

## Adult and Community Education (ACE) Program

As an ACE provider, Macquarie Community College (RTO 90033) is able to offer a suite of short courses subsidised by the NSW Government.

The NSW Government's Adult and Community Education (ACE) Program provides additional support to disadvantaged students who have barriers to studying a full qualification. The ACE Program aims to promote access and increase vocational education and training outcomes for those who experience significant barriers to training and employment.

This may include students who are:

- Aboriginal and Torres Strait Islanders
- living with a disability
- long-term unemployed
- Commonwealth welfare recipients and their dependants
- migrants/refugees who are unemployed or underemployed
- experiencing other barriers to the Smart and Skilled entitlement program living in regional and remote communities where training under the Smart and Skilled entitlement program cannot easily be accessed.

### Prior to enrolling

Prospective students may be eligible to receive Subsidised Training under the ACE program. Prior to enrolling please check with Macquarie Community College to determine your eligibility.

### Unique Student Identifier

As a condition of your enrolment you are required to give Macquarie Community College your Unique Student Identifier number. You may apply directly by visiting [www.usi.gov.au](http://www.usi.gov.au). [Find out more about USI's.](#)

### Personal information:

For the ACE program Macquarie Community College must first obtain the consent of the prospective student to the department's use of student's information. You will be asked to complete a *Consent to use and disclosure of Personal Information* form as part of your enrolment.

With your Personal information and details of your proposed course, including details of any Credit Transfers or Recognition of Prior Learning, Macquarie Community College will be able to calculate and notify you of your fee contribution prior to you deciding whether to enrol.

## How to enrol

Prior to enrolling please read the following information to determine your eligibility as well as to be informed of the ACE program requirements. This includes:

1. ACE eligibility criteria and evidence required
2. Fees, withdrawals, transfers and refunds
3. Credit Transfer/recognition of prior learning
4. Discontinuing subsidised training
5. Consumer protection information
6. Support services

You may be required to undertake a Language Literacy and Numeracy assessment to qualify you into your proposed course.

### 1. ACE initial eligibility criteria:

To be eligible for ACE training subsidies, you must:

- Be aged 15 years or older, and
- Live or work in New South Wales, and
- No longer be at school, and
- Be an Australian citizen, permanent resident, New Zealand citizen, humanitarian visa holder or a partner visa holder whose sponsor is a current or past humanitarian visa holder.

Aboriginal and Torres Strait Islander students who do not live or work in NSW but live in specific defined interstate NSW border areas are eligible for government-subsidised training under the ACE program.

To assist us in assessing your eligibility, you will need to provide:

1. A completed [enrolment pack](#)
2. Eligibility evidence and consents – please refer to *Appendix 1* below.
3. Your USI number. If you do not already have a USI, Macquarie Community College may, with your consent, apply for your USI or you may apply directly by visiting [www.usi.gov.au](http://www.usi.gov.au). [Find out more about USI's.](#)

For ACE programs there are additional eligibility requirements (evidence will be required). These include:

- Disadvantaged Student ie is one of the following:
  - An Australian Aboriginal or Torres Strait Islander;
  - Someone with a disability or is the dependent child, spouse or partner of someone with a disability;
  - A recipient of an Applicable Benefit, or is the dependent child, spouse or partner of a recipient of an Applicable Benefit;
  - Someone who is experiencing significant hardship as verified by a government agency, medical professional or support agency; or
  - someone who has English as an additional language and who is unable to effectively participate in the community or in employment;

## AND

Is experiencing one of the following barriers to participation in training under a Smart and Skilled Entitlement Program or other Smart and Skilled program:

- Very low literacy, language and/or numeracy skills
- Limited employability skills where students require considerable additional support
- Persistent and ongoing personal issues impacting on educational achievement; and
- Significant educational disadvantage impacting upon student's ability to succeed in training

b. Regional or Remote Student ie a student who:

- is **not** a Disadvantaged Student; **AND**
- lives or works in a **Regional or Remote Location**; **AND**
- *cannot effectively access* training under a Smart and Skilled Entitlement Program or other Smart and Skilled Program (evidence may include a record of interview)

Further eligibility criteria and evidence required please view *Appendix 1* below.

## 2. Fees, withdrawals, transfers and refunds

Fees under the ACE Program are aligned with Smart and Skilled.

### Part qualifications

All Part Qualifications under Smart and Skilled, including the ACE Program, are fee-free for those who are eligible.

### Full qualifications

For further information on Smart and Skilled fees for full qualifications please visit:

<https://smartandskilled.nsw.gov.au/for-students/how-much-will-your-course-cost>.

