

Student Information Sheet — New South Wales

Version 26.01

Important: Please read this document carefully before making a commitment to enrol with TME. It sets out your rights and obligations as a student, and our obligations to you.

About The Management Edge

The Management Edge (TME) is a Registered Training Organisation (RTO) that has been delivering nationally recognised vocational education and training since 1993. We specialise in high quality training across a range of industries and work with employers, individuals, and government-funded programs to achieve real workplace outcomes.

We sometimes engage specialist trainers and assessors to support delivery, but in all cases TME as the RTO is responsible for the quality of training, assessment, and the issue of any nationally recognised certificate. If training is delivered under a subcontract arrangement, you will always remain enrolled with TME — not the subcontractor.

Information about TME including our scope of registration is publicly available at www.training.gov.au (RTO code 3927).

Enrolment and Selection

Selection of students

We select students based on our assessment of their capacity to meet the requirements of the course or program. For some qualifications, a significant level of prior knowledge or experience is required, and applicants may be asked to demonstrate this.

Pre-Training Review

Before you formally enrol, TME will conduct a Pre-Training Review (PTR). The purpose of the PTR is to make sure the program you are enrolling in is the right fit for you. As part of this process, TME will:

- discuss your career goals, motivations, and the likely job and further study outcomes from the training
- assess your existing skills, knowledge, and educational background to confirm the program is suitable
- identify any units of competency you may already hold through Credit Transfer or Recognition of Prior Learning
- assess your language, literacy, numeracy and digital capability (see below)
- confirm that the proposed learning strategies and materials are appropriate for your needs
- document the reason the program is the most suitable option for you.

TME must document and retain the outcome of your PTR. You will be given a Training Plan that explains your program, subjects, timeframes, delivery modes, and assessment methods.

Smart and Skilled funding and your future entitlement

Important — Smart and Skilled students: If your training is funded through the NSW Smart and Skilled program, enrolling in this program will count towards your Smart and Skilled training entitlement. As a general rule, you are entitled to one government-subsidised enrolment in each qualification or skill set listed on the NSW Skills List. There are also annual limits on the number of programs you can be enrolled in at any one time. Please discuss this with our Enrolment Officer before you commit to enrol.

Training may be delivered with NSW and Commonwealth Government funding.

Language, Literacy, Numeracy and Digital Capability (LLND)

All applicants complete an LLND assessment as part of the Pre-Training Review. This helps us understand whether you may need additional learning support and whether the proposed delivery approach is suitable for you. If you think you may need extra support, please let us know — we will do our best to provide it.

For programs that include online learning components, we will also assess your digital capability to make sure you can engage effectively with online materials.

If LLND assessment identifies that a program is not suitable for you at this time, we will discuss alternative pathways.

Fees and Refunds

Statement of Fees

Before you commence training, TME will provide you with a written Statement of Fees listing all tuition fees and other costs associated with your program. Our indicative fees for Smart and Skilled subsidised programs are published on our website at www.tme.edu.au.

Refund Policy

See our Fees Refund Policy on our website for detailed information as required by the Standards.

Employer-sponsored training and traineeships

For employer-sponsored programs, TME charges employers for training delivered. If a trainee leaves the course, a pro-rata charge applies for training completed to that point.

Government subsidies

Some students may be eligible for Federal and State fee subsidies. Eligibility will be assessed at enrolment. Please be aware that access to government-funded training for some programs may affect your eligibility for future government-subsidised training.

Course Delivery and Duration

TME offers flexible delivery options including:

- on the job, in your workplace
- at appropriate training venues (off the job)
- online and via distance learning
- a blended combination of the above.

If you have specific needs, please contact us to discuss options. A Course Information Sheet (CIS) is available for most qualifications — it contains specific information about duration, time commitment, and assessment. Please read the CIS before you enrol.

The time to complete a qualification varies depending on program requirements and your individual skills and experience. You must be assessed as competent to receive a qualification or Statement of Attainment.

Participation obligations

You must meet your attendance obligations as set out in your Training Plan. If you are unable to attend, notify your Trainer as soon as possible. Consistent non-attendance without acceptable reason may affect your ability to meet assessment requirements.

Guarantee to complete training

TME guarantees that once you commence your course, pay required fees, and progress in accordance with your Training Plan, you will be able to complete your course within the timeframe specified in the Training Plan.

Online learning

All online learning materials provided by TME comply with the Web Content Accessibility Guidelines (WCAG). If you encounter accessibility issues, please contact us.

Assessment

Your rights

As a student you have the right to know: what assessment standards apply to your course; what the assessment process involves; what you are required to do; and what happens when assessment is completed.

