

# GTI Smart & Skilled Student Handbook

## Contents

1. About Smart & Skilled .....	1
2. Eligibility Requirements .....	1
3. Evidence Requirements .....	2
4. Fees.....	2
5. Notification of Enrolment (NoE) .....	2
6. Training Plan.....	2
7. RPL and Credit Transfer .....	3
8. Withdrawals, Deferrals & Refunds .....	3
9. Learning Support & Reasonable Adjustments.....	3
10. Consumer Protection & Complaints .....	3
11. Privacy & Data Sharing .....	4
12. Third-Party Delivery .....	4
13. Key Documents .....	4

## 1. About Smart & Skilled

Smart & Skilled provides NSW residents with access to **subsidised training** in eligible qualifications. Fees are set by the NSW Government. This program is **not a loan**.

## 2. Eligibility Requirements

To be eligible, students must:

- live or work in NSW
- be aged 15+ and no longer at school
- be an Australian citizen, permanent resident, humanitarian visa holder, or eligible New Zealand citizen
- provide all required evidence (see Section 3)

### 3. Evidence Requirements

Students must supply evidence for:

- **Identity** (e.g., Medicare card, licence, passport)
- **Citizenship/residency** (passport, visa, birth certificate)
- **NSW residency or employment** (license, employer letter)
- **Concessions/exemptions** (e.g., Health Care Card, Centrelink statement, DSP)
- **Fee-free eligibility**, if applicable

GTI verifies all evidence prior to creating a Notification of Enrolment.

### 4. Fees

- Student fees are set by the NSW Government.
- Concessions, exemptions and fee-free training may apply.
- Fees may be adjusted if RPL or Credit Transfer is granted.

Your exact fee is confirmed in your **Notification of Enrolment (NoE)**.

Full Smart & Skilled student fees for each qualification are listed in the [Schedule of Tuition Fees \(NSW\)](#)

### 5. Notification of Enrolment (NoE)

Before you start training, GTI will provide:

- your final student fee
- eligibility status
- Smart & Skilled Provider Calculator output
- NoE ID

You must confirm the NoE before training can commence.

### 6. Training Plan

Before training begins, you will receive a Training Plan outlining:

- units of competency
- duration and delivery
- assessment requirements
- scheduled training/assessment
- support needs and reasonable adjustment (if identified)

Training Plans must be signed and returned upon receipt and are updated as needed throughout your course.

## 7. RPL and Credit Transfer

- **Credit Transfer (CT):** reduces units → reduces student fee.
- **Recognition of Prior Learning (RPL):** if granted, reduces training required → reduces student fee.
- CT/RPL decisions must be finalised before the NoE is issued.

## 8. Withdrawals, Deferrals & Refunds

- If you withdraw, your student fee may be recalculated.
- Refunds apply as per the [Smart & Skilled fee administration policy](#).
- Deferrals are allowed under specified conditions.
- Provider initiated withdrawals follow mandatory notification procedures.

Full refund/withdrawal rules are included in GTI's [Fees, Charges & Refunds Policy](#).

## 9. Learning Support & Reasonable Adjustments

As an online training provider, we make every effort to offer support that helps you succeed in your course. Letting us know about any learning needs or access requirements before you enrol gives us the best chance to plan suitable support. If we're not aware of your needs early, we may have limited ability to provide appropriate adjustments once training has begun.

GTI may be able to offer a range of supports, including:

- Language, Literacy and Numeracy (LLN) assistance
- Basic digital literacy support
- Reasonable adjustments for learners with disability
- Referral to external services when this may be beneficial

## 10. Consumer Protection & Complaints

Smart & Skilled students are protected under the [NSW Smart & Skilled Consumer Protection Strategy](#).

If you need support:

1. Contact GTI [community@globaltraining.edu.au](mailto:community@globaltraining.edu.au) or 1800 998 500
2. Lodge a formal complaint (if required).
3. If unresolved, contact **Training Services NSW – 1300 772 104**.

### 11. Privacy & Data Sharing

GTI collects and reports information to the NSW Government and Commonwealth as required under Smart & Skilled and AVETMISS reporting requirements.

Data is used for: eligibility checks, funding claims, reporting, and regulatory obligations.

### 12. Third-Party Delivery

GTI **does not** use third-party training providers for Smart & Skilled delivery.

### 13. Key Documents

- [Schedule of Tuition Fees \(NSW\)](#)
- [Fees, Charges & Refunds Policy](#)
- [Complaints & Appeals Policy](#)
- [Privacy Policy](#)
- [Assessment Policy & Procedure](#)
- [Fair Treatment & Equal Benefits and Opportunity Policy](#)