



# STUDENT HANDBOOK

2024

Important information for you...



NATIONAL TRAINING ORGANISATION  
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Smart & Skilled Traineeships

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## Nationally recognised training in your workplace...

# Introduction

Thank you for choosing National Training Organisation (NTO) to deliver the training and assessment components of your traineeship.

The qualification you gain from successfully undertaking this training and assessment pathway is nationally recognised throughout Australia and should prove helpful in your current and/or future employment.

The Smart and Skilled traineeship enrolment process is described below:

1. Your employer will determine your eligibility for the relevant traineeship and will contact both NATIONAL TRAINING ORGANISATION and an Australian Apprentice Support Network (AASN) to start the enrolment process.
2. The AASN will lodge your application with the Commonwealth and State Governments.
3. Training Services NSW will advise you of the success of the application and will mail your Training Contract Identifier (TCID) to you. This TCID will identify you throughout this current and any further traineeships.
4. Training Services NSW also advises NATIONAL TRAINING ORGANISATION as to when your traineeship has been approved.
5. NATIONAL TRAINING ORGANISATION will advise you of the success of your application via email. This email will contain a copy of your proposed training plan and a Notification of Enrolment (NOE) under the Smart and Skilled traineeship program.

At the time of your enrolment, an NATIONAL TRAINING ORGANISATION representative will discuss any prior experience you might have in this industry and/or any past training you may have completed. This information will be used to assess your eligibility to apply for Recognition of Prior Learning (RPL)

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*Our aim is to ensure your learning experience is enjoyable as well as seeing you successfully complete your chosen course or qualification.*

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# Smart and Skilled

## Smart & Skilled Traineeships

Traineeships are structured on-the-job training and assessment. They combine a certain amount of theory and practical training based on what you actually do in your workplace. This means all training and assessment is 'true to life' – your workplace is your classroom! This has the advantage of giving you the opportunity to practice and apply what you learn.

All training and assessment are competency-based. When you feel you have gained the knowledge and skills needed for each particular section of learning, you will be asked whether you agree to be assessed. This process will continue through the term of your traineeship. Any previous skills and/or knowledge you may have will reduce the amount of time you will need in training and may well lead to a reduction in the time of the traineeship.

Funding for your traineeship is sourced through the Training Services NSW under the Smart and Skilled program.

Your traineeship comes with some benefits. You are deemed to be a student and you are entitled to student concessions where applicable. Check with your Australian apprenticeship Support Network (AASN) as to what applies to you.

For more information please refer to the Smart and Skilled webpage:

<https://smartandskilled.nsw.gov.au/>



## Existing Worker traineeships.

An existing worker is classified as a person who has worked for the same organisation for more than a three-month period.

As an existing worker, you are still eligible to be enrolled in a traineeship – however, this traineeship is not funded under the NSW Smart and Skilled program. The process is described below.

1. Your employer will contact both NATIONAL TRAINING ORGANISATION and an Australian Apprentice Support Network (AASN) to start the enrolment process.
2. The AASN will lodge your application with the Commonwealth and State Governments.
3. Training Services NSW will advise you of the success of the application and will mail your Training Contract Identifier (TCID) to you. This TCID will identify you throughout this current and any further traineeships.
4. Training Services NSW also advises NATIONAL TRAINING ORGANISATION as to when your traineeship has been approved.
5. NATIONAL TRAINING ORGANISATION will advise you of the success of your application via email. This email will contain a copy of your proposed training plan for the traineeship program.

At the time of your enrolment, a NATIONAL TRAINING ORGANISATION representative will discuss any prior experience you might have in this industry and/or any past training you may have completed. This information will be used to assess your eligibility to apply for Recognition of Prior Learning (RPL)

## Frequently asked questions

### How long will this traineeship take to complete?

The time involved will depend on:

- The qualification you have enrolled in. Some qualifications have a delivery period of 12 months and others have a 24-month delivery time.
- Whether you are employed in a full time or a part-time role.
- How much prior or current experience you have in this industry.
- Whether you have undergone any past training and assessment in this field.

