

Smart and Skilled

www.smartandskilled.nsw.gov.au

SMART AND SKILLED UPDATE – NO. 167- 169

June 2022

Contents

1. Updates to the Fee Administration Policy.....	2
2. Smart and Skilled Policy for the Delivery of the Certificate IV in Training and Assessment (TAE40116) to be discontinued as of the 2022-23 Activity Period	2
3. Financial Cap allocations for the 2022-23 Activity Period	2
a. Financial Cap levels for 2022-23	3
b. Skilling for Recovery Priority Full Qualifications (SFRPFQ) program	3
c. Smart and Skilled Policy for Market Management for the 2022-23 Activity Period	3
4. Approved Qualifications for the 2022-23 Activity Period	4
5. Extension of Fee Free Apprenticeship Initiative	4
a. Eligibility	4
b. Processing enrolments	4
6. NSW Skills List Updated – Version 13.0 (Effective 1 July 2022).....	5
a. Skills List Optimisation – removal of 46 qualifications with low training activity from the NSW Skills List	5
b. CPI indexation added to qualification prices for 2022-2023 but student fees will not be affected	7
c. Superseding qualifications for 2022-2023	7
d. Price change to Certificate III in Electrotechnology Electrician (UEE30820)	9
e. Changes to traineeship and apprenticeship fees for 12 qualifications	9
7. Please refer to the updated Provider’s Guide to Smart and Skilled (Version 1.3) – Now available in STS Online	10
8. AgSkilled 2.0 Program: Updated Course and Unit Of Competency listing, newly endorsed training providers and new webpage on nsw.gov.au	10
a. Updated Courses and Units of Competency (UoCs) available for delivery and recommendations sought	10
b. Recommendations sought for additional courses/UoCs.....	11
c. Training providers endorsed to deliver AgSkilled 2.0 training – EOIs for training delivery sought	11
d. New AgSkilled 2.0 webpage on nsw.gov.au	11
e. Further information.....	12
9. Exemption to Skilling for Recovery training deferrals for North Coast flood-affected students ..	12

1. UPDATES TO THE FEE ADMINISTRATION POLICY

An updated version of the *Smart and Skilled Fee Administration Policy* (version 2.7) has been released. Summary of changes

The main additions to the *Smart and Skilled Fee Administration Policy* (FAP) are:

- Sections and sub-sections have been re-ordered to improve readability of the document. This includes the introduction of a new section – *Determining the applicable student fee*.
- Additional notes have been inserted to clarify the existing rules in relation to *charging an additional fee*. This includes confirming that:
 - i. Additional fees cannot be charged to cover the costs involved in designing and delivering training that is already in line with existing training package rules. For example, where an employer requests that the Provider deliver an elective unit of competency that the Provider does not currently offer.
 - ii. If there is any ambiguity as to whether a Provider may charge an additional fee in line with the circumstances outlined in sections 5.2 – 5.4 of the FAP, Providers should seek advice from the Department prior to engaging in discussions with an employer/student.

2. SMART AND SKILLED POLICY FOR THE DELIVERY OF THE CERTIFICATE IV IN TRAINING AND ASSESSMENT (TAE40116) TO BE DISCONTINUED AS OF THE 2022-23 ACTIVITY PERIOD

The *Smart and Skilled Policy for the Delivery of the Certificate IV in Training and Assessment (TAE40116)* (TAE Policy) will be discontinued from the start of the 2022-23 Activity Period. The requirements for VET practitioners to update their qualifications to new standards set out in TAE40116 have since passed and the policy is no longer necessary under Smart and Skilled.

Under Skilling for Recovery, fee-free training is available to individuals seeking to undertake Training and Assessment (TAE) full or part qualifications. Discontinuing the TAE Policy will remove any barriers that previous VET practitioners may have had to upgrade their qualifications and re-enter the workforce.

3. FINANCIAL CAP ALLOCATIONS FOR THE 2022-23 ACTIVITY PERIOD

Financial Cap allocations for the 2022-23 Activity Period have been undertaken as part of the annual Smart and Skilled Contract renewal process. The Department has prioritised stability and continuing support for regions impacted by natural disasters through its approach to allocation of Financial Caps for the 2022-23 Activity Period.

