

# Smart and Skilled Policies and Procedures



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EDUCATION



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## Smart and Skilled Overview and Approved Qualifications

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 (VET) 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.

For more information regarding all areas of the Smart and Skilled programs including eligibility, approved courses, fees, and providers, please see the Smart and Skilled website:  
<https://education.nsw.gov.au/skills-nsw>

## Notification of Enrolment Process

Alpine Training Pty Ltd is committed and obligated to follow the Notification on Enrolment Process as specified in the Smart and Skilled Operating Guidelines as released by the NSW Department of Education.

### Eligibility

Prior to enrolment into one of our approved qualification, Alpine Training must ensure that prospective students meet the eligibility criteria as outlined in the Smart and Skilled Student Eligibility Policy. The following information is a general guide only, and prospective students can check their eligibility on the ["Are You Eligible?"](#) page of the NSW Department of Education website. Your eligibility and the below criteria can also be discussed over the phone with one of our student support team members.

#### Eligibility Criteria:

- be ages 15 years old or over
- no longer be at school
- live or work in NSW
- be an Australian citizen, Australian permanent resident, humanitarian visa holder or New Zealand citizen

If you are not eligible for Smart and Skilled funding you have the option of enrolling as a fee for service student, for more information please contact our office on 1300 733 650.

Prospective students will also be provided with and referred to the Smart and Skilled Student Information and Course Information on our website.

### Smart and Skilled Application Form

All students wishing to enrol into one of our Smart and Skilled subsidised programs are required to complete our Smart and Skilled Application Form. Alpine Education collects your personal information for the purposes of training, assessment, reporting, administration and evaluation of the program you are involved in. The information you provide, and course progress and results are required to be reported to the NSW State Training Authority. Alpine Education are committed to maintaining the privacy and confidentiality of our RTO personnel and participant records. We comply with the Privacy Act 1988 including the 13 Australian Privacy Principles (APPs) as outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

As part of the Smart and Skilled Application Form students are required to upload evidence as Proof of Eligibility, which is outlined in Section 3 of the Smart and Skilled Fee Administration Policy, which can be found in the Appendix located on the last page of this document.

## Credit Transfer/Recognition

A student who has recent or current workplace experience or has previously undertaken and completed a relevant unit of competency and/or qualification in a similar field to the current training program they may also be eligible to apply for Recognition of Prior Learning (RPL) or Credit Transfer.

For Credit Transfer you will be required to provide certified copies of your qualification certificate and the accompanying transcript, or a Statement of Attainment, which details the units you previously studied.

For Recognition of Prior Learning (RPL) you will be required to complete our RPL Kit outlining how your previous or current workplace experience directly related to each unit of competency within the intended qualification of study, and supply support evidences which may include:

- Current Resume
- Job description of role which relates to studies
- Third party or Employer references confirming length of employment, position in organisation, and duties undertaken
- Copies of previously completed training certificates/transcripts (if applicable)
- Workplace documents which directly relate to unit criteria

Once a completed RPL application has been received it will be reviewed and assessed by a qualified trainer and assessor who may require you provide or submit further information, such as provide further workplace evidences, undertake oral assessment interviews, or interview workplace supervisors/managers.

For further information and instructions on how to apply for Credit Transfer/Recognition of Prior Learning, please see the Alpine Education Handbook, which can be found the Appendix located on the last page of this document.

For further information on how receiving Credit Transfer/Recognition of Prior Learning may affect any Fees that are payable, please see Section 4.4 of the Smart and Skilled Fee Administration Policy, which can be found the Appendix located on the last page of this document.

## Eligibility and Notification of Enrolment

Once Alpine Education have received a complete application from a student, we will commence the Notification of Enrolment process through the NSW State Training Authority Portal.

This process involves:

1. Entering students details according to their submitted application form
2. Enter details of Credit Transfer or RPL (if applicable)
3. Generate Eligibility Enquiry Report
4. Eligibility Enquiry Report and Offer of Enrolment is provided to the prospective student (provided student is eligible)
5. Student confirms information provided in Eligibility Enquiry Report and their consents and confirmation of their wish to continue into the program
6. Generate the Notification of Enrolment and issue to the student

## Fee Information

Alpine Education will only charge the student the relevant fees which are set by the NSW Government for the subsidised training the student is undertaking, as outlined in the Eligibility Enquiry Report provided.

