



## **Everthought Education**

**RTO Code: 32438 ABN: 65 114 892 509**

### **Smart and Skilled Student Information Pack**

*The following information is only for students applying for funding from smart and skilled program.*

*The training is subsidised by the NSW Government.*

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## Section 1. NSW SMART AND SKILLED GOVERNMENT FUNDING

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Smart and Skilled is a NSW Government program that helps people get qualifications in in-demand skills and industries. It's a key part of the NSW [vocational education and training](#) system.

Smart and Skilled gives eligible students:

- 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.

Everthought Education is an approved Smart and Skilled NSW provider, which means we can offer some qualifications at significantly reduced cost to eligible students. Please see our website for more information: <https://everthought.edu.au> or visit the Smart and Skilled website: <https://smartandskilled.nsw.gov.au/> to check your eligibility.

### 1.01 PRE-ENROLMENT INFORMATION

Prior to enrolment you will be provided with the information listed below. The information will be either in the Smart and Skilled Student Information Pack or Domestic student handbook.

- Notification of Enrolment
- Fee Information
- Recognition of prior learning and credit transfer information
- Consumer protection information
- Your rights and responsibilities
- Subcontractor Arrangements (if applicable)
- Student support and contact details
- Procedures required if you want to defer or discontinue training
- Information about obtaining USI

### 1.02 ELIGIBILITY CHECK

We will check your eligibility for the program. You can also check your eligibility on the, [Eligibility Checker on the Smart and Skilled website](#) this will also give you an indication about the fee and charges in your chosen course.

## Section 2. SMART AND SKILLED NOTIFICATION OF ENROLMENT

Everthought Education will follow the following practice when enrolling students in Smart and Skilled training courses.

### 2.01 PROOF OF ELIGIBILITY

To be eligible for Smart and Skilled funding you meet the following:

Requirement	Evidence
<b>Proof of identity</b>	
1 Proof of identity	USI – validity checked with the office of USI
<b>Smart and Skilled eligibility</b>	
2 Living or working in NSW	<p>Living in NSW:</p> <ul style="list-style-type: none"> <li>any Commonwealth or NSW Government issued document providing evidence of living location, or</li> </ul> <p>Working in NSW (if the student does not live in NSW):</p> <ul style="list-style-type: none"> <li>employer-issued document confirming employment in NSW.</li> </ul>
3 Citizenship: Australian citizen, New Zealand citizen and permanent Australian resident	<p><b>Australian citizen:</b></p> <ul style="list-style-type: none"> <li>Australian birth certificate; or</li> <li>Australian Passport; or</li> <li>Certificate of Australian Citizenship (Naturalisation Certificate); or</li> <li>Green Medicare Card.</li> </ul> <p><b>New Zealand citizen:</b></p> <ul style="list-style-type: none"> <li>New Zealand birth certificate; or</li> <li>New Zealand Passport; or</li> <li>Green Medicare Card.</li> </ul> <p><b>Permanent Australian resident:</b></p> <ul style="list-style-type: none"> <li>a Certificate of Evidence of Resident Status (CERS), which confirms status as an Australian permanent resident; or</li> <li>use the Department of Immigration and Border Protection's Visa Entitlement</li> <li>Verification Online (VEVO) facility to confirm status as Australian permanent resident and check passport; or</li> <li>Green Medicare Card.</li> </ul>
4 Humanitarian visa holder and Partner visa holder (Refugee or asylum seeker)	<ul style="list-style-type: none"> <li>Relevant visa documentation; or</li> <li>ImmiCard (where appropriate)</li> </ul> <p>If the student holds a Bridging Visa, the student must provide a document from the Department of Immigration and Border Protection acknowledging that the bridging visa is linked to an application for a humanitarian visa.</p>
5 Date of birth	USI data
6 Registration as NSW apprentice or new entrant trainee	Training Contract identifier (TCID) number
7 Year 10 completion or equivalent (if under 17)	Evidence that student has met school leaving age requirement
8 Place of residency or employment	Participant declaration and signature
9 Postcode for an Aboriginal or Torres Strait Islander Person who lives in specific defined interstate NSW border areas	Any Commonwealth or NSW Government issued document providing evidence of living location

## 2.02 DECLARATION

You will be required to sign the Consent to use and Disclosure of Personal Information to the Department of Education applicable state body and other Government agencies.

## 2.03 RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER INFORMATION

If you feel like you have work/life experience that would enable you to provide evidence of prior learning or have achieved through formal education and training process a qualification and /or statement of attainment issued by another training provider, you may be entitled to RPL and/or Credit Transfer. For more information, please refer to our domestic student handbook or Speak to your Everthought's representative.

## 2.04 NOTIFICATION TO THE DEPARTMENT

On completion of this process a copy of the Notification of Enrolment Report will be generated and kept on your file. A Student Commitment ID will also be issued.