Check with your NATIONAL TRAINING ORGANISATION representative or your trainer/assessor.

### How much work is involved?

This traineeship is part of your work role. You will need to complete some written work or answer some verbal or written questions to complete part of the assessment activity, but this will be in work time. The second part of the assessment activity is showing your assessor the skills you have developed over time. This also happens while you're at work, so realistically, you have no 'homework' at all. Your employer has an obligation to release you from your job to undergo training and assessment.

### What happens if I leave my job?

Your traineeship can be cancelled by mutual consent. You and your employer need to both sign a cancellation form. Contact NATIONAL TRAINING ORGANISATION or your Apprenticeship Centre for the right form and where to send it to.

### How much will it cost under Smart and Skilled?

Nothing! The NSW Government is paying the course cost for new traineeships, so there is no cost to you or your employer. You can find further information at:

<https://vet.nsw.gov.au/choosing-vet/fee-free-traineeships>



## How much will it cost as an existing worker?

Please refer to the section "Financial Information". Training fees for existing workers may be partially or fully met by your employer. You will not be required to commit to a payment without your consent.



## What are my rights?

You have the right to:

- quality training and assessment,
- be informed about and have access to personal information that is collected about you,
- access the provider's consumer protection complaints system,
- be treated with respect,
- to access reasonable adjustment to your training and assessment activities where required.

## Acknowledgement of Responsibilities

### What are my obligations?

You have an obligation to attend the training sessions and agree to be assessed when you are ready. This means you need to complete any written or verbal work and let your assessor see you using your skills in the workplace. You also need to provide NATIONAL TRAINING ORGANISATION with accurate personal information.

You also have an obligation to let NATIONAL TRAINING ORGANISATION know if:

- Your contact details change (we need to know where to post your qualification),
- You are not coping with the training/assessment processes (see further on for contact details),
- You need assistance in other areas where we may be able to help,
- You believe that the employer is failing to meet their obligations,
- You believe that you will not complete all activities in the term of your traineeship.

### What are the responsibilities of National Training Organisation?

We need to:

- Provide you with a training plan that suits both you and your employer and ensure that it is revised and updated when needed.
- Provide your employer with a copy of your training plan,
- Ensure you have the support you need to complete this qualification,
- Provide you with the training and assessment resources you need,
- Maintain an accurate record of your progress,
- Issue your qualification upon successful completion of your training,
- Gather feedback from you and provide feedback to you and your employer to help us to improve.
- Maintain procedures for protecting personal information.

## Employer responsibilities. (included, but is not limited to..)

- Under the conditions of your traineeship, your employer is obliged to give you an average of 12 hours per month on the job to allow both training and assessment to be completed.
- Provide you with support in your traineeship through the term.
- You are not required to complete work at home.

## What are the responsibilities of the Australian Apprenticeship Support Network?

AASN's are contracted by the Commonwealth Government to provide information, advice, and assistance to employers and students throughout the training contract.

They are responsible for:

- The signing of the traineeship contract,
- Registering the contract with the Department of Education
- Administering the Commonwealth Government incentive and subsidy program.
- Offer assistance and advice in relation to obligations and responsibilities in all aspects of the agreement.



## General information

### Skills recognition/Credit transfer/s

NATIONAL TRAINING ORGANISATION recognises qualifications and statements of attainments issued by any other Registered Training Organisations in Australia with the Australian Qualifications Framework. Units of competency listed on these will be assessed as to whether they can be applied as credit transfers. In some cases (where a unit of competency has been superseded) RPL may apply.

Present the original or a certified copy of the qualification to your NATIONAL TRAINING ORGANISATION representative at enrolment where possible.

### Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment pathway where you can gain formal recognition for the skills, knowledge, and work/life experience gained outside the formal education and training system. This will be covered at enrolment.

### Pre-requisites

Pre-requisites are skills or knowledge that must be gained before commencing a full course or qualification.

For shorter courses we usually don't ask for evidence of your existing skills, but the course is conducted assuming you meet the pre-requisite. For example, computer courses might be listed in the course guide with a statement like "Before you enrol you must be able to: ...". If you are unable to perform the listed tasks confidently, you shouldn't enrol in the course. For further enquiries, please contact our administrative staff.

