

NSW Smart and Skilled Changes to Enrolment Policy

Relevant NSW Smart and Skilled Requirements

This policy has been informed by the following relevant Smart and Skilled publications related to changes to enrolment:

- Smart and Skilled Operating Guidelines 2020 Section 8 “Deferring Students”
- Smart and Skilled Operating Guidelines 2020 Section 9 “Discontinuing Students”
- Smart and Skilled Operating Guidelines 2020 Section 10 “Transferring Students”

Purpose

Pivotal Education assists students that require changes to their Smart and Skilled enrolment to be informed of the changes that can be made including any conditions that may apply.

For any changes to enrolment, students are required to use the relevant Pivotal Education forms and submit required evidence that must be maintained to comply with the records management obligation of the Smart and Skilled 2020-2021 Contract Terms and Conditions

This policy outlines the changes to enrolment in a Smart and Skilled Approved Qualification for:

1. Deferring Students
2. Discontinuing Students
3. Transferring Students (Transfer In and Transfer Out Processes)

1. Deferring Students

Pivotal Education will make every effort to assist Enrolled Students that need to defer their Subsidised Training in an Approved Qualification to continue training where possible through strategies that accommodate their particular needs. Students commence the course deferral process by submitting a completed and signed Course Deferral Request Form providing evidence where required that demonstrates the student meets the conditions of deferral.

Conditions of Deferral:

- a. If an enrolled student proceeds with the deferral of Subsidised Training in an Approved Qualification, Pivotal Education may only permit deferrals totalling 12 months from the date of receipt of notice from the student
- b. Pivotal Education advises the student of the Fee implications of deferring their Subsidised Training in accordance with the Fee Administration Policy
- c. An enrolled student must start within 12 months of enrolment despite any deferrals
- d. Enrolled Students who do not recommence Subsidised Training within a 12-month period of deferral must be reported as discontinuing subsidised training as per “Discontinuing Students” (below)
- e. A student who wishes to recommence training after discontinuing an Approved Qualification must be treated as a new student and the Notification of Enrolment Process must be carried out

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Reporting Obligation:

Pivotal Education submits the relevant Training Activity Data (including reporting Code D) and update:

- a. The end dates for any Unit of Competency for which a UoC Outcome Code of 70 has been reported; and
- b. The start date and end date of any Unit of Competency which has not been commenced

Record keeping obligation:

Pivotal Education obtains and keeps records of all requests/notices together with evidence of all deferrals made

A student who wishes to recommence training after discontinuing an approved qualification must be treated as a new student and the Notification of Enrolment process must be carried out.

2. Discontinuing Students

Pivotal Education first ascertains if the reason for discontinuing relates to performance in relation to Subsidised Training, then reasonable steps will be taken to address the concerns of the enrolled student related to delivery and assessment. If it is for other reasons, support will be provided based on the reason provided by the student. Students commence the course discontinuation process by submitting a completed and signed Smart and Skilled Course Discontinuation Request Form providing evidence where required that demonstrates the student meets the conditions of discontinuation and are provided with required documentation.

If the enrolled Student proceeds to discontinue their training, Pivotal Education will:

- a. Obtain formal notification from the Enrolled Student including the date that Training will end using the Smart and Skilled Course Discontinuation Request Form
- b. Comply with the Fee Administration Policy including the refund of any applicable fee
- c. Issue the Enrolled Student with a Statement of Attainment and associated transcript for completed Units of Competency within 30 days of notification of discontinuance
- d. Update the Training Plan listing all Units of Competency where an outcome has been
 - o Achieved
 - o commenced but not completed, and/or
 - o not commenced
- e. Provide the updated Training Plan to the Enrolled Student
- f. Return results of any outstanding completed training activities and/or assessments to the enrolled Student
- g. For Apprentices or Trainees, notify the local Training Services NSW Regional Office within 14 days of notification of discontinuation of training; and
- h. Submit Training Activity Data to finalise the record and, if eligible, receive any further payments or Subsidies and Loadings

Reporting Obligation:

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- a. Pivotal Education submits the relevant Training Activity Data (including reporting Code TNC)
- b. Pivotal Education will not report UoC Outcome Code 40 (Withdrawn) for any Unit of Competency in which the enrolled student did not participate in Subsidised Training

Record keeping obligation:

Pivotal Education obtains and keeps records of all requests/notices for notices for discontinuation together with evidence of discontinuations made including evidence that Pivotal Education fulfilled its obligations to provide the student with documentation and update both VETtrak and the Portal.

