



# FUNDED STUDENT INFORMATION HANDBOOK

## Terms and Conditions Included

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STUDENT OPERATIONS

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# Introduction

The Funded Student Information Handbook is designed to provide comprehensive information to students who are receiving or applying for funding within their chosen qualification. This guide aims to assist students in understanding the processes, requirements, and eligibility associated with Foundation Education funded education programs.

Funding Enrolment Eligibility

## Eligibility Requirements for Funded Traineeship Students

When entering in to a funded agreement, there are certain criteria you must meet in order to undertake a traineeship. For the most accurate and up-to-date information, as well as employer obligations, contact your state training authority directly:

- **ACT:** <https://www.act.gov.au/skills/students/australian-apprenticeships#Eligibility>
- **NSW:** <https://smartandskilled.nsw.gov.au/>
- **QLD:** <https://desbt.qld.gov.au/training/training-careers/incentives/userchoice>
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## Queensland: Certificate 3 Guarantee

The QLD Certificate 3 Guarantee provides eligible individuals with access to a subsidised training place in a Nationally Recognised Certificate III level qualification with a pre-approved registered training organisation (RTO) of their choice — otherwise known as a Skills Assure Supplier (SAS).

### Eligibility/ Entry Requirements

To be eligible to enrol in the Certificate 3 Guarantee program, prospective students must:

1. be aged 15 years or older;
2. be no longer at school (with the exception of school students in Years 10, 11 and 12 undertaking a VET in School (VETiS) program — see the VETiS fact sheet for more information);
3. permanently reside in Queensland;
4. be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen (for more information see Visa eligibility under VET investment programs - <https://desbt.qld.gov.au/training/providers/inclusive/visa-eligibility>);
5. Not hold, or not be enrolled in, a certificate III or higher-level qualification, not including qualifications completed at school and foundation skills training.
- 6.

Current apprentices and trainees are not eligible to undertake training under the Certificate 3 Guarantee without prior written approval by the Department.

## Queensland: Higher Level Skills

The Higher Level Skills program provides eligible individuals with access to a subsidised training place

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in selected Nationally Recognised Certificate IV level or above qualifications and priority skill sets, with a pre-approved registered training organisation (RTO) of their choice, known as a Skills Assure Supplier (SAS).

### Eligibility/ Entry Requirements

To be eligible for the Higher Level Skills program, individuals must:

1. be aged 15 years or over;
2. be no longer at school;
3. permanently reside in Queensland;
4. be an Australian citizen, Australian permanent resident (includes humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen;
5. not hold a certificate IV or Higher Level qualification, not including qualifications completed at school and foundation skills training; and
6. not be enrolled in another qualification, not including foundation skills training.

To ensure that prospective students are eligible for C3G & HLS programs, Career Advisors are required to utilise the AISS search function in addition to verbal consultation with the student and capturing previous study on the AVETMISS compliant Enrolment Form. Please refer to the DESBT Apprentice Info Self Service Search Procedure for more information.

To ensure that prospective students are eligible for the appropriate funded program, Foundation Education will conduct a AISS search and confirm eligibility with all students prior to enrolment. In addition to the above, eligible students may receive a survey from the Department seeking information on their training experience. If you have completed a qualification since finishing high school, you may not be eligible for a government subsidy, see the Student Factsheets for more information:

- [Certificate 3 Guarantee](#)
- [Higher Level Skills](#)

## Funding Enrolment Fees

### QLD - Certificate 3 Guarantee (C3G) and Higher Level Skills (HLS)

Students undertaking any training under the Certificate 3 Guarantee or Higher Level Skills funded program are required to contribute to the costs of their training through a co-contribution fee. The co-contribution amount for each cohort and intake may vary and all pricing will be available within the website. The Co-contribution fee cannot be paid or waived by the Foundation Education, or any related organisation.

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## Funded Traineeship Contribution Fees

An invoice and application for admission form will have been sent to you or your employer prior to enrolment. It is important that you be aware that Foundation Education cannot accept your enrolment until we have received your completed form and payment of the invoice in full. Any delay in payment may also delay the registration of your training contract with the relevant state training authority. Contact your Australian Apprenticeship Support Network (AASN) for further details.

### NSW - Smart and Skilled course fees (NSW Traineeships only)

If you are eligible for subsidised training under Smart and Skilled, you pay only a portion (10–45%) of the training cost, and this fee covers your whole qualification rather than an annual fee. All fees will be determined using the Smart and Skilled calculator, and adjustments for RPL and CT will be made after enrolment.

Smart and Skilled fees are lower for students doing their first qualification since leaving school. This is because Smart and Skilled focuses on helping NSW residents get their first qualification. Upon enrolment, you will receive an email with your Notification of Enrolment and tuition fees for your chosen course; however, you can get an estimate of the fee for your preferred course by using the Smart and Skilled course finder:

- <https://smartandskilled.nsw.gov.au/sands/find-a-course>

### Consumer Protection Information – NSW Smart and Skilled

Approved Smart and Skilled training providers are obligated to:

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

The Smart and Skilled Consumer Protection Strategy is available here:

<https://www.nsw.gov.au/education-and-training/resources/smart-and-skilled-consumer-protection-strategy>

