eligibility
- Inputting any details of Credit Transfer (CT) or Recognition of Prior Learning (RPL) – Providing Goanna Education and the NSW department access to your online USI record is mandatory to help us to complete this step. Refer to the [Providing USI Transcript Access](#) for a guide.
- Using the fee calculator to determine your student fees
- Generating a quote which will be provided to you.

Successful completion of the Notification of Enrolment Process will result in the issue of a Commitment ID. This Notification of Enrolment Process must be completed before any training is delivered to you.

**Note: if you do not provide consent, we cannot proceed with the Notification of Enrolment Process.*

STEP 3: Training Plan

Once the Notification of Enrolment Process is complete, we will:

- Work with you to create a Training Plan. Where applicable, this also includes working with your employer to creating a Training Plan Proposal and Contract ID
- Commence your training on the Planned Start Date*.

**Note: If you do not commence on this date, your Commitment ID must be cancelled and we will need to go through the Notification of Enrolment Process again to create a new Commitment ID for the new start date.*

Discontinuing Training

If at any stage you wish to discontinue your training, you must formally notify Goanna Education through:

- Traineeships: Must complete the Department's [Cancellation of an apprenticeship or traineeship](#)
- Non-Traineeships: Use the Goanna Education [Withdrawal Form](#) or email detailing the reasons why.

Complaints, Appeals and Consumer Protection Policy

See Student Handbook for Complaints and Appeals

See NSW Smart and Skills Consumer Protection Policy

Further Information and Contact Details

Goanna Education has systems and processes to assist students as they progress through their studies, refer to the Student Information Sheets for further details on:

- Fee Refunds: Obtaining a refund of fees (where/when appropriate/penalty)
- Complaints, Appeals and Consumer Protection: Contacting Goanna Education about concerns or issues etc.
- Learner Support: Internal and external support services
- Deferrals: Temporarily putting studies on hold
- Withdrawals and Cancellation: When and how to withdraw from the course
- Fees and Charges Information: How fees can be paid and recovery of outstanding fees

Students may also refer to the Student Handbook for further information.

Goanna Education has a dedicated Student Support team and you should contact them at education@goanna.group

Information on consumer rights and obligations relating to Smart and Skilled can be obtained through the Departments [Smart and Skilled website](#), the Departments [Consumer Protection Strategy](#) and or by calling NSW Department of Education – Training Services NSW division on 1300 772 104.

Fees and Charges

NSW Fee Free Programs

Some courses may be subject to NSW Smart and Skilled Fee-Free Program. Under NSW Smart & Skilled Program *Training in priority qualifications is fee-free and fully funded by the NSW and Commonwealth governments.*

Specific course information will specify if the program is covered by this funding stream.

Co-Contribution Fees

Students receiving funding under the Smart and Skilled program must contribute towards the cost of their course/training **unless the training is fully funded**. The fees may differ for each course and students will find this information in the specific course information on the Goanna Website.

Please note, pricing may be different for delivery methods (online, campus and workplace). The fees and charges details are contained in the specific course details available from the Goanna Education website.

Fees may be adjusted if Credit Transfers are applied. Credit Transfers must be supported by a copy of the certificate, statement of attainment or USI Transcript.

Fees may be paid on your behalf by an employer or another third party (but not by Goanna Education). If you are required to pay fees personally you will be given a payment advice that details the total amount due and a payment schedule.

Student fees are collected during the enrolment process. When a student withdraws or is cancelled, and they re-enrol into the course, they may be required to pay additional student fees for any units which require training and assessment.

Fee Exemptions and Variations

Where students are required to pay a student fee, they may be eligible for a partial or full fee exemption. Fee exemptions must be supported with evidence from the student 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 students prove their status and eligibility for a fee exemption through self-identification, descent or community identification. Students 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

Students 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 student's disability. This evidence must be a letter or statement from one of the following:
 - A medical practitioner
 - An appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for students with a disability)
 - A school counsellor or special education coordinator
 - Centrelink
 - Disability Service Provider
 - Job Capacity Assessor
 - A specialist allied health professional (including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist).

A student who is a dependant/partner of a person with disability will need to provide documentary evidence to show they are a dependant child, spouse or partner of someone who is receiving a Commonwealth Government Disability Support Pension.

New Entrant

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.

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 student enrolling in a Diploma or Advanced Diploma.

Live, work or train in the Lismore, Ballina, Byron, Kyogle, the Richmond Valley, Clarence Valley, and Tweed Local Government Areas

Fee waivers are available for all Smart and Skilled students that enrol in training between 1 July 2022 and 30 June 2023 and meet one or more of the following criteria:

- The student's residential location is within the LGAs affected by flood
- The student's workplace location is within the LGAs affected by flood
- The course delivery location is within the LGAs affected by flood (except if it is by online delivery mode only).

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 Student Eligibility Policy. These students will need to provide evidence of their visa documentation, or documentation such as an ImmiCard where appropriate.

NSW Fee Free - Veteran
NSW Fee Free - Veteran's Recognised Partner

- DVA White Card.
- Statutory declaration.

Fee-Free Scholarships

A student 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:
 - Aged 15-17 years and currently in out-of-home care; or
 - Aged 18-30 years and previously in out-of-home care; or
 - 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 student is granted CT or RPL, the qualification price will be adjusted and a new student fee determined. Refer to the Student Handbook for additional information.

Targeted Priorities Part Qualifications There are no fees attached to Targeted Priorities Part Qualifications.

Support Needs

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

Enrolment Question	Details / Evidence Required
Q5 - Disability status	<p>If 'I have a disability' is selected, one of the following will need to be provided:</p> <ul style="list-style-type: none"> • 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 student's disability. This evidence must be a letter or statement from one of the following: <ul style="list-style-type: none"> ○ A medical practitioner ○ An appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for students with a disability) ○ A school counsellor or special education coordinator

- Centrelink
- Disability Service Provider
- Job Capacity Assessor
- 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.

Smart and Skilled Fee Administration Policy

The [Smart and Skilled Fee Administration Policy](#) for further information on fees.

Refund Policy

See the Student Handbook for refund policy if you have paid fees and wish a refund.

Course Delivery

Goanna Education delivers courses Virtually using video conferencing and online learning management systems. See course flyer or website page for specific course details.

Learner Support Services

Goanna Education Trainers and Support Officers provide students with real time assistance for any learner support needs. Students are required to disclose all needs that may impact their learning and participating prior to commencement of training.

During your induction or orientation, Goanna Education will assess your learner needs and you will be able to identify areas where assistance may be required. Our staff are always happy to help you whenever possible. If you are facing problems of any kind, please do not hesitate to contact Student Support at Education@goanna.group We encourage you to take advantage of the support facilities available before any problems become an issue.

Goanna Education can provide access to specialist support for students who may have special needs, including assistance for:

- Language, literacy and numeracy
- People from disadvantaged backgrounds
- Persons from non-English speaking backgrounds
- People with disabilities
- People in rural or isolated locations.

Other services include:

- Career assessment: Assessing the student's innate interests and personality to allow the student to make informed choices about their career plans and the course that is right for their needs
 - Flexible assessment procedures: Our strategies allow for students to demonstrate outcomes in appropriately diverse ways
 - Language, literacy and numeracy (LLN) assistance: We can assist with LLN barriers and/or help you to access appropriate specialised support.
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