3. Transferring Students (Transfer In and Transfer Out Process)

Pivotal Education complies with the process for transferring students both into and out of Pivotal Education using relevant forms and collection of documentation to provide essential evidence of the process and actions.

If a student chooses to transfer to Pivotal Education another RTO, Pivotal Education will follow the relevant Transfer In process applicable as set out in the Operating Guidelines including:

- a. Provide information and assistance to the student
- b. Review the student’s records and determine whether they are entitled to receive Credit Transfer for any Units of Competency previously completed and will grant such credit; and
- c. Follow the Recognition Process in relation to the student’s current competencies and/or prior learning and give the student all reasonable opportunity to be granted Recognition of Prior Learning for those current competencies and prior learning

Pivotal Education will comply with respect of any transferring student and the transfer of the student is subject to the relevant financial cap where relevant.

Transfer In Process

A student transferring in to Pivotal Education will be treated as a new student and will carry out the Notification of Enrolment Process (The Transfer In Process). Where the student may be entitled to course credit for training and assessment completed at the previous RTO, the student will be required to also complete the Credit Transfer Application Form.

Pivotal Education will contact the Department to determine the Fee as per Fee Administration Policy.

Reporting Obligation:

If the Enrolled Student is an Apprentice or Trainee, Pivotal Education will follow the process required for the change of RTO named on the Training Contract as part of the Transfer in Process.

Transfer Out Process

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Pivotal Education will provide advice to an enrolled Student that requires a transfer out as soon as practicably possible and commences with the student submitting the Smart and Skilled Course Discontinuation Request Form.

When the Smart and Skilled Course Discontinuation form has been received, Pivotal Education will provide advice to the Enrolled Student and required actions will include:

- a. The date of the forthcoming termination of the Contract or of ending the delivery of Subsidised Training as indicated on the Smart and Skilled Course Discontinuation Form
- b. Options to assist the Enrolled student to continuing training may include:
 - Referring the Enrolled Student to the Smart and Skilled website to identify an alternative RTO who can provide Subsidised Training
 - Referring the Enrolled Student to the local Training Services NSW Regional Office for assistance
 - The Enrolled Student opting to remain with Pivotal Education and continue training on a fee for service basis (that is without the benefit of Subsidies); or
 - Pivotal Education suggesting an alternative provider
- c. Fee arrangements for transferring Enrolled Students will be processed in accordance with the Fee Administration Policy
- d. Issuing of Statements of Attainment/Qualification credentials reflective of their actual training and assessment progress to date
- e. Issuing an updated Training Plan listing all units of competency where an outcome has been:
 - Achieved
 - commenced but not completed; and/or
 - not commenced
- f. Ensure all current Enrolled Students in training receive any funds owed in accordance with Fee Administration Policy
- g. Return results of any outstanding completed training activities and/or assessments to the enrolled Student; and
- h. Submit Training Activity Data to finalise the record and, if eligible receive any further payments of Subsidies and Loadings

In the event that Pivotal Education Smart and Skilled Contract is terminated or suspended, the transfer out process will commence prior to the termination of the Contract and/or end of delivery of Subsidised Training to the relevant Enrolled Student.

Reporting Obligation:

- a. Pivotal Education submits the relevant Training Activity Data (including reporting Code TNC if applicable)
- b. If the Enrolled Student is an Apprentice or Trainee, Pivotal Education will follow the process required for change of RTO named on the Training Contract

Record keeping obligation:

Pivotal Education obtains and keeps records of all requests for transfer in or out together with evidence of transfers made including evidence that Pivotal Education fulfilled its obligations.

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