

## Target Training Pre- Enrolment Process

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## Smart and Skilled Notification of Enrolment

Targett Retail Training Pty Ltd (TRT) will adhere to the following procedures when enrolling students into Government Funded training courses such as NSW Smart and Skilled:

**1. Check eligibility:** We will check your eligibility for the program. For example, TRT is funded by NSW Government to deliver training to students under the NSW Entitlement Apprenticeships and Traineeship program. To be eligible you must be: approved or registered as a NSW new entrant trainee and enrolling in a qualification that supports your traineeship.

You will be asked to provide proof of eligibility and informed of what type of evidence is acceptable. Your TRT representative will take you through a Proof of Eligibility Checklist on enrolment. You will be required to provide some documents and sign statements.

**2. Check whether you are eligible** for fee concessions or exemptions.

For NSW more information can be found at: <https://smartandskilled.nsw.gov.au/for-students/how-much-will-your-coursecost/concessions-exemptions>

For QLD: <https://www.qld.gov.au/education/training/subsidies/certificate>

For SA: <https://www.skills.sa.gov.au/>

**3. Declarations:** You will be required to sign the following documents:

- Consent to use and Disclosure of Personal Information to the Department of Education applicable state body and other Government agencies
- Eligibility Declaration (attached to Enrolment Form)

**4. Pre-enrolment information:** Prior to enrolment you will be provided with a copy of this document with the following information:

- Recognition of Prior Learning and Credit Transfer information
- Consumer protection information
- Subcontractor information if relevant
- What a student should do if they defer or discontinue training
- How students can access support during training
- Contact details for any support services provided
- The fees chargeable

**5. Verification of USI:** Once we have received your enrolment form we will verify your USI

**6. Notification to the Department:** On completion of this process a copy of the Notification of Enrolment Report will be generated, kept on your file and provided to you if requested. A Student Commitment ID will also be issued in the state of NSW, a registration number in QLD and in SA a contract code COT number. For other states, Target Training office will email a confirmation of course enrolment and commencement.

If you have any questions with regard to this process, please do not hesitate to contact us.

## 2019 - 2020 Smart and Skilled Targeted Priority Course Fees

Qualification	1 <sup>st</sup> Qual	2 <sup>nd</sup> Qual	Concession
BSB40215 Certificate IV in Business	\$1580	\$1850	\$240
BSB40515 Certificate IV in Business Administration	\$1580	\$1850	\$240
BSB40615 Certificate IV in Business Sales	\$1580	\$1850	\$240
BSB42615 Certificate IV in New Small Business	\$1580	\$1850	\$240
BSB40315 Certificate IV in Customer Engagement	\$1980	\$2310	\$240
BSB42015 Certificate IV in Leadership & Management	\$1580	\$1850	\$240
BSB51915 Diploma of Leadership & Management	\$2530	\$2850	n/a
BSB50215 Diploma of Business	\$2530	\$2850	n/a
FNS41815 Certificate IV in Financial Services	\$1980	\$2310	\$240
SIT40416 Certificate IV in Hospitality	\$2360	\$2750	\$240
SIR40316 Certificate IV in Retail Management	\$1570	\$1840	\$240
CHC50113 Diploma of Early Childhood Educ & Care	\$4420	\$4970	n/a

Under Smart and Skilled Targeted Priority Courses, a student contributes toward the cost of training through payment of student fees. These fees are calculated at the time you enrol and may be subject to change throughout the duration of the course if you are eligible for Recognition of Prior Learning or Credit Transfer. These fees are set by the Department of Education and Training and are subject to variation from time to time.

Traineeships in NSW from 1<sup>st</sup> January 2020 are FEE FREE.

This fee, in most cases, is paid by your employer when they commit to the State Funded Course, and especially in the case of Traineeships. You have responsibilities in return and have the opportunity to complete the qualification through your employer.

Traineeship Student fees are regulated in QLD as \$1.60 per nominal hour of the units selected. We would always clarify these fees with you, prior to entering into the contract.

Traineeship Student fees vary across other states. Please contact us for more details.

**1. Existing-worker trainees** are not eligible for a government subsidy under any program for the qualification that supports their traineeship.

The definition of an existing worker is defined as: a person *“who has been employed within an enterprise continuously for more than three months full-time or more than 12 months casual or part time or a combination of both, immediately before commencement of the training contract”*.

**2. Concession or fee exemption available to eligible participants.** Speak to your TRT representative, or visit our website for more information, or you can visit the Smart and Skilled website.

In NSW, you can estimate the enrolment fee you will have to pay by using the estimator on the Smart and Skilled Website – [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

For all states, employers may choose to pay the enrolment fee for their trainees. This is a separate negotiation between employees and their employer. If the employer would like to organise this payment they can discuss this with their TRT representative.

For information on payment options please refer to the Fees and Refunds Policy or alternatively contact your TRT representative.

**Fee and Refund Policy.** Target Training is aware of its contractual responsibilities with regard to the Fee and Refund administration requirements. To ensure compliance with the requirements we have the following procedures in place:

All information regarding fees to be paid by the student will be supplied individually on enrolment on completion of the Notification of Enrolment process. These will be calculated using the State provider Calculator, where available.