When allocating Financial Caps, the Department considered the following factors:

- Commitments for current students (i.e. continuing students in 2022-23)
- 2021-22 Financial Cap levels (excluding amounts allocated for Skilling for Recovery)
- Financial Cap utilisation across multiple Activity Periods
- Student Outcomes from the 2020 Student Outcomes Survey
- Non-dropout rates
- Provider performance classifications

- Financial Caps voluntarily returned by Providers under the conditions offered in October 2021 – November 2021

In addition, Financial Caps have been adjusted for the impact of price increases:

- for individual qualifications that will have prices increased following a pricing review, the Financial Caps with current enrolments in these qualifications have been adjusted for anticipated commencing students in 2022-23.
- all Financial Caps allocated for commencing students have been adjusted upwards for the CPI price increase.

a. Financial Cap levels for 2022-23

While Financial Caps for 2022-23 will generally be similar to the Financial Caps allocated in 2021-22 (after excluding Skilling for Recovery specific allocations), overall Financial Caps are higher due to adjustments for price increases (further detail on price changes is provided later in this update).

Importantly, the Department will be further adjusting Financial Caps early in the 2022-23 Activity Period for the following reasons:

- where the Department assesses that further allocations are required for continuing students (for either Smart and Skilled or Skilling for Recovery students)
- to allocate Skilling for Recovery funding for additional new Skilling for Recovery students.

The Department also expects to adjust Financial Caps during the 2022-23 Activity Period as set out in **Part A** of the *Smart and Skilled Policy for Market Management for the 2022-23 Activity Period*.

The Department is monitoring market activity and may choose to use Financial Caps as a lever to stimulate or control activity during the Activity Period as needed, depending on the performance of the market.

b. Skilling for Recovery Priority Full Qualifications (SFRPFQ) program

The initial allocation of Financial Caps for the SFRPFQ program covers the continuing student commitments calculated for students notified to the Department by 21 March 2022. The Department intends to review these allocations in early July and will offer an increase to Financial Caps to Providers who have increased the continuing student commitments by enrolling additional students in the period March to June 2022. For this to occur, a Provider must not exceed the Financial Cap for the current Activity Period.

In addition, the Department intends to approach Providers shortly regarding SFRPFQ Financial Caps for commencements in the 2022-23 Activity Period. In the meantime, Skilling for Recovery students in Aged Care and Digital Skills qualifications can continue to be enrolled under EFQ and TPFQ Financial Caps: at the Notification of Enrolment apply the relevant SFR fee waiver if the student is not otherwise eligible for a Smart and Skilled fee exemption, waiver or scholarship.

c. Smart and Skilled Policy for Market Management for the 2022-23 Activity Period

The Department has made amendments to the policy to address current conditions as a result of COVID-19 and natural disasters, which impacts the criteria and arrangements for:

- the Department to adjust Financial Caps, and

- Providers to request variations to Financial Caps and Approved Qualifications.

The Department has also revised the timing of Financial Cap reviews and therefore the level of Financial Cap commitment and utilisation expected to be achieved at each Review Stage.

4. APPROVED QUALIFICATIONS FOR THE 2022-23 ACTIVITY PERIOD

Approved qualifications have generally been rolled over from the 2021-22 to the 2022-23 Activity Period. However, previously approved qualifications will not appear on Approved Qualification Activity Schedules (AQAS) if the:

- transition period end date is prior to 1 July 2022
- qualification has been removed from the Provider's scope of registration
- qualification is no longer on the NSW Skills List from 1 July 2022
- current/new qualification is not equivalent to the superseded qualification
- qualification has been removed from a Provider's contract for quality assurance reasons.

5. EXTENSION OF FEE FREE APPRENTICESHIP INITIATIVE

The Fee Free Apprenticeship (FFA) Initiative has been extended for an additional year for all eligible enrolments until 30 June 2023. This means the NSW Government will continue to pay Providers the full Smart and Skilled qualification price for all eligible apprentices. Providers must not charge fees to eligible apprentices.

a. Eligibility

The following students remain **eligible** under the FFA:

- NSW apprentices, including school-based apprentices, who are funded under Smart and Skilled and NSW apprentices funded through the Cross-Border Contract, who commence subsidised training on or after 1 July 2018.

The following students remain **ineligible** under the FFA:

- A NSW apprentice who commenced subsidised training prior to 1 July 2018 and subsequently, on or after 1 July 2018, recommences their subsidised training:
 - i. with the same Provider, and is employed by the same employer and in the same vocation, or
 - ii. changes Provider and remains party to a training contract with the same employer and in the same vocation.