### Reasonable adjustment

This is defined as making an adjustment to the assessment process, methods or to the assessment materials to give people with a disability equal:

- Access to assessment
- Opportunity to successfully complete the assessment.

If we are unable to accommodate your specific needs, we will help you to find another provider with the necessary resources.

### Discrimination

Discrimination is not tolerated at NATIONAL TRAINING ORGANISATION. Discrimination, whether direct or indirect, is unlawful under the Anti-Discrimination Act 1998.

## Consumer protection

The enrolment form is a contract between you and NATIONAL TRAINING ORGANISATION as defined by Australian Consumer Law. Information provided to you prior to enrolment forms the basis of the enrolment agreement.

## Privacy, Confidentiality and Personal Information

We must collect personal information as part of the application and enrolment process, some of which is required by law. Your personal details and identification may be submitted to the government for audit, verification, research or statistical analysis purposes. This information also assists us to fulfill our commitment to you to provide training and assessment. We may use the information you provide to help improve the services we deliver to you or to comply with requirements under the law. We will not give or sell your personal information to a third party – EVER!

## Access and Correction (training records and personal information)

You can access your training records and outcomes or personal information that we hold at any time. Use the email/phone number listed at the contact information section.

If the information we hold is incorrect, we will be happy to amend it, but please be aware, we will ask you to prove it is you asking for this change before we do it.

## Feedback on training

NATIONAL TRAINING ORGANISATION uses Survey Monkey to gather feedback. You will get sent a link to the survey when you complete your qualification or if you leave your job.

We can't improve on what we don't know, so it is important for you to be honest and give us feedback.

Feedback collected will be used to bring about improvements to the course delivery methods, tools and systems.

You may also speak directly to the trainer/assessor, your site supervisor or contact us at:

National Training Organisation  
PO BOX 7222  
Silverwater NSW 1811  
Telephone: 1300 13 22 13

Email: [nto@nto.com.au](mailto:nto@nto.com.au)

## Complaints

Don't let it fester. Please, please let us know if things are not working. It's important that we're aware of any complaints you may have about any part of our services.

We have a Complaints Policy that we must follow. If you would like a copy of this, please let us know.

If you are not satisfied with our response to your complaint, you can email [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au) or call the ASQA info line on 1300 701 801. For any other service we provide, you can lodge a complaint with the NSW Office of Fair Trading on 13 3220

## Safety

You have a responsibility to ensure that you follow the WHS directives of your workplace. Your trainer/assessor must also follow the WHS directives of the workplace. Work safe, be safe.

# Financial Information

## Fees and Charges

### **For a Smart and Skilled work based funded traineeship.**

Please refer to the FAQs. There is no enrolment fee required for a trainee funded under Smart and Skilled. However, there may be incidental costs such as those listed below:

Re-issue of certificate	\$45.00
Re-issue of the transcript as a photocopy	\$20.00

### **For a fee for service (existing worker traineeship) the following fees may apply:**

Enrolment fee – this is the standard enrolment fee and is to be paid prior to the course commencement.	\$1000.00
Course cancellation/withdrawal after training has commenced and where course fees have been paid in advance	*Refund of unused tuition fees, calculated on a pro-rata basis, less the \$1000 enrolment fee.
Face-to-Face cancellation fee – this is the non-attendance fee which applies <b>per student</b> per session.	\$200.00
Re-assessment fee – applies for any additional re-assessment. <i>Note that every student is provided with two re-assessment opportunities at no additional fee.</i> Request for re-assessment beyond these two additional opportunities incur a fee of \$200.00 for each additional re-assessment.	\$200.00
Re-issue of certificate	\$45.00
Re-issue of the transcript as a photocopy	\$20.00

\*If the withdrawal takes place **after** three months from the training contract start date **no** refund will be given.

Please note: In accordance with Clause 7.3 (Standards for RTOs 2015) National Training Organisation does not accept payment of more than \$1500 from a **student** prior to qualification/course commencement.