## 2.05 FEE AND CHARGES

You will be informed of all fees, schedule of payments, refunds for withdrawal or deferment and the policy relating to fees paid in advance.

## 2.06 TRAINING PLAN

Prior to starting training, you will be given a copy of the Training Plan.

# Section 3. FEE INFORMATION

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NSW Based Apprentices and Trainees may be eligible for full funding if they meet the minimum eligibility criteria as described below.

## 3.01 ENTITLEMENT APPRENTICESHIPS AND TRAINEESHIPS PROGRAM

### 3.01(a) Eligibility

A person who is eligible to receive Subsidised Training in the Smart and Skilled Entitlement Apprenticeships and Traineeships Program is a person who:

- At the time of commencement, is a NSW Apprentice or New Entrant Trainee and has an approved Training Contract in NSW, and
- The qualification that is being undertaken is on the NSW Skills List, and
- The qualification that is being undertaken is shown on their Training Contract.

### 3.01(b) Fee and Charges

#### Apprenticeship

Apprenticeship fees apply to NSW Apprentices undertaking training in a qualification offered on the NSW Skills List as part of an apprenticeship pathway that supports their apprenticeship.

NSW apprentices who are funded under Smart and Skilled, and who commence subsidised training on or after 1 July 2018 will be fully funded by NSW government for their apprenticeship qualification. Please contact the RTO for further information and eligibility requirements.

For apprentices who are not eligible for the above, the qualification delivered to an apprentice under an apprenticeship pathway is capped at \$2,000.

### Traineeship

Traineeship fees apply to NSW New Entrant Trainees undertaking training in a qualification offered on the NSW Skills List as part of a traineeship pathway that supports their traineeship.

NSW trainees who are funded under Smart and Skilled and commence subsidised training on or after 1 January 2020 will be fully funded by NSW government for their traineeship qualification. Please contact the RTO for further information and eligibility requirements.

For trainees who are not eligible for the above, the qualification delivered to a trainee under a traineeship pathway is capped at \$1,000.

More information about apprentice and trainee eligibility requirements for this Initiative can be found in the Smart and Skilled Eligibility Policy and the Smart and Skilled Fee Administration Policy.

## **3.02 REFUNDS**

Apprenticeships and Traineeships who withdraw from training, which is funded under NSW funding initiative, and did not pay any fees, will not receive a refund

# **Section 4. CONSUMER PROTECTION INFORMATION**

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Everthought Education understands its obligations to provide consumer protection for all students as designated in the Competition and Consumer Act 2010, the NSW Fair Trading Act 1987, the Standards for RTO's 2015 and the Smart and Skilled Consumer Protection Policy. To ensure our customers are fully protected and are aware of their rights, we have developed a Student Wellbeing and Support Policy.

## **4.01 POLICY**

Everthought Education is committed to ethical marketing practices; we will not undertake marketing that is misleading, deceptive or of unconscionable conduct and will take extra care when marketing to vulnerable consumers who may be less able to understand what they are signing up for.

We understand that Australian Consumer Law (ACL) applies to the following services all education and training services, including:

- advertising, marketing, and promotion
- soliciting and taking enrolments
- training delivery
- student assessment
- handling of complaints by training providers
- requests to cancel a student's enrolment.

The ACL also applies when these services are provided by third parties on our behalf.

Everthought Education has a Student Wellbeing and Support Policy.

For Smart and Skilled students, the following procedures are the points included in our Customer Protection Strategy:

- Everthought Education has a designated Customer Protection Officer. Their role will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislative and Funding Body contractual compliance.

- The contact details of the Customer Protection Officer will be made available to all clients in Smart and Skilled - Student Information Pack.
- We will not offer inducements of any kind, either directly or through marketing agents, to encourage student enrolment.
- Students will sign to confirm they have received Customer Protection Information. This will be included in the Declaration made by students when completing the Proof of Eligibility Checklist on enrolment.
- If after following the Complaints and Appeals Process, a student feels matters are unresolved to their satisfaction and wish to inform a third party, they can contact details for NSW Department of Industry Consumer Protection Unit for Students.

### Contact Details of Training Service NSW

- Online Lodgement: <https://education.nsw.gov.au/your-feedback>
- Phone: 1300 772 104
- In person: At a Training Service NSW regional office - <https://education.nsw.gov.au/skills-nsw/contact-us>

### Contact details for the Everthought Education Customer Protection Officer:

- Name: Leilani Krenn
- Position: Student Services Officer
- Phone: 1 300 656 498
- Email: [apprenticeships@everthought.com.au](mailto:apprenticeships@everthought.com.au)

## 4.02 OUR GUARANTEE

Everthought Education guarantees that it will provide quality training and assessment that meets the requirements of the Australian Quality Framework, other legislation that is relevant to Registered Training Organisations and in the time frame and as described in our Course Information. If for whatever reason we cannot supply the training and assessment services that you have enrolled in, we will refund student fees in accordance with our Fee and Refund policy if applicable.