For further information on the existing rules and requirements please refer to the ***Smart and Skilled Fee Administration Policy v2.7*** and the ***School Based Apprenticeships and Traineeships Program Fee Administration Policy v1***.

b. Processing enrolments

The extension of these arrangements means there are no changes to current enrolment and reporting processes. Providers should continue to undertake Notification of Enrolments in the Provider Calculator for eligible apprentices under the FFA Initiative using the fee waiver function (**Code W121**).

6. NSW SKILLS LIST UPDATED – VERSION 13.0 (EFFECTIVE 1 JULY 2022)

The NSW Skills List has been updated. This update covers changes as a result of:

- Skills List Optimisation – low performing qualifications
- Price and fee changes

which are detailed below.

Version 13.0 of the NSW Skills List is now available at: nsw.gov.au/education-and-training/vocational/funding/nsw-skills-list

Version 13.0 of the *Smart and Skilled Prices and Fees Schedule* is now available at: nsw.gov.au/education-and-training/vocational/funding/smart-skilled-fees

Versions 13.0 of the NSW Skills List and *Smart and Skilled Prices and Fees Schedule* are effective as of **1 July 2022**.

New Smart and Skilled qualification prices are being introduced and will take effect for training that commences **on or after 1 July 2022**. These amendments cover price changes for superseding qualifications.

a. Skills List Optimisation – removal of 46 qualifications with low training activity from the NSW Skills List

The Minister for Skills and Training has approved the removal of 34 qualifications from the NSW Skills List and the placement of 12 additional qualifications on the pre-qualified list.

The Department undertook a review of 78 NSW Skills List qualifications that have low training activity. This review is a regular process undertaken by the Department to ensure the NSW Skills List remains aligned to the changing skills needs of industry, and encompassed consultation with stakeholders, including training providers and Industry Training Advisory Bodies, to understand factors that may be resulting in low training activity.

Qualifications recommended for removal were found to be unlikely to meet the current or future skills needs of the NSW economy. Qualifications recommended for placement on the prequalified list were identified as being relevant to industry and expected to have more demand in the future. These qualifications can be returned to the NSW Skills List through an expedited process should demand increase.

These changes will take effect **from 1 July 2022**. Under existing policy, any Provider with students enrolled in a qualification that has been removed or placed on the pre-qualified list will continue to have the related training funded until completion.

Table 1: lists all 46 qualifications that will be removed from the Skills List

Table 1: Qualifications to be removed from the NSW Skills List		
Qualification code	Qualification name	Recommendation
ACM30219	Certificate III in Animal Technology	Remove
AHC30318	Certificate III in Rural and Environmental Pest Management	Remove
AHC32116	Certificate III in Commercial Seed Processing	Remove
AHC33516	Certificate III in Seed Testing	Remove

Table 1: Qualifications to be removed from the NSW Skills List		
Qualification code	Qualification name	Recommendation
AHC41416	Certificate IV in Seed Production	Remove
AHC41516	Certificate IV in Seed Testing	Remove
AMP30421	Certificate III in Meat Processing (Rendering)	Remove
AVI50519	Diploma of Aviation (Instrument Rating)	Remove
MAR60120	Advanced Diploma of Marine Engineering (Class 1)	Remove
MEM30119	Certificate III in Engineering - Production Systems	Remove
ACM40121	Certificate IV in Animal Regulation and Management	Remove
AHC20616	Certificate II in Parks and Gardens	Remove
AHC20919	Certificate II in Sports Turf Management	Remove
AHC21119	Certificate II in Irrigation	Remove
AHC33016	Certificate III in Wool Clip Preparation	Remove
AHC50820	Diploma of Nursery Management	Remove
AHC51216	Diploma of Community Coordination and Facilitation	Remove
AHC51316	Diploma of Pest Management	Remove
AHC60415	Advanced Diploma of Conservation and Land Management	Remove
CPP20319	Certificate II in Technical Security	Remove
CUA20520	Certificate II in Information and Cultural Services	Remove
FNS20120	Certificate II in Financial Services	Remove
FNS40920	Certificate IV in Superannuation	Remove
FWP40420	Certificate IV in Timber System Design	Remove
PPM30116	Certificate III in Pulping Operations	Remove
PPM30216	Certificate III in Papermaking Operations	Remove
RGR20117	Certificate II in Racing (Greyhound)	Remove
RII31619	Certificate III in Trenchless Technology	Remove
RII32020	Certificate III in Drilling Oil & Gas (Onshore)	Remove
RII32220	Certificate III in Well Servicing Operations	Remove
SFI20319	Certificate II in Seafood Post Harvest Operations	Remove
TLI20319	Certificate II in Stevedoring	Remove
TLI40119	Certificate IV in Driving Operations	Remove
UET50321	Diploma of ESI - Power Systems Operations	Remove
AMP30216	Certificate III in Meat Processing (Food Services)	Pre-qualified list
AMP40315	Certificate IV in Meat Processing (Leadership)	Pre-qualified list