## NATIONAL TRAINING ORGANISATION Refund Policy

(for Fee for Service students and applicable only if you are paying the contribution fee)

Full refunds will be made if National Training Organisation cancels the course. If you withdraw due to circumstances beyond your control a refund is possible; however, you must be able to prove this.

Please contact NATIONAL TRAINING ORGANISATION for a copy of the Refund Policy.

Applications for refunds are to be processed by the Operations Manager within 14 days from the date of application.

<b>Outline of Refunds</b>	
Where the student or employer withdraws from the training at least 10 working days before the agreed start date.	Fees paid less the \$1000 enrolment fee.
Withdrawal after the agreed start date	**Refund of unused tuition fees, calculated on a pro-rata basis, less the \$1000 enrolment fee.
Where, by reason or reasons beyond the student's or employer's control, including Acts of God, Acts of Government authorities, civil strike and riots, the student is prevented from attending the course*	Fees paid less the \$1000.00 enrolment fee.
Where NATIONAL TRAINING ORGANISATION cancels the course.	Full refund
Student's application for enrolment is refused by NATIONAL TRAINING ORGANISATION	Full refund within 30 days
Materials or resources charged (this applies to materials/resources over and above what is provided for the purpose of training and assessment)	No refunds will be processed for printed or electronic materials that are considered to be used. Those materials that are unused and have been charged for will receive a full refund
Where a student cancels a training session on the scheduled day or does not attend training.	A fee of \$200 per person will be charged
<b>No refund/s will be given after any *short course training has commenced</b>	

\* Includes BLUECARD, Food Safety Supervisor (both retail and hospitality) Infection Control training and any other 1-2 day training offered by NATIONAL TRAINING ORGANISATION.

\*\*If the withdrawal takes place **after** three months from the training contract start date **no** refund will be given.



# Student Support

Support services are important for you to have the assistance you might need in order to complete your training program. NATIONAL TRAINING ORGANISATION will offer trainer support during the term of your traineeship and administrative support where it might be needed.

There is also a list of support services below. If you need help contacting any of these services, please call us on 1300 13 22 13.

## Student Support Services Contacts

### **Counselling Online**

<http://www.counsellingonline.org.au>

Counselling Online is a service where you can communicate with a professional counsellor about an alcohol or drug related concern using text interaction. This service is free for anyone seeking help with their own drug use or the drug use of a family member, relative or friend. Counselling Online is available 24 hours a day, 7 days a week.

### **Anxiety Network Australia**

<http://www.anxietynetwork.com.au>

Information on anxiety disorders and contributions from people with these disorders.

### **Beyond Blue**

<http://www.beyondblue.org.au>

An Australian website providing detailed information on a range

of mental health issues, as well as providing links with other useful sites.

### **Multicultural Problem Gambling Service for NSW**

<http://www.mpgs.nsw.gov.au>

Provides face to face and telephone counselling, in addition to information and advice related to problem gambling.

### **St. Vincent's Hospital Sydney Gambling Treatment Program**

<http://wwwsvh.stvincents.com.au/gambling/gambling.htm>

Provides counselling and clinical intervention for people with gambling problems.

### **Salvo Care Line**

<http://www.salvos.org.au>

Provides information on dealing with problem gambling. Links to Salvation Army

Residential Treatment Program and Salvation Army Problem Gambling Centre.

### **The National Association for Loss and Grief**

<http://www.nalag.org.au>

Information on services available, publications and links for people experiencing grief following the loss of someone close to them.

### **Lifeline**

<http://www.lifeline.org.au>

Provides a 24 hour counselling service (131114) as well as a range of community services, education and training on topics such as suicide prevention.

### **Reach Out!**

<http://www.reachout.com.au>

Fact sheets about a variety of relationship issues.



**Relationships Australia**

<http://www.relationships.com.au>

Information on services provided by Relationships Australia as well as information on a range of relationship topics.

**New South Wales Rape Crisis Centre**

<http://www.nswrapecrisis.com.au>

Comprehensive information, fact sheets and list of services available for those who have experienced rape or sexual assault. Includes sexual assault telephone and online counselling service.