See the relevant Assessment Information page on our website.

Recognition of Prior Learning and Credit Transfer

Recognition of Prior Learning (RPL)

RPL recognises skills and knowledge you have gained through prior work experience, informal learning, or life experience — regardless of how or where the learning occurred. If you believe RPL may be relevant to your enrolment, ask for an RPL application before your course commences.

Credit Transfer (CT) and Mutual Recognition

TME recognises all relevant national qualifications and Statements of Attainment issued by any other registered training organisation, including TAFE. If you hold a qualification or Statement of Attainment relevant to your course, please submit the original certificate(s) to our administration for assessment. Credit transfer for equivalent completed units will be awarded at no cost.

Certificates and Records

Certificates

On successful completion of your training and payment of all outstanding fees, TME will issue you with a Qualification Certificate (testamur), Statement of Attainment, or Certificate of Attendance, as appropriate. Where units of competency are involved, the certificate will list each unit.

Please keep your certificate in a safe place. A replacement fee applies for reprints. Use certified copies for resumes and applications.

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is required by Commonwealth legislation for all students undertaking nationally recognised training. TME cannot issue a certificate or Statement of Attainment without a verified USI. If you do not already have a USI, you can create one at www.usi.gov.au. You can also authorise TME to create a USI on your behalf.

Record-keeping

TME retains records of your enrolment, training activity, and qualifications obtained, in secure and confidential storage, in accordance with the Standards for RTOs 2025 and the Smart and Skilled Contract Terms and Conditions 2025–2026. You may request access to your records by contacting the RTO Manager in writing. Records are retained for a minimum of five years after your completion or withdrawal.

Student Support

TME staff can provide guidance if you experience difficulties related to your studies. Where additional support is needed, we will, where possible, assist you to access appropriate resources to enable you to complete your training.

If you have a disability, health condition, or other circumstance that may affect your learning, please speak with your trainer or contact the office. We will treat all requests for support fairly and in confidence, and will endeavour to provide reasonable adjustments within our resources.

Please advise us of any medications or medical conditions that could put you or others at risk during training.

Access, Equity and Inclusion

TME is committed to providing a fair, inclusive, and accessible learning environment. We do not discriminate on the basis of sex, race, age, disability, sexual orientation, gender identity, marital status, pregnancy, cultural background, or any other attribute protected under Equal Opportunity legislation.

As an enrolled student, you also have an obligation under legislation to treat fellow students, trainers, and TME staff fairly and with respect.

Bullying and harassment

All students and staff have the right to learn and work in an environment free from bullying, harassment, and sexual harassment. Sexual harassment includes any unwelcome conduct of a sexual nature. Breaches of this standard will be dealt with seriously.

If you experience bullying or harassment, please speak with your TME representative or submit a Grievance Form. We will respond promptly and in confidence.

Complaints, Grievances and Appeals

TME's policy is to deal with all complaints, grievances, and appeals in a timely, effective, and professional manner. All students have the right to raise a concern, make a complaint, or appeal any decision (including assessment decisions) and to be treated fairly throughout.

A complaint should be lodged within 20 business days of the relevant event. The process is:

- Discuss the matter informally with your trainer or TME representative. Most concerns can be resolved at this stage.
- If unresolved, speak with the RTO Manager.
- If still unresolved, complete a formal Grievance Form (available from the TME Admin Office or on our website) and submit it to the RTO Manager.
- TME will appoint an independent reviewer. Findings will be provided to you in writing, with reasons.
- If you are not satisfied with the outcome of TME's internal process, you may escalate the matter to the Australian Skills Quality Authority (ASQA) on 1300 701 801, or to Training Services NSW on 13 28 11 or at www.education.nsw.gov.au/skills-nsw.

Our complaints and appeals process is published on our website at www.tme.edu.au. You are entitled to have a support person with you at any stage of the process.

Student Conduct and Discipline

TME is committed to a fair, safe, and constructive learning environment. Disciplinary procedures apply where a student engages in serious misconduct, including (but not limited to):

- deliberate destruction of property (you will be liable for repair costs)
- plagiarism, collusion, or cheating — including misuse of AI tools
- abusive, indecent, threatening, or harassing behaviour toward staff or other students
- taking, possessing, or being affected by alcohol or illegal substances during training
- consistent unexplained non-attendance
- persistent disruptive behaviour.

You are entitled to representation or support at any stage of the disciplinary process. The steps are:

- Issue identified and discussed with you by the trainer — attempt to resolve informally.
- If unresolved, a written notice to comply is issued.
- If the matter continues, you will be interviewed by the RTO Manager.
- If still unresolved, enrolment may be terminated.