Qualification code	Qualification name	Recommendation
AVI30519	Certificate III in Aviation (Rescue Crew Officer)	Pre-qualified List
AVI50219	Diploma of Aviation (Commercial Pilot Licence - Aeroplane)	Pre-qualified List
CHC40313	Certificate IV in Child, Youth and Family Intervention	Pre-qualified list
FWP30516	Certificate III in Timber Manufactured Products	Pre-qualified list
LMT30307	Certificate III in Cotton Ginning	Pre-qualified list
MAR30220	Certificate III in Maritime Operations (Integrated Rating)	Pre-qualified list
MEM20305	Certificate II in Boating Services	Pre-qualified list
MST20116	Certificate II in TCF Production Support	Pre-qualified list
MST20216	Certificate II in TCF Production Operations	Pre-qualified list
TLI30219	Certificate III in Stevedoring	Pre-qualified list

b. CPI indexation added to qualification prices for 2022-2023 but student fees will not be affected

As inflation has been significantly higher than previous years, the Department has applied a CPI increase of 3.1% to all qualification prices. Please note the CPI increase will not be applied to student fees.

The CPI increase will apply to training that commences **on or after 1 July 2022**.

Qualifications priced at \$4,000 or less have been rounded up to the nearest \$10 price point to ensure CPI adjustment is fully incorporated. All other qualification prices have been rounded to the nearest \$10 price point.

The CPI adjustment will also apply to the pricing of part qualifications, including part qualifications under Skilling for Recovery. An updated price list will be released closer to the price changes taking effect.

c. Superseding qualifications for 2022-2023

The Department has reviewed the prices for 57 superseding Skills List qualifications to date during the 2021-2022 Activity Period. These qualifications were reviewed on their merits under the IPART pricing methodology.

As a result, the price of five (5) qualifications will increase (Table 2: below) and these price increases will take effect for training that commences **on or after 1 July 2022**. There is no change in student fees for these qualifications.

Qualification Code of Superseded Qualification	Qualification Code	Qualification Name	Current Price	New Price (prior to CPI adjustment)	New Price (with CPI adjustment)
CHC30113	CHC30121	Certificate III in Early Childhood Education and Care	\$6,500	\$9,000	\$9,280
CHC50213	CHC50221	Diploma of School Age Education and Care	\$11,000	\$12,250	\$12,630
TLI21216	TLI21221	Certificate III in Driving Operations	\$4,500	\$5,000	\$5,160
TLI40118 TLI40319 TLI40619	TLI40321	Certificate IV in Supply Chain Operations	\$6,500	\$7,000	\$7,220
UEG30120	UEG30121	Certificate III in Gas Supply Industry Operations	\$11,250	\$12,500	\$12,890

The price of one (1) qualification will decrease (Table 3: below) and this price decrease will take effect for training that commences **on or after 1 July 2022**. There is no change in student fees for this qualification.

Qualification Code of Superseded Qualification	Qualification Code	Qualification Name	Current Price	New Price (prior to CPI adjustment)	New Price (with CPI adjustment)
CHC50113	CHC50121	Diploma of Early Childhood Education and Care	\$11,750	\$10,750	\$11,080

The price of one (1) qualification will decrease and the student fee will also decrease (see Error! Reference source not found. below). These changes will take effect for training that commences **on or after 1 July 2022**.

Superseded Qualification Codes	Qualification Code	Qualification Name	Current Price	New Price (prior to CPI adjustment)	New Price (with CPI adjustment)	First Qualification Fee	Second or Further Qualification Fee
TLI30419 TLI31216	TLI31221	Certificate III in Driving Operations	\$6,750	\$6,250	\$6,440	\$1,480	\$1,780

The Department has found that 50 qualifications require no change in price when priced on their own merits.