***Available only under some circumstances, the following criteria applies:***

*(a) (Fee Exempt) who are:*

*an Australian Aboriginal or Torres Strait Islander; or*

*(i) someone with a disability or is the dependent child, spouse or partner of someone with a disability; or*

*(ii) Recipients of Fee-Free Scholarships*

*are eligible for a Fee Exemption (that is, they do not need to pay any Fees);*

*(b) (Concession) who are:*

*(i) not eligible for a Fee Exemption under (a) above; and*

*(ii) Recipients of Applicable Benefits (or is the dependent child, spouse or partner of a recipient of Applicable Benefits),*

*will pay the relevant Concession Fee as set out in the relevant Smart and Skilled: Prices, fees and subsidies document located at [https://www.training.nsw.gov.au/smartandskilled/prices\\_fees.html](https://www.training.nsw.gov.au/smartandskilled/prices_fees.html).*

*(c) (Full Fee) who are:*

*(i) not eligible for a Fee Exemption under (a) above; and*

*(ii) not eligible for a Concession Fee under (b) above,*

*will pay the relevant Fee for the Full Qualification as set out in the relevant Smart and Skilled: Prices, fees and subsidies document located at [https://www.training.nsw.gov.au/smartandskilled/prices\\_fees.html](https://www.training.nsw.gov.au/smartandskilled/prices_fees.html) having regard to whether this is the student's first post school qualification or is a second or further post school qualification.*

For fee paying students, a deposit of 10% or a minimum of \$40 is required upon enrolment with the remainder of the fees to be paid in full or by means of a payment plan.

View the [Fees, Withdrawal and Refund Policy](#).

### **3. Credit Transfer/Recognition of Prior Learning:**

The College can assist with Credit Transfer (CT) and Recognition of Prior Learning (RPL).

Credit Transfer (CT) is granted as a result of identifying learning outcomes already achieved through formal training. Credit outcomes may allow for entry into a qualification and/or provide credit towards the qualification.

Credit Transfer given may reduce the time required for a student to achieve the qualification.

To apply for Credit Transfer the prospective student will need to provide original or certified copies of certificates previously attained through formal training prior to completing the enrolment process.

Recognition of Prior Learning (RPL) is granted as a result of identifying and assessing previous and current informal education and training, work experience and/or life experience and knowledge. Previous learning and the evidence supplied is measured against pre-determined performance standards contained within the Units of Competency.

To apply for recognition of prior learning the prospective student should indicate their decision to apply for recognition as soon as possible after enrolment and the induction program.

We will be happy to provide you with an RPL kit after speaking directly with you to ensure you understand the requirements of this process.

#### 4. Discontinuing subsidised training:

It is hoped that you should not need to discontinue your course. If you wish to discontinue your course we ask that you inform Macquarie Community College in writing. Any refunds owing will be remitted in accordance with our Refund Policy.

If you wish to defer or discontinue your course please write, with your reasons, to:

Attn: Training Administration  
[trainingadmin@macquarie.nsw.edu.au](mailto:trainingadmin@macquarie.nsw.edu.au)

#### 5. Consumer protection information:

Your feedback is important to us at Macquarie Community College. To protect your rights as a student please refer to the following documents:

[Consumer Protection Policy](#)

[Smart and Skilled Consumer Protection Strategy](#)

Alternatively, you may wish to contact the NSW Smart and Skilled Customer Support Centre direct at 1300 772 104 or visit [www.smartandandskilled.nsw.gov.au](http://www.smartandandskilled.nsw.gov.au)

#### 6. Support Services for Students:

Macquarie Community College is committed to creating an environment where our students feel welcome, respected and supported.

Macquarie Community College caters to diverse client learning needs and aims to identify and respond to the learning needs of all students. All students are encouraged to express their views about their learning needs at all stages of their learning experience, from the initial enrolment and induction stage to completion stage. Macquarie Community College is committed to providing students with additional support, advice or assistance while training. To achieve this and to ensure the quality delivery of training and education, Macquarie Community College will assist and support students as appropriate and/or refer them to qualified counsellors. Staff will respond to and attempt to alleviate any signs of distress or discomfort of students.

Macquarie Community College staff members understand the principles of [access and equity](#) and are familiar with learning options available to accommodate a variety of pathways to completing qualifications, which are identified within the Training and Assessment Strategy.

A learner experiencing genuine difficulties experienced in completing a program in the allotted time is encouraged to alert their Trainer and/or bring this to the attention of the Lead Trainer at the first available opportunity.

Our continuous improvement processes gather feedback to monitor and improve services to meet student needs.

Read more about our [Support Services for Students](#).