**Gay and Lesbian Counselling Service of NSW**

<http://www.glcsnsw.org.au>

A volunteer based anonymous and confidential information and referral service for gay men, lesbians, bisexuals and transgender people. This organisation has a counselling and information line open seven days a week from 5.30 pm to 10.30 pm: Phone: 8594 9596 (metropolitan) Phone: 1800 184527 (outside Sydney)

**Mensline**

<http://www.menslineaustralia.org.au>

Information on various men's issues, including men and suicide. Provides a 24 hour phone line (1300 789 878)

**Salvo Care Line**

<http://www.salvos.org.au>

[suicidepreventionaustralia.org](http://www.suicidepreventionaustralia.org)

Phone line (1300 363 622). Information on support services for people with personal issues such as loneliness, depression, grief, anger, stress, parenting and relationship problems.

**Suicide Prevention Australia**

<http://www.suicidepreventionaustralia.org>

National umbrella body promoting community awareness, collaboration, information sharing and related events.

**Vocational Education and training in Australia**

<http://www.training.gov.au>

## Language, Literacy and Numeracy Assessment (LLN)

If your level of LLN skills puts you at risk of unsuccessful completion of the course/program, your trainer/assessor or the Operations Manager will discuss this with you and your employer. This is to decide whether you would benefit from additional support or use of an external programme, such as the Reading Writing hotline: Reading Writing Hotline 1300 655 506 or visit.

<http://www.readingwritinghotline.edu.au/>



Any fees incurred for additional language and literacy support will be the responsibility of the student or the employer.

# Issuing of qualifications and statements

You are entitled to receive a certificate as long as you fulfil all the requirements specified in your course of study.

You will not be able to receive your certificate if:

- You owe a debt to National Training Organisation, or
- You have outstanding assessment items which remain incomplete.

NATIONAL TRAINING ORGANISATION will issue qualifications to course participants whom it has assessed as competent in accordance with the requirements of a training package or accredited course, a qualification and/or statement of attainment that:

- Meets the requirements of the Australian Qualifications Framework (AQF)
- Includes the Nationally Recognised Training (NRT) and the Australian Skills Authority Logos in accordance with their current conditions of use.
- Statements of attainments and qualifications issued by National Training Organisation for nationally recognised training will be in accordance with its scope of registration.

Where a course participant withdraws from a course and has completed only part of a qualification, a statement of attainment for units completed will be issued.

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*NO CERTIFICATES OR STATEMENT OF ATTAINMENTS WILL BE ISSUED WITHOUT A USI*

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## Verification of qualifications

If you are seeking to upgrade a qualification or receive credit transfer, you must provide National Training Organisation with a certified copy of your:

- Your Certificate or Statement of Attainment (award),
- Record of results (academic transcript) verifying actual units of competency completed.

National Training Organisation will contact the registered training organisation (RTO) who issued your certificate to verify your award. In some cases, the issuing RTO will require you to give National Training Organisation permission to verify your certificate. If this is the case we will contact you.

If the RTO you obtained your certificate from has closed, we may request that you provide us with a Statutory Declaration (commonly known as a StatDec) as well as certified copies of your qualifications and transcripts, completed with a Justice of the Peace.

# Unique Student Identifier (USI)

It is a requirement that all students in Australia have a Unique Student Identifier (USI). The USI will be a lifelong number which will enable your Australian records and results obtained after Jan 1 2015 to be collected in an online system. By having a USI you will be able to access your training records and results (or transcript) whenever you need to.

You must have a USI before a RTO can issue a Certificates or Statements of Attainment. The Department of Industry has developed the following video to help students access a USI:

<https://youtu.be/QD8eXcYvINk?si=RhfizUfuWsvbHrnW>



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*USIs are **free** for all students*

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## 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 to 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: Smart and Skilled

You will be required to set access controls to allow the Department of Education and Communities access to your USI records. For further information please refer to the USI Student Help Line.