For more information on the different categories of fees please refer to the Smart and Skilled Fee Administration Policy, which can be found the Appendix located on the last page of this document.

For more information on our policy on payment of fees and refunds, please see the Alpine Education Handbook, which can be found the Appendix located on the last page of this document.

## Deferring/Discontinuing Subsidised Training

### Deferring Training

If an enrolled student indicates they wish to defer their subsidised training, participants are required to complete Alpine Educations Request to Defer form, outlining the information of their course, reason for deferral and duration of deferral. Once received back Alpine Education will contact the participant to discuss the contents of their request, and to develop and implement strategies to assist the participant to continue training or accommodate for their deferral.

Students may only defer their subsidised training for a total of no more than 12 months from the date of the deferral notice, and must recommence their training within that 12 month period. Students who wish to recommence training outside of the allotted 12 month period will be treated as a new student and must undertake the Notification of Enrolment Process again.

### Discontinuing Training

If an enrolled student indicates they wish to discontinue their subsidised training, Alpine Education will attempt to contact the student to determine the reason in which the student wishes to discontinue and to discuss the possibility of developing and implementing to accommodate their current circumstances to continue training.

In the instance in which a student still wishes to discontinue their studies, regardless of conversations and adjustments, participants are required to complete Alpine Educations Request to Withdraw form and/or email Alpine Education, outlining the information of their course, and reason for discontinuing. Once received Alpine Education will contact the participant to advise the confirmation of their withdrawal.



## Provider Consumer Protection Policy

Students as consumers play an important role in promoting quality training. This is why it is important for you as a student to know your rights when undertaking training and how to provide us feedback to help resolve any issues you may have.

Alpine Educations Consumer Protection Strategy is designed to:

- Help you understand your rights and obligations as a student and consumer in regards to your Smart and Skilled training
- Help you understand Alpine Educations obligations as a training provider of Smart and Skilled training
- Help you understand the procedures the NSW Department of Education (the Department) has implemented to protect your rights as a student receiving Smart and Skilled training
- Advise you of the Smart and Skilled complains handling and dispute resolution process
- Advise you of any other agencies that may be able to assist in the complains handling process

## Student Rights and Obligations

- You have a right to expect that education and training provided will be of a quality consistent with ASQA requirements and the requirements of the Smart and Skilled contract
- You have a right to be informed about what personal information we collect about you, and the right to review and correct that information
- You have a right to access Alpine Educations consumer protection complaints system as outlined in the Alpine Education Handbook and this document
- You have an obligation to provide accurate information at all stages of your enrolment and training to Alpine Education
- You have an obligation to behave in a responsible and ethical manner

## Training Provider Obligations

- Alpine Education have an obligation to provide the training and support necessary to allow a student to achieve competency
- Alpine Education have an obligation to provide a quality training and assessment experience for all students
- Alpine Education have an obligation to Ensure our organisation, staff, and agents meet public expectations of ethical behaviour at all times
- Alpine Education have an obligation to conduct marketing activities with integrity, accuracy, and transparency without financial incentives or other inducements to students
- Alpine Education have an obligation to ensure prospective students are properly informed about your subsidised training entitlements, fees, responsibilities and obligations
- Alpine Education have an obligation to provide a clear and accessible feedback and consumer protection system including an identified consumer protection officer
- Alpine Education have an obligation to maintain procedures for protecting a consumers personal information



## Alpine Education Consumer Complains and Appeals Process

Alpine Education's complaints and appeals process is designed to ensure students' Complaints and Appeals are recorded, acknowledged and dealt with fairly and in a timely manner to provide a satisfactory outcome for both the student and Alpine Education.

A complaint is made when you are dissatisfied with a service offered or treatment received at Alpine Education. An appeal is made when you disagree with an assessment result decision made by Alpine Education. If you make a complaint or appeal;

- The complaint or appeal will be dealt with promptly; the actual length of time involved may vary in accordance with the complexities of the case. Under normal circumstances, you can expect a written response within 10 working days
- You will have the opportunity to present your case at each stage of the procedure
- You have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor)
- You will not be discriminated against or victimised

If you have a complaint, you are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. There are staff available to assist the resolution of issues at this level. You can raise an informal complaint by contacting Student Support in person or by phoning 1300 733 650. Please note that it is not mandatory to raise a complaint informally.

