

NSW SMART & SKILLED FEES AND REFUND POLICY

Smart & Skilled Funding

[Smart and Skilled](#) is a program providing NSW Government-subsidised training to eligible students.

Under Smart and Skilled NSW, fees will usually apply for your selected program. The student fee amount you pay and the government contribution, is dependent on your eligibility. The courses are subsidised for all eligible participants with a further concession rate available for those in receipt of some government benefits.

If you are a Centrelink recipient, we will need documentation from you to assist us in calculating your Fee and your eligibility for a fee exemption.

If you apply for Recognition of Prior Learning or Credit Transfer, the qualification price will be adjusted, and a new student fee will be determined.

Fees

Fee Protections

Academy Green Learning has a responsibility to limit the collection fees paid by students to minimise the amount paid in advance at any time. To meet this requirement, Academy Green Learning cannot request a prospective or current student to prepay fees more than a total of \$1500 (being the prepaid threshold fee amount). This means paid prior to the commencement of a course or during the delivery of the course.

If for any reason Academy Green Learning need to cancel the course, it means that your total liability is limited to \$1,500 at the most. Employers are exempt from this threshold and can make payments greater than \$1500.

All students are protected under Australian Consumer Law and under State and Territory consumer protection laws. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection.

Fee Exemptions

An exemption is where no fee is charged to the student. For exemptions, the NSW government subsidises the total cost of the qualification.

Fee exemptions are available to eligible students who:

- are Aboriginal or Torres Strait Islander (through descent, self-identification or community identification)
- meet the Smart and Skilled disability criteria (proof of a disability support pension or documentary evidence from an appropriate medical professional is required)
- are the dependants of disability support pension recipients.

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Proof of identification and evidence of eligibility will need to be provided.

Concession Fees

Concession fees are discounted fees for disadvantaged people who are studying for qualifications up to and including Certificate IV.

In NSW, the concession fee applies to the whole qualification and is a flat fee set for each qualification level, ranging from \$80 for a foundation skills course to \$240 for a Certificate III or IV.

To be eligible for the concession fee, you must meet the government subsidised fee requirements and meet one of the following criteria:

- are receiving a specified Australian Government welfare benefit or allowance at the time of their enrolment (e.g., age pension, carer payment, Newstart allowance, Veterans' Affairs pension, single parenting payment or youth allowance). Evidence will need to be provided.
- are the dependants of a recipient of specified Australian Government welfare benefits or allowances.

Proof of identification and evidence of eligibility will need to be provided.

Traineeships – Fee free

Traineeships are a proven pathway to well-paid jobs in a diverse range of careers. In NSW, traineeships are currently fee free.

For further information on Smart and Skilled NSW, Fees, Eligibilities, Exemptions, Concessions go to [Skills NSW](#).

- [Smart and Skilled student eligibility policy](#) and [Low cost and free training options](#) for students.
- Smart and Skilled Fee Administration Policy - <https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-fee-administration-policy>
- Qualifications that are eligible for government subsidy under Smart and Skilled – Skills List: <https://www.nsw.gov.au/education-and-training/resources/nsw-skills-list>
- Academy Green Learning:
 - Telephone: 02 8325 0177

Traineeships – Special Circumstances

If you enrol in an approved traineeship course without evidence of being a trainee, you will be asked to pay the relevant student fee for the qualification.

If you subsequently provide evidence that you were an apprentice or a trainee at the time you enrolled, you will be refunded the difference between the qualification level Student Fee and the relevant apprenticeship or traineeship fee.

Payments Schedule

Where an employer has engaged Academy Green Learning for training services, they will be required to read and accept a Training Services Agreement (TSA). Accompanying the TSA will be the related Smart & Skilled Payment Schedule which details:

- the indicative payment amounts per employee/student
- the payment terms such as when fees are due

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Individually engaged students, or where students will be required to make payments, they too will negotiate payment terms by accepting the relevant Smart & Skilled Payment Schedule.

The total payment amounts will be confirmed by a Notification of Enrolment process. A copy of this will be given to each payer.

Refunds

Withdrawal Without Penalty

Where a student withdraws prior to the first agreed payment term, any payment made shall be refunded in full.

Where a student withdraws after the 'without penalty' cut-off, a statement of fees shall be issued that includes all fees and any fees refunded.

Overcharging

Where it has been identified that an overpayment has occurred, the overpayment amount shall be refunded within 30 days of being identified.

Refund Circumstances

As payments are agreed to and made at specific milestones, there are generally no refunds to be made. There are however, limited circumstances where a refund may be applicable, being:

1. Where RPL or CTs have been granted after the original NoE and invoice.	Student fees are recalculated and adjusted, and a refund is issued for the difference at the instalment payment.
2. If Academy Green Learning closes or is no longer approved to deliver Smart & Skilled training.	Any fees paid in advance of the due date/milestone shall be refunded.
3. Where applicable, the student withdraws but meets the requirements of a lower-level qualification.	Any fees paid will be transferred and applied to the lower-level qualification. Any overpayment shall be refunded.

Fees Recovery

Where fees become due and are not paid, Academy Green Learning shall email two payment reminders:

- 1st payment reminder – sent the day after due date
- 2nd payment reminder – sent 5 days after due date, also notified that training will be suspended until payment is made

A call will be made to discuss the matter. No training will be recommended until resolved.