

Vocational Education and Training - Student Checklist resource

Vocational Education and Training (VET) courses, including apprenticeships and traineeships, can lead to over 500 career pathways. Before you enrol with a training provider in New South Wales (NSW), you should have an informed discussion with the training provider to ensure that you are making the right decision for your future.

This resource highlights some key areas to guide your decision-making process and conversations with your training provider.



Through your journey, a provider should strive for high performance:

The training experience should be centred on you as the student

Individualised support, especially if you are disadvantaged

Connection to industry so training is relevant and innovative, and you have access to placements and post-training job opportunities

You are encouraged to enquire about the performance of a training provider by asking questions about:

- The job outcomes achieved for students
- Whether employers are satisfied with the training provided
- If assistance is provided with finding work placement during the course and employment when finished training
- What student support is offered.

Training providers that support students with learning, and achieving their training and employment goals can be considered high performing. Their students complete training with the skills and knowledge that helps them get the job they want or entry into further study pathways.

You should consider which outcomes are important to you when choosing a training provider.

Choosing the right course and pathway

- The training provider can help you select the training course that fits your needs, expectations and circumstances. You should have a discussion about how the course will help you achieve your goals. You should consider whether you are seeking employment, upskilling or to progress to further training from the course you select.
- You should be aware whether an apprenticeship or traineeship is available as an alternative pathway to completing your selected training. This pathway enables you to work and earn a salary while you learn.

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- The provider should discuss available modes of training delivery (e.g. face-to-face, online, in the workplace, or a combination of modes).
- The provider should also discuss options for foundation skills learning if you require additional assistance with reading, writing, numeracy or computer skills before starting your preferred qualification. Some providers also offer taster part-qualification courses to try an industry before committing to a full qualification.

Smart and Skilled funding

The NSW Government's Smart and Skilled program offers funding to eligible students.

- Has the provider checked whether you are eligible to undertake the training as a Smart and Skilled student?
- Has the provider spoken to you about the funding alternatives for your training? (Smart and Skilled, fee-for-service training, Commonwealth Government VET Student Loans)

Student fees

- The provider should inform you upfront about the fee(s) you will be required to pay for your training. If you are enrolled under Smart and Skilled, you should be made aware of eligibility criteria for possible fee free training or scholarships.

The provider should:

- give you timeframes for paying your student fees
- provide access to their fee and refund policy
- inform you of what will happen if you do not pay your fees on time
- discuss how many times you can attempt to complete a unit of competency for the fee you have paid.

Consumer protection for students

- The training provider should inform you of their complaints handling process and provide you with the contact details of their consumer protection officer.
- You should feel comfortable lodging a complaint with the provider at first instance.
- If the provider does not resolve your complaint you should be informed about the next steps you can take.