TME may immediately terminate enrolment for serious or deliberate breaches of standards or acts of gross misconduct. Any refund of fees will be negotiated with the person responsible for payment.

Your Obligations as a Student

As an enrolled student at TME, you are expected to:

- attend all training, participate actively, and be punctual
- arrive with all required materials and equipment
- be informed about and comply with the requirements of your course
- abide by the Online rules of behaviour available on our website
- comply with all Work Health and Safety requirements
- comply with TME policies and procedures
- discuss any difficulties with TME staff promptly
- notify TME if your personal details (including contact information) change
- notify your Trainer if you will be absent
- respect the rights and welfare of all TME staff and students
- submit work that is wholly your own, within the negotiated timeframes
- take an active role in planning and pursuing your studies.

TME's Obligations to You

TME is committed to:

- delivering training and assessment that is of high quality and relevant to industry needs
- conducting a thorough Pre-Training Review before your enrolment to ensure the program is the right fit for you
- providing you with a Training Plan and a Statement of Fees before training commences
- explaining the impact of your enrolment on your Smart and Skilled training entitlement (where applicable)
- providing reasonable and accessible learning support, appropriate resources, and qualified trainers and assessors
- treating all students fairly, with respect for individual social, cultural, and learning needs
- responding to complaints and appeals fairly and in a timely manner
- maintaining your records securely and in accordance with applicable privacy legislation
- issuing certificates and Statements of Attainment promptly upon successful completion.

Privacy and Data Collection

NSW Government Smart and Skilled Privacy Notice

The NSW Department of Education administers vocational education and training (VET) in New South Wales through Training Services NSW. Any personal information collected for Smart and Skilled purposes is protected under the Privacy and Personal Information Protection Act 1998 (NSW) and the Health Records and Information Privacy Act 2002 (NSW).

Collection of your data

TME is required to provide Training Services NSW with student and training activity data. This includes personal information collected on the enrolment form and your Unique Student Identifier (USI). Data is submitted in accordance with the NSW VET Activity Data reporting requirements.

Use of your data

Training Services NSW uses student and training data for the administration, monitoring, planning, policy, and research purposes of the Smart and Skilled program. Your USI may be used to verify enrolment data, administer programs, and assist in determining eligibility for training subsidies.

Disclosure of your data

Training Services NSW may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies, and other organisations for VET-related purposes — including disclosure to the Commonwealth Government and the National Centre for Vocational Education Research (NCVER).

Survey participation

You may be contacted to participate in surveys conducted by NCVER or a Training Services NSW-endorsed project, audit, or review. You may opt out of the NCVER survey at the time of contact. You may also be contacted as part of an audit, review, or investigation of TME's compliance with the Smart and Skilled Contract.

Consequences of not providing your information

Failure to provide required personal information may mean it is not possible for you to enrol in VET or to obtain a NSW Government Smart and Skilled subsidy.

Access, correction, and complaints

You have the right to seek access to or correction of your personal information. You may also complain if you believe your privacy has been breached. Contact TME's RTO Manager in the first instance: phone 03 9874 0812 or email admin@tme.edu.au. For NSW Government privacy information: www.ipc.nsw.gov.au
For USI privacy information: www.usi.gov.au

Feedback

TME values your feedback on the quality of training and assessment. Evaluation forms will be provided both during and on completion of your training. Your responses are confidential and help us improve our services.

As an RTO, TME may be audited from time to time by ASQA or Training Services NSW. This may involve discussions with students. Please feel free to offer honest feedback if contacted.

You may also receive a survey from NCVER or an invitation to participate in a government-endorsed evaluation project.

Student Declaration

The following statements form part of your Enrolment Application. By signing the application, you confirm that you:

- declare that all information provided is, to the best of your knowledge, true, correct, and complete at the time of enrolment
- understand that providing false information or failing to disclose relevant information may result in withdrawal of any offer, or cancellation of enrolment, at the discretion of TME
- acknowledge receipt of this Student Information Sheet, and understand your rights and obligations as a student
- understand that enrolling in this program may affect your future Smart and Skilled training entitlement, and that this has been explained to you by the Enrolment Officer
- have received a Statement of Fees prior to signing this Enrolment Application
- have completed a Pre-Training Review and are satisfied with the proposed learning approach
- undertake to work toward achieving the qualification in the most appropriate timeframe, in accordance with the Training Plan
- consent to photographic evidence of your training activities being taken and used by TME for general purposes (you may withdraw this consent at any time)
- understand that you may receive an NCVER student survey or be contacted as part of a government audit or review.