Students will be notified of any schedule of payments on enrolment. Paying your fees pro-rata through the course is recommended. We can invoice you in instalments throughout course or in full after enrolment. This can be discussed and agreed at your enrolment. We do not collect any fees prior to your 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. Your qualification will not be issued until fees are paid in full.

All fees collected will be retained by Target Training.

Where applicable the employer will pay the fee for Traineeships.

Fees will be adjusted to reflect any RPL or CT and if necessary fee refunds will be made.

If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees, Target Training will refund the difference less and administration fee for the change.

**RPL and Credit Transfer.** If you feel you have work/life experience that would enable you to provide evidence of prior learning, or have achieved, through the 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. Speak to your Target Training representative for more information.

**Consumer Protection Policy.** Please refer to our Student Handbook for more information regarding Target Training's Complaints and Appeals Process. Target Training has a Consumer Protection Policy as contractually required under relevant State funding contracts. This includes the current Complaints and Appeals Policy and the following procedure.

The NSW Smart and Skilled Consumer Protection Strategy can be found at:

[http://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy.pdf](http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf)

Our Procedure:

- Every attempt will be made to resolve any student complaints using the Target Training Complaints Policy.

- Any complaint or grievance will be actioned as part of our commitment to Continuous Improvement. On notification of a complaint or grievance procedures will be followed as per the Complaint and Grievance Policy.
- Our CEO is the designated Consumer Protection Officer. Their role will be to handle all complaints and grievances and to ensure Consumer Protection contractual compliance with the Smart and Skilled Guidelines.
- Contact details are as follows: [office@targettraining.com.au](mailto:office@targettraining.com.au) or 1300 736 005.
- If students feel matters are unresolved to their satisfaction and wish to inform a third party, they should contact the State relevant Department of Education, eg. NSW Department of Education and Communities Consumer Protection Unit for Students. They can do so at: <https://smartandskilled.nsw.gov.au/forstudents/consumer-protection-for-students>

**Code of Practice.** Target Training has adopted the following Code of Practice for all students enrolled under Government funded programs.

#### Consumer Rights and Obligations

All students have the right to:

- expect that the education and training they receive will be of a quality consistent with ASQA regulations and funding Contract requirements
- be informed about personal information that is collected about them and the right to review and correct that information
- access TRT's Consumer Protection and Complaints system

All students have obligations including but not limited to:

- provide accurate information to Target Training
- behave in a responsible and ethical manner

#### Provider Obligations

Target Training has obligations, including but not limited to:

- provide the training and support necessary to allow the consumer to achieve competency
- provide a quality training and assessment experience for all consumers
- provide a clear and accessible feedback and consumer protection system including an identified consumer protection officer
- maintain procedures for protecting consumers' personal information

**Reasonable Adjustment.** Reasonable adjustment is designed to ensure that all students are treated equally in the assessment process – this means that, where possible, “reasonable” adjustments are made to the assessment process to meet the individual needs of students.

Reasonable adjustment may mean

- making learning materials and methods accessible
- adapting the physical environment and equipment
- making adjustments to the procedures for conducting assessment
- making adjustments to the evidence gathering techniques

In the event that you have difficulties understanding the requirements for assessment due to language or any other difficulties, Target Training will attempt to make reasonable adjustments to the assessment in order to afford you every opportunity to achieve competency. This may include oral questioning or demonstration of skills and knowledge in another format. If you believe you have a case for your needs to be adapted, please discuss with your trainer/assessor.

All students will be interviewed at enrolment to ensure any required adjustments are included in their Training Plan.

**Student Support.** Target Training provides the support for students to assist them to successfully complete their training. Where we cannot provide specific support for a student, we will refer to you an appropriate agency or service. Our Student Handbook details the support options available and a list of contacts that may be helpful.

**Deferral or Withdrawal from Training Deferrals.** If for any reason you wish to defer your involvement in training and assessment please discuss this with your trainer as a first step. Your trainer may refer you to another appropriate staff member to discuss any support requirements of to the Consumer Protection Officer if you have a complaint or grievance. In all instances we will endeavour to implement processes that will support you to continue with your training.

If you do decide to defer you can only do so for a maximum of 12 months, after this time you will not be entitled to continue with your course.

**Withdrawals.** If you decide to withdraw from/discontinue a course, we ask that you discuss the reasons for doing so with your trainer and assessor or staff member. They may refer you to another appropriate staff member to discuss any support requirements. If you still to 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
- you will be required to pay outstanding fees up to the point of withdrawal.
- 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 to complete your file
- you will be given the results of any assessments submitted for marking.

**Note: Your Statement of Attainment will not be issued until fees are paid up to date.**

### **Unique Student Identifier Student Information**

From January 2015 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 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 an RTO can issue a Certificate or Statements of Attainment.

You will be required to provide Target Training with a USI when you enrol.

If you don't already have one, you can create one on the USI website: [www.usi.gov.au](http://www.usi.gov.au)

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: email, phone or mail
- Form of ID: options are: Driver licence, Medicare card, Australian Passport, Visa (with non-Australian passport). A colour copy of photo ID is always preferred.

**Protection of Student's Privacy.** Your 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 choose to have access to your records.

The personal information that you provide to the Student Identifiers Registrar (SIR) is collected, used and may be disclosed, in accordance with the provisions of the Student Identifiers Act 2014 and the Privacy Act 1988. The SIR'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 SIR and how to make a complaint about a breach of your privacy and how such complaints are handled.