The prices of any superseding qualifications will be reviewed when all information needed to price the qualifications is made available. Any price changes will be introduced with one month notice via a subsequent Smart and Skilled update.

d. Price change to Certificate III in Electrotechnology Electrician (UEE30820)

In 2021, the Department conducted a strategic review of prices for 12 qualifications and wishes to thank Providers for their participation in this review. The review provided valuable insights into the appropriateness of Smart and Skilled prices relative to Providers' actual costs of delivery.

Following that review, the price for Certificate III in Electrotechnology Electrician (UEE30820) will be increased by \$5,500 (see Error! Reference source not found.below). This increase will take effect for training that commences **on or after 1 July 2022**.

Qualification Code	Qualification Name	Current Price	New Price (prior to CPI adjustment)	New Price (with CPI adjustment)
UEE30820	Certificate III in Electrotechnology Electrician	\$13,250	\$18,750	\$19,330

e. Changes to traineeship and apprenticeship fees for 12 qualifications

Error! Reference source not found. Table 6: below shows 12 qualifications that have had their traineeship or apprenticeship fees corrected due to a system error. These changes will come into effect **from 1 July 2022**.

No existing students will be affected by these changes. Traineeship and apprenticeship training under Smart and Skilled are currently fee-free.

Qualification code	Qualification name	Fund type	Old fee	Corrected fee
CUA20620	Certificate II in Music	Traineeship	\$870	\$880
ICT20219	Certificate II in Telecommunications Network Build and Operation	Traineeship	\$870	\$880
ICT20319	Certificate II in Telecommunications Technology	Traineeship	\$870	\$880
NWP20119	Certificate II in Water Industry Operations	Traineeship	\$990	\$1,000
RII20220	Certificate II in Surface Extraction Operations	Traineeship	\$870	\$880
RII20320	Certificate II in Underground Coal Mining	Traineeship	\$870	\$880
RII20720	Certificate II in Civil Construction	Traineeship	\$870	\$880
RII20920	Certificate II in Drilling Operations	Traineeship	\$870	\$880
SIS20419	Certificate II in Outdoor Recreation	Traineeship	\$870	\$880
ICT30519	Certificate III in Telecommunications Technology	Apprenticeship	\$1,720	\$1,740

Qualification code	Qualification name	Fund type	Old fee	Corrected fee
CPC32620	Certificate III in Roof Plumbing	Apprenticeship	\$1,670	\$1,690
ICT30419	Certificate III in Telecommunications Network Build and Operation	Apprenticeship	\$1,720	\$1,740

7. PLEASE REFER TO THE UPDATED PROVIDER'S GUIDE TO SMART AND SKILLED (VERSION 1.3) – NOW AVAILABLE IN STS ONLINE

Providers are encouraged to make use of the recently updated *Provider's Guide to Smart and Skilled*, which is designed to help you navigate the requirements and documentation associated with their Smart and Skilled contract.

For further assistance, please contact Training Services NSW, Market Operations Customer Support at training.market@det.nsw.edu.au.

8. AGSKILLED 2.0 PROGRAM: UPDATED COURSE AND UNIT OF COMPETENCY LISTING, NEWLY ENDORSED TRAINING PROVIDERS AND NEW WEBPAGE ON NSW.GOV.AU

a. Updated Courses and Units of Competency (UoCs) available for delivery and recommendations sought

The AgSkilled 2.0 Steering Committee have endorsed the following changes to Courses and Units of Competency (UoCs) for delivery under the program:

- One (1) Unit of Competency marked ** has been added (shown in the list below).
- Five (5) Courses marked *** have been added (shown in the list below).

Ref	Course / Skill set	Units of Competency (UoCs)		Training Pillar
P23	Wine Evaluation ***	FBPWIN2003	Conduct sensory evaluation of wine	Production
		FBPWIN3001	Evaluate wines (advanced)	
T27	Collect & Use Farm Productivity Data ***	AHCWRK207	Collect and record production data	Technology
		AHCLPW410	Produce maps for land management purposes	
B4	Human Resources (HR), Workplace Health and Safety (WHS) Fundamentals	BSBWHS411	Implement and monitor WHS policies, procedures and programs	Business
		AHCBUS511	Manage enterprise staff requirements	
		AHCWHS401	Maintain work health and safety processes	
		AHCWRK403 **	Supervise work routines and staff performance **	

