



STATEMENT OF EXPECTATIONS FOR SMART AND SKILLED PROVIDERS

The NSW Government is committed to ensuring that NSW residents have access to high quality training that will help them to get a job; and that NSW businesses have ready access to the skilled workforce they need to grow.

Through Smart and Skilled, the NSW Government approves public, private and community training providers to deliver vocational education and training that is high quality, industry relevant and accessible.

The NSW Government closely monitors the performance of all Smart and Skilled providers and takes action where provider performance or behaviour does not meet the State's expectations. The NSW Government will also act to cancel contracts where there is evidence of Smart and Skilled providers engaging in unethical or illegal behaviour in other States or under other programs such as VET FEE-HELP.

The NSW Government has committed to a 65% completion rate for apprenticeships and traineeships by 2019 and expects all Smart and Skilled providers who are approved to deliver training to apprentices and trainees to work with industry to achieve this outcome.

PRINCIPLES AND OBLIGATIONS

Students enrolling with a Smart and Skilled approved training provider should be confident in the services delivered by the organisation. Students and employers should expect the same level of quality whether training is provided by TAFE NSW, a private provider or an adult and community education provider.

All Smart and Skilled approved training providers have been assessed against the NSW Quality Framework. Contracts with the NSW Government outline the performance requirements training providers must meet to receive funding. Contracts enable the Government to take action if providers do not meet these requirements.

This Statement sets out the NSW Government's rigorous expectations of Smart and Skilled providers in the areas of: Quality; Ethics; Accountability; and Responsiveness.

The NSW Department of Industry, as chief agency responsible for Smart and Skilled, regularly shares information with NSW Fair Trading and Commonwealth agencies such as the Australian Skills Quality Authority and the Australian Competition and Consumer Commission where it has concerns with illegal or unethical practice.

Students or employers with any concerns should contact the NSW Department of Industry on 13 28 11 or visit www.smartandskilled.nsw.gov.au

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1. QUALITY

Smart and Skilled approved providers must:

- deliver training, assessment and support services that are high quality, flexible and improve students' qualification completion rates
- ensure that facilities, resources, student support and administration are of a high standard and appropriate to the skill being taught
- maintain compliance with all Australian Skills Quality Authority requirements and the Smart and Skilled Quality Framework
- demonstrate continuous improvement and professional development for trainers, assessors and other staff.

3. ACCOUNTABILITY

Smart and Skilled approved providers must:

- meet all State and Federal legislative requirements, and all other legal requirements as per their contract
- report timely, accurate and complete student data on student progress and outcomes to the NSW Department of Industry
- notify the Department immediately should anything arise that prevents the provision of contracted services
- cooperate fully with any Departmental monitoring or compliance procedures
- maintain active membership of a provider industry association, meeting industry accountabilities for quality and responsiveness to student needs.

2. ETHICS

Smart and Skilled approved providers must:

- ensure their organisation, staff and agents meet public expectations of ethical behaviour at all times
- conduct marketing activities with integrity, accuracy and transparency and without financial incentives or other inducements to students
- use all public money in accordance with the provider's contract
- identify and act immediately to respond to any evidence of fraud, misconduct, maladministration or inappropriate use of public funding
- ensure prospective students are properly informed about their subsidised training entitlements, their fees and their responsibilities and obligations
- ensure students are charged the correct fees in accordance with current approved fee arrangements
- actively avoid any conflict of interest between their Smart and Skilled responsibilities and any other training or private interests.

4. RESPONSIVENESS

Smart and Skilled approved providers must:

- engage with industry, businesses and the community to ensure the relevance of their qualifications and the skills of trainers and assessors
- tailor training to meet the learning needs of students and provide appropriate support to assist students to progress and complete their qualifications
- ensure all students and prospective students are treated fairly and equally, in an environment free from discrimination and harassment
- ensure students with a disability can access and participate in training on the same basis as other students
- provide clear, current, easily accessible information to all students and prospective students, including a clear fee and refund policy
- offer flexible fees schedules which allow for staged payments
- implement a clear, accessible and timely complaints process.

For more information, contact us on 13 28 11 or visit www.smartandskilled.nsw.gov.au.