## Section 5. DEFERRAL OR WITHDRAWAL FROM THE COURSE

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### 5.01 DEFERRING FROM THE COURSE

If for any reason you wish to defer from the approved subsidised training, you will need to discuss this with either your trainer or an ETE staff member. We will discuss the support requirements you may have, and we will endeavour to implement those processes to assist and support your training.

You apply for deferment you must complete a Deferment, Suspension or Cancellation of Form and lodge with ETE. The ETE student services will process your application within seven business days.

If you decide to defer, you may only apply for deferral or deferrals for totalling no more than 12 months from the date of receipt of notice from the Enrolled Student.

There may be some fee implications for deferring from your Subsidised Training in accordance with the Smart and Skilled Fee Administration Policy.

If you do not recommence your Subsidised Training within a 12-month period of deferral you will be reported as discontinuing student.

## 5.02 DISCONTINUING FROM THE COURSE

If you decide to withdraw from a course, we ask that you discuss the reasons for doing so with your trainer or an ETE staff member. They may refer you to another appropriate staff member to discuss any support requirements or to the student services if you have a complaint or grievance. If you still decide to withdraw then the following applies:

- You should give formal notice, preferably in writing, of the date and reasons for your withdrawal.
- You will be refunded any outstanding fees in line with the Fee and Refund Policy if applicable.
- You will be issued any Statement of Attainment for units assessed as competent within 30 days of notice of discontinuation
- Your Training Plan will be updated, and you will be given a copy
- You will be given the results of any assessments

# Section 6. SMART AND SKILLED STUDENT – RIGHTS AND RESPONSIBILITIES

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## 6.01 STUDENT RIGHTS

Everthought Education will ensure that all enrolled students will:

- receive quality training and assessment that meets the NVR Standards for RTO's 2015
- receive the training and support necessary to enable competency to be achieved
- Issue AQF certificates and Statements of Attainment on successful completion of the training course
- have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
- receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
- have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
- be fully informed of fees and charges to complete the training course, including charges for equipment
- be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
- be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
- be provided with a safe training environment free from harassment and discrimination

## 6.02 STUDENT RESPONSIBILITIES

All students must ensure they:

- provide true and accurate information
- Always behave in an ethical and responsible manner when engaged in training and assessment activities
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions.
- do not behave in any way they might intimidate, threaten, harass or embarrass other students or staff
- are always free from drugs and alcohol while in the training environment
- are punctual and attend all scheduled training and assessment sessions
- complete online assessments as scheduled
- meet assessment deadlines
- do no cause damage to equipment or facilities
- provide an USI or give permission to obtain one on their behalf



## Section 7. SUBCONTRACTOR ARRANGEMENTS

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Everthought Education has not entered into any subcontracting arrangements for the delivery of training and assessment in any qualifications.

## Section 8. STUDENT SUPPORT

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Everthought Education is committed to delivering high quality services that support students throughout their training and assessment. For more information about the support services refer to Everthought Education's domestic student handbook.

## Section 9. UNIQUE STUDENT IDENTIFIER

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Since January 2015 it has been a requirement that all students in Australia have a Unique Student Identifier (USI).

The USI will be a lifelong number which will enable your records and results obtained after January 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: <http://usi.gov.au/students/Pages/default.aspx>

You can create your USI by going to the Unique Student Identifier Website and following some simple steps. To create a USI, you will be required to provide:

- Personal information – name, date of birth etc
- Contact Information – at least one method of contact e-mail, mobile or mail
- Form of ID - Driver License, Medicare card,
- Australian Passport, Visa (with Non-Australian passport) for international students, Birth Certificate (Australian), Certificate of Registration by Descent, Citizenship Certificate, Immicard

### 9.01 PROTECTION OF STUDENTS 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.

### 9.02 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.

## Section 10. SMART AND SKILLED CONTACT DETAILS

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If you feel you cannot resolve an issue with us or would like more information about Smart and Skilled the contact details for the Department of Industry are as below.

Smart and Skilled website	<a href="https://skills.education.nsw.gov.au/">https://skills.education.nsw.gov.au/</a>
Smart and Skilled eligibility Checker policy	<a href="https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/low-cost-and-free-training-options/smart-and-skilled">https://education.nsw.gov.au/skills-nsw/apprentices-and-trainees/low-cost-and-free-training-options/smart-and-skilled</a>
Smart and Skilled Customer Protection Policy	<a href="https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-consumer-protection-strategy">https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-consumer-protection-strategy</a>
Smart and Skilled Fee Administration Policy	<a href="https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy">https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy</a>
Smart and Skilled Contact Number	1300 772 104