

NSW Smart and Skilled Enrolment Process Policy

Relevant NSW Smart and Skilled Requirements

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

- Smart and Skilled Contract Terms and Conditions 2020 – Section 9 “Notification of Enrolment Process”
- Smart and Skilled Contract Terms and Conditions 2020 – Schedule 2 Eligibility”
- Smart and Skilled Operating Guidelines 2020 Section 5 “Information Pre-Enrolment”
- Smart and Skilled Operating Guidelines 2020 Section 6 “Notification of Enrolment Process”
- Smart and Skilled Operating Guidelines 2020 Section 7. Credit Transfer and Recognition of Prior Learning”
- Smart and Skilled Operating Guidelines 2020 Schedule 2 Defined Interstate NSW Border Areas
- Smart and Skilled Operating Guidelines 2020 Schedule 1 Consent Wording
- Smart and Skilled Operating Guidelines 2020 17.8 “Examples of Evidence”

Purpose

Pivotal Education adheres to the process which applies to the notification to the Department of the enrolment in Subsidised Training of eligible Prospective Students.

This policy outlines the additional Smart and Skilled pre-enrolment enrolment information and notification of enrolment requirements that will be provided to and obtained from prospective students to enrol in a Smart and Skilled Approved Qualification:

1. Unique Student Identifier
2. Student Information
3. Notification of Enrolment
4. Credit Transfer and Recognition of Prior Learning

1. Unique Student Identifier

Pivotal Education provides information regarding the Unique Student Identifier (USI) in pre-enrolment information for Smart and Skilled as follows:

- a. The USI may be used for:
 - The Notification of Enrolment Process; and
 - Reporting Training Activity Data to the Department with the consent of the student in accordance with Notification of Enrolment
- b. Pivotal Education will:
 - Assist students to apply for a USI from the Student Identifiers Registrar as defined in the legislation including publishing on Pivotal’s website information for students on how to obtain a Student Identifier; or

Policy	Smart & Skilled Enrolment Process	Version #	4	Effective Date	March 2021	Created for	PIVOTAL EDUCATION RTO 90272	Page 1
---------------	--	-----------	----------	----------------	-------------------	-------------	------------------------------------	---------------

- Apply to Student Identifiers Registrar for a Student Identifier to be assigned to a student if authorised by a student to do so
- c. Pivotal Education ensures that every prospective student sets their access controls in relation to their USI to allow the Department and Pivotal Education the appropriate levels of access to their USI records
- d. Pivotal Education must request Student Identifiers Registrar to verify that an identifier is the USI of that student prior to using it or providing it to the Department.

2. Student Information

Pivotal Education ensures that all students considering enrolling in subsidised training, receive or are aware of how to access information either in electronic or hard copy form before enrolment which is designed to make them aware of policies relating to their training, including their rights and responsibilities and avenues for complaints.

Relevant student information includes:

- a. Fee information
- b. RPL/Credit Transfer
- c. Deferring or discontinuing studies including implications
- d. Consumer Protection Information
- e. Process to defer or discontinue subsidised training
- f. Access support and assistance during training
- g. Contact details for various support services within Pivotal Education

3. Notification of Enrolment

The following applies to notification to the Department of enrolment in Subsidised Training of eligible prospective students.

Eligibility criteria

Pivotal Education adheres to the eligibility criteria for students outlined in the Contract Terms and Conditions - Schedule 2

Consent Form

Pivotal Education will obtain written consent of the Prospective Student for the Department’s use of the prospective student’s information using the exact wording set out in Schedule 1 “Consent to Use and Disclosure of Personal Information” Operating Guidelines (Attachment 3). Students will be required to read and sign the consent form as part of the enrolment process. If a prospective student does not provide this consent, Pivotal Education will not proceed with the Notification of Enrolment process.

Notification of Enrolment

- a. Pivotal Education complies with the process for the enrolment of Prospective Students in all Approved Qualifications as set out in the Operating Guidelines as follows:
 - **Consent:** obtain the consent from the prospective student for the Department to use the Prospective Student’s information by signing the “Consent to Use and Disclosure of Personal Information”

Policy	Smart & Skilled Enrolment Process	Version #	4	Effective Date	March 2021	Created for	PIVOTAL EDUCATION RTO 90272	Page 2
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- **Provider Calculator for Eligibility:** Pivotal Education uses the provider calculator to determine if the prospective student is eligible for Subsidised Training to:
 - Validate eligibility
 - Input details of any Credit Transfer or Recognition of Prior Learning
 - Generate details of Fees chargeable and the applicable Subsidy together with any Loadings (if applicable)
 - Provide the student with a copy of details of the Fees chargeable
- **Notification of Enrolment Report – provider Copy:** Pivotal education generates and maintains a copy of the Notification of Enrolment Report – provider copy that can be referred to where the fee and subsidy is adjusted after the Commitment ID is issued
- **Prospective Student Declaration:** Pivotal Education confirms that the prospective student has signed and accepted a declaration confirming:
 - All information provided by the student in connection with the Notification of Enrolment process is true, accurate, complete and not misleading in any way
 - The prospective student has been provided with the details of the Fee chargeable and the student information
- **Successful completion of the Notification of Enrolment Process** will result in the issue of a Commitment ID.
- **The Notification of Enrolment Process is carried out simultaneously** with Pivotal Education’s enrolment process and will be completed before any Training is delivered to the student.
- Pivotal Education will take all steps to:