# Privacy Notice

## Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

*if you fail to provide this information, we will be unable to enrol you iNational Training Organisation this qualification.*

## How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

## How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

## How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

## Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

## Contact information

At any time, you may contact National Training Organisation to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about the NATIONAL TRAINING ORGANISATION Privacy Notice

# Enrolment Process

National Training Organisation will follow the procedures outlined below when enrolling students in Smart and Skilled training courses:

**Check eligibility:** We will check your eligibility for the program. A general guide of eligibility is included in the table below. All students must meet the criteria.

To be eligible for a Smart & Skilled Place Students must meet the following criteria	
Type of Training	Eligibility criteria
<b>For all Smart &amp; Skilled Courses</b>	<ul style="list-style-type: none"> <li>• Australian citizen, Australian permanent resident, Australian permanent humanitarian visa holder or New Zealand citizen <u>and</u></li> <li>• Aged 15 years old or over <u>and</u></li> <li>• no longer at school <u>and</u></li> <li>• Live or work in New South Wales (or a defined NSW border) ,or</li> <li>• Registered as a NSW apprentice or New Entrant Trainee</li> </ul>
<b>All</b>	<ul style="list-style-type: none"> <li>• Enrolling student must reside the postcodes designated in the Funding Contract</li> </ul>

The following is a list of requirements and exemptions applicable to a Smart and Skilled application

Requirement	Evidence
Proof of identity	<ul style="list-style-type: none"> <li>• Unique Student Identifier Number (USI).               <ul style="list-style-type: none"> <li>– You will be required to have a USI number, to register for one go to the USI website here <a href="http://usi.gov.au/create-your-USI/Pages/default.aspx">http://usi.gov.au/create-your-USI/Pages/default.aspx</a></li> </ul> </li> <li>• You will be required to use one of the following forms of identification to register for a USI:               <ul style="list-style-type: none"> <li>▪ Driver's Licence</li> <li>▪ Medicare Card</li> <li>▪ Australian Passport</li> <li>▪ Birth Certificate (Australian)</li> <li>▪ Certificate of Registration by descent</li> <li>▪ Citizenship Certificate</li> <li>▪ ImmiCard</li> </ul> </li> </ul>
Aboriginality or Torres Strait Islander descent	Declare in enrolment form (pg1) your indigenous status.

<b>Proof for Concession Exemptions</b>	
Disability	<ul style="list-style-type: none"> <li>▪ Centrelink evidence: proof of disability support pension; or</li> <li>▪ Documentary evidence of training support needs due to your disability, a letter from:               <ul style="list-style-type: none"> <li>▪ A medical practitioner; or</li> <li>▪ An appropriate government agency; or</li> <li>▪ Relevant specialist allied health professional; or</li> <li>▪ Centrelink evidence – dependent child of a recipient of a Disability Support Pension</li> </ul> </li> </ul> <p><i>This form of evidence requires to be certified and sighted.</i></p>
Concession: Welfare recipient	<ul style="list-style-type: none"> <li>▪ Centrelink evidence – Proof of benefit; or</li> <li>▪ Centrelink evidence – dependent child of a specified welfare recipient</li> </ul> <p><i>This form of evidence requires to be certified and sighted</i></p>
Exemption: Social Housing recipient (aged 15-30)	<p>Participant declaration and signature            Evidence of commonwealth welfare recipient status or evidence of a dependent of person with commonwealth welfare recipient status</p>

Further information about this can be found at <https://smartandskilled.nsw.gov.au/for-training-providers/frequently-asked-questions#q2>

There is a great deal of information in the enrolment form and quite a few signatures required. You are signing that you:

- Agree to allow Training Services and other Government agencies use your personal information. This is a requirement under the Operating Conditions of the Smart and Skilled program.
- Agree to allow NATIONAL TRAINING ORGANISATION to find or create a USI for you, if required.
- That all the information you have given us is true and correct.

If you have any questions at all about this process, please speak to the NATIONAL TRAINING ORGANISATION representative or contact the NATIONAL TRAINING ORGANISATION office on 1300 13 22 13



If you would like more information about the Smart and Skilled program and how it operates, go to <https://smartandskilled.nsw.gov.au/for-students> This site has a wealth of information that is worth reading.





## Contact Details

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