Ref	Course / Skill set	Units of Competency (UoCs)		Training Pillar
B13	Succession Planning ***	BSBOPS504	Manage business risk	Business
		BSBWHS504	Manage WHS risks	
		BSBST601	Manage innovation and continuous improvement	
		PSPHRM013	Implement workforce planning and succession strategies	
B14	Compliance ***	BSBAUD514	Interpret compliance requirements	Business
		BSBAUD515	Evaluate and review compliance	
		BSBAUD412	Work within compliance frameworks	
B15	Workplace Supervision ***	TAEDEL404	Mentor in the workplace	Business
		TAEDEL301	Provide work skill instruction	
		TAEASS301	Contribute to assessment	

Legend:	New UoCs are marked ** New Courses are marked ***
----------------	--

Employers and training providers can select any combination of UoCs from the list of endorsed AgSkilled 2.0 courses published on the [NSW Government AgSkilled 2.0 webpage](#) to design a customised course which best fits their business, industry and/or employee needs.

b. Recommendations sought for additional courses/UoCs

Training Services NSW seeks recommendations for additional courses and UoCs relevant to the plant-growing agricultural industry sectors and existing training pillars (i.e. Production, Technology, Business and Safety) to be included under the AgSkilled 2.0 program.

To submit a new course and UoC recommendation, please contact the AgSkilled Project Officer, **Claudia Vicary** at enquiries@agskilled.org.au or your Training Services NSW Strategic Relationship Manager (SRM).

c. Training providers endorsed to deliver AgSkilled 2.0 training – EOIs for training delivery sought

Two (2) training providers, **Wave Learning** and **Community College Northern Inland** have been endorsed by the AgSkilled 2.0 Steering Committee to deliver AgSkilled 2.0 training.

The current list of 16 training providers endorsed to deliver AgSkilled 2.0 training is listed on the [NSW Government AgSkilled 2.0 webpage](#).

Training Services NSW is currently seeking Expressions of Interest (EOIs) from training providers who wish to deliver AgSkilled 2.0 training. To submit an EOI, please contact the AgSkilled Project Officer, **Claudia Vicary** at enquiries@agskilled.org.au or your Training Services NSW Strategic Relationship Manager (SRM).

d. New AgSkilled 2.0 webpage on nsw.gov.au

The AgSkilled 2.0 program information webpage has been migrated to the **nsw.gov.au** website and can be accessed via the following URL: <https://www.nsw.gov.au/education-and-training/vocational/vet-programs/agskilled>.

e. Further information

For further information, please visit/contact the:

- [NSW Government AgSkilled 2.0 webpage](#)
- [AgSkilled 2.0 website](#)
- AgSkilled Project Officer, Claudia Vicary at enquiries@agskilled.org.au
- your Training Services NSW Strategic Relationship Manager (SRM)
- your nearest [Training Services NSW Regional Office](#) on 13 28 11.

9. EXEMPTION TO SKILLING FOR RECOVERY TRAINING DEFERRALS FOR NORTH COAST FLOOD-AFFECTED STUDENTS

To better support Skilling for Recovery students in the North Coast who have had their training disrupted by the recent floods, the Department will be waiving the existing rules around training deferrals that exist in the *Smart and Skilled Policy for the Skilling for Recovery Initiative*.

This restriction will not apply, until further notice, for Skilling for Recovery full qualification students impacted by flooding who live in the following Local Government Areas: Lismore, Ballina, Byron, Kyogle, the Richmond Valley, Clarence Valley and Tweed. In these cases, the clause regarding deferrals in the *Smart and Skilled Operating Guidelines* will apply and students wishing to defer training can do so for up to 12 months.

Where a student affected by the North Coast floods is undertaking a Skilling for Recovery part qualification, providers should contact their Training Services NSW Regional Office to discuss options around extending the training completion date.

For support with issues such as system/information access and functionality, reporting, and other technical matters, please contact Training Market Customer Support at Training.Market@det.nsw.edu.au. Unless otherwise indicated, please refer enquiries regarding specific operational matters such as Financial Caps, and programs/initiatives such as Skilling for Recovery to your Strategic Relationship Manager, as advised in the relevant Smart and Skilled Update.

Please note that this update is for the information of approved Smart and Skilled Providers only. If Providers require further information for students or employers, please contact Training Market Customer Support, as above, unless otherwise instructed.