As a first step, you are encouraged to discuss your concerns with our consumer protection officer via [quality@foundationeducation.edu.au](mailto:quality@foundationeducation.edu.au). They will be able to help you with your concerns. You can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint, or provide feedback. You can do this by email at [enquiries@smartandskilled.nsw.gov.au](mailto:enquiries@smartandskilled.nsw.gov.au), over the phone on 13 28 11, or in person at a State Training Services centre

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## Fee Exemptions: NSW Smart and Skilled courses

A student who falls into one of the following categories will qualify for fee-free training:

- (I) An Aboriginal or Torres Strait Islander person
- (II) A student with a disability
- (III) A dependent child, spouse or partner of a recipient of a Disability Support Pension
- (IV) A refugee or asylum seeker (and eligible partners) - for training up to and including Certificate IV

### Fee Free Traineeship Initiative:

NSW trainees commencing traineeships may be eligible for fee free training. Neither the student nor the employer will have to pay the qualification student fee. This amount, of up to \$1,000, will be paid by the Department directly to the training provider.

Please note, the Fee Free Traineeship Initiative ends 30 June 2025.

For more information on the Initiative including the eligibility criteria, please go to <https://vet.nsw.gov.au/fee-free-traineeships>.

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## Concession fees: NSW Smart and Skilled courses

Discounted fees are available for disadvantaged students studying up to a Certificate IV. Unfortunately, no concessions are available for Diploma students.

This concession fee is a flat fee set for the whole qualification and is available to students who receive one of the following or are a dependant of a person receiving one of the following Commonwealth Government benefits or allowances:

- Age Pension
- Carer Pension\*
- Farm Household Allowance
- Jobseeker Payment
- Special Benefit
- Youth Allowance
- Austudy
- Family Tax Benefit Part A (maximum rate)
- Parenting Payment (Single)
- Veterans' Affairs Pensions
- Veterans' Children Education Scheme

### Please Note:

- A NSW Apprentice on a JobSeeker Payment or a NSW Apprentice who is the dependant of a person receiving a JobSeeker Payment is not eligible for a concession fee.
- A NSW New Entrant Trainee on a JobSeeker Payment or a NSW New Entrant who is the dependant of a person receiving a JobSeeker Payment is not eligible for a concession fee.
- \*The Carer Payment is a specific benefit paid by the Commonwealth Government; this category does not include the Carer Allowance or Carer Adjustment Payment.

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# Funding Enrolment Refund Policy

The refunding of course fees will be reviewed on a case-by-case basis in line with the relevant state requirements. Please review the funding policy in line with which funding type you are enrolled in.

## QLD Certificate 3 Guarantee (C3G) and Higher Level Skills (HLS)

Foundation Education is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations (SRTOs 2015) and other applicable state funded programs, including the DESBT QLD VET Investment Strategy.

As such, Foundation Education is required to have and provide detail of a fair and reasonable refund process for Fee For Service and Funded programs. The following refund policy is specifically for students who have enrolled into a Certificate III Guarantee or Higher Level Skills Program.

The purpose of this information is to provide the appropriate handling of student refunds for fees and charges paid by students or a third party, where training and assessment activities have not been delivered or training and assessment has been discontinued by the student.

There is no mandated refund process for Certificate III Guarantee and Higher Level Skills enrolments by DESBT. As such, refunds of co-contribution fees will be assessed in line with state requirements the standard withdrawal procedure.

## QLD User Choice Funded Traineeship Refunds

The User Choice program provides a public funding contribution towards the cost of training and assessment for eligible Queensland Apprentices and Trainees. To be eligible for a government contribution towards the costs of training, an Apprentice or Trainee must have entered into a training contract for a qualification that is funded by the department (DESBT).

The User Choice subsidy represents the level of public funding the government contributes towards the total cost of training for apprentices and trainees. A co-contribution fee is required by the student or a third party as set out by DESBT. The current rate of student contribution fee as set by the Queensland State Government is \$1.60 per nominal hour for each unit of competency.

If the Trainee or Employer wishes to cancel their training contract, they are entitled to a refund of their co-contribution fee for units not commenced. The refund amount is in line with the co-contribution fee rules for \$1.60 per nominal hour of the set unit/s remaining. The refund is provided to the payee and they are not required to apply or complete any documentation to receive this refund.

Please see the contact the traineeship team via email: [trainees@foundationeducation.edu.au](mailto:trainees@foundationeducation.edu.au) for more information.

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# Funding Enrolment Extension

## Traineeship Extensions

Any extension to your training contract must be coordinated between yourself, your employer, and the state training authority. An application form may be required depending on the requirements of your state or territory. Upon receiving notification of the change to your contract, we will issue you with a revised training plan and extend your enrolment end date.

Students who experience illness or injury during their traineeship can apply to temporarily suspend their obligations under the training contract for a period of up to 12 months. Your employer must agree to the application prior to the suspension taking effect, and once approved, ongoing employment arrangements should be determined. For further details, contact your Apprenticeship Support Network as listed on your training contract, or email [trainees@foundationeducation.edu.au](mailto:trainees@foundationeducation.edu.au)

## NSW Smart and Skilled Extensions/Deferrals

Any enrolled student accessing Smart and Skilled subsidised training is entitled to defer their studies totalling no more than 12 months. If you require additional time to continue your study beyond the end date of your course, an application for course extension must be made prior to your expiry date. All requests must be lodged in writing to our Student Services team for assessment and consideration.

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