For more information on our Complains and Appeals policy, please see the Alpine Education Handbook, which can be found the Appendix located on the last page of this document.

## Smart and Skilled Consumer Protection Measures

The Department, through Training Services NSW will assist with complaints related to training under Smart and Skilled. Smart and Skilled consumer protection measures give students a central place to seek assistance with complaints relating to a Smart and Skilled training provider, which include:

- Provide information and advice on consumer rights
- Facilitate discussions between the student and Pivotal Education with a view to resolving complaints
- Provide suggestions to parties about referrals to other government agencies

For more information on how Smart and Skilled protect your rights and the rights of Alpine Education, refer to the Smart and Skilled Consumer Protection Strategy, which can be found the Appendix located on the last page of this document.

Alternatively, visit the Smart and Skilled website <https://education.nsw.gov.au/skills-nsw> for more information or to submit an online enquiry, complaint, or feedback form.

## The Complaints Process

The below process outlines how Training Services NSW will handle a student complaint after Alpine Education has attempted to address and resolve said complaint.

1. Consumer discusses complaint with training provider

- ❖ Students must first make their complaint with Alpine Education directly. This is your first port of call for all complaints, and where Training Services NSW received a complaint, they will verify the student has directed their complaint to Alpine Education first, and if Alpine Education has responded.
  - Phone: 1300 733 650
  - Email: [info@alpine.edu.au](mailto:info@alpine.edu.au)
- 2. Consumer contacts Training Services NSW
  - ❖ If Alpine Education is unable to resolve your complains, then you are able to contact Training Services NSW:
    - Online: <https://www.nsw.gov.au/departments-and-agencies/department-of-education/contact-training-services-nsw#toc-submit-an-online-inquiry-or-feedback>
    - Phone: 1300 772 104
    - In person: <https://education.nsw.gov.au/skills-nsw/contact-us>
- 3. Training Services NSW offers dispute assistance
  - ❖ Training Services NSW will ask you a number of questions in order to understand and investigate your complaint, and will attempt to resolve your complaint through information and mediation with Alpine Education. A resolution of your complaint is not guaranteed, and the Training Services NSW offer will advise both the student and Alpine Education when they believe they have done all it can to assist.

For more information on The Departments Consumer Protection Strategy, please see Smart and Skilled Consumer Protection Strategy, which can be found the Appendix located on the last page of this document.

## Support Services Contacts

Alpine Education offer several support services to our students, including but not limited to:

- Student learning support
- Administrative support
- Additional support for students experiencing disadvantage
- Career guidance
- Referrals to other services

Students can access and discuss our options by contacting us:

**Phone:** 1300 733 650

**Email:** [admissions@alpine.edu.au](mailto:admissions@alpine.edu.au)

Alpine Education also offer a complimentary Student Assistance Program through AccessEAP, aimed with assisting when personal, family or study issues are impacting on your quality of life. Through access to professionally qualified and experienced counsellors over the phone or face to face, you have the opportunity to identify problems and find ways of resolving them.

Students can access this program by contacting Alpine Education and requesting a referral.

### Other Support Services:

<b>Name:</b>	<b>Phone:</b>	<b>Information:</b>
13YARN	13 92 76	Aboriginal and Torres Strait Islander, crisis support
beyondblue	1300 22 4636	Mental health, wellbeing, suicide prevention
Disability Gateway	1800 643 787	Disability information, referrals, programs, services
Lifeline Australia	13 11 14	Crisis support, suicide prevention, mental health
MensLine Australia	1300 78 99 78	Mental Health, anger management, family violence, substance abuse
National Relay Service	0423 677 767	Text to call relay service for the hard of hearing
NSW Health Mental Health Line	1800 011 511	Mental health advice, assessment, and referrals
Suicide Call Back Service	1300 659 467	Suicide prevention, counselling
TIS National	131 450	Language interpreting

## Appendix

1. Smart and Skilled Student Eligibility Policy - <https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-student-eligibility-policy>
2. Smart and Skilled Fee Administration Policy - <https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>
3. Alpine Education Student Handbook – Available under ‘Student Resources’ on the Alpine Education website
4. Smart and Skilled Consumer Protection Strategy - <https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-consumer-protection-strategy>