**Academic Support:**

Course Program Manager/Lead Trainer  
1300 845 888

**Student Support:**

Customer Service/Course Program Manager/Lead Trainer  
1300 845 888

**Language, Literacy and Numeracy Support:**

Course Program Manager/Lead Trainer  
1300 845 888

**Should you require an interpreter:**

Translating and Interpreting Service (TIS National)  
131 450

## Appendix 1

### Schedule 2 of the ACE Provider Operating Guidelines 2021-2022

#### Eligibility evidence

At enrolment, a student declaration is acceptable where a form of evidence is required to be sighted or collected by the ACE Provider. However, the required evidence outlined in the below table, must be sighted or collected by the ACE Provider prior to submitting Training Activity Data for an Enrolled student who has Commenced.

Requirement	Evidence	Evidence requirements
<b>Proof of Identity:</b>		
1. Proof of identity	<ul style="list-style-type: none"> <li>USI.</li> </ul> <p>The ACE Provider must ensure validity of the USI. The Department will also check validity with the USI Registry.</p>	Valid USI at enrolment
<b>Eligibility:</b>		
2. Living or working in NSW	<p>Living in NSW:</p> <ul style="list-style-type: none"> <li>any Commonwealth or NSW Government issued document providing evidence of living location, or</li> </ul> <p>If the student does not live in NSW, Working in NSW:</p> <ul style="list-style-type: none"> <li>employer-issued document confirming employment in NSW.</li> </ul>	Evidence sighted or collected by ACE Provider
3. Citizenship: Australian citizen, New Zealand citizen and permanent Australian resident	<p>Australian citizen:</p> <ul style="list-style-type: none"> <li>Australian birth certificate; or</li> <li>Australian Passport; or</li> <li>Certificate of Australian Citizenship (Naturalisation Certificate); or</li> <li>Green Medicare Card.</li> </ul> <p>New Zealand citizen:</p> <ul style="list-style-type: none"> <li>New Zealand birth certificate; or</li> <li>New Zealand Passport; or</li> <li>Green Medicare Card.</li> </ul> <p>Permanent Australian resident:</p> <ul style="list-style-type: none"> <li>a Certificate of Evidence of Resident Status (CERS), which confirms status as an Australian permanent resident; or</li> <li>use the Department of Immigration and Border Protection's Visa Entitlement Verification Online (VEVO) facility to confirm status as Australian permanent resident and check passport; or</li> <li>Green Medicare Card.</li> </ul>	Evidence sighted or collected by ACE Provider

Requirement	Evidence	Evidence requirements
4. Humanitarian visa holder and Partner visa holder (Refugee or asylum seeker)	<ul style="list-style-type: none"> <li>Relevant visa documentation; or</li> <li>ImmiCard (where appropriate)</li> </ul> <p>If the student holds a Bridging Visa, the student must provide a document from the Department of Immigration and Border Protection acknowledging that the bridging visa is linked to an application for a humanitarian visa.</p> <p>For additional information, refer to information under 'Refugees and asylum seekers'.</p>	Evidence sighted or collected by ACE Provider
5. Home schooled students	<ul style="list-style-type: none"> <li>Copy of current certificate of home schooling registration, which clearly indicates the period of time for which the student will be home schooled</li> </ul>	Evidence sighted or collected by ACE Provider
6. Date of birth	<ul style="list-style-type: none"> <li>USI data</li> </ul>	USI checks date of birth
7. Year 10 completion or equivalent (if under 17)	<ul style="list-style-type: none"> <li>Evidence that student has met school leaving age requirement</li> </ul>	Student declaration/signature at enrolment
8. Postcode for an Aboriginal or Torres Strait Islander Person	N/A	Student declaration/signature at enrolment
9. Aboriginal and Torres Strait Islander students	<ul style="list-style-type: none"> <li>Aboriginal and/or Torres Strait Islander heritage</li> </ul>	Student declaration/signature at enrolment

**NOTE:**

- All evidence must be able to be verified by the ACE Provider. At the Department's discretion, the Department may request a copy of the evidence or proof that the evidence has been sighted.
- Where evidence is sighted but not kept, a record that confirms sighting of the evidence and a description of the evidence, must be maintained by the ACE Provider. The record must be dated and signed by a person authorised by the ACE Provider. The name of the signatory and their position should also be captured.
- Where the evidence provided by the student is a copy of the original, the copy must be certified by a person who is on the list of approved witnesses who can verify documents. A list of which is available at the Commonwealth Attorney General's Department website at: [www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx](http://www.ag.gov.au/Publications/Pages/Statutorydeclarationsignatorylist.aspx).
- If a student declares their status in relation to identify as an Aboriginal or Torres Strait Islander person at a point in time after enrolment, the ACE Provider must sight or collect the relevant evidence within 28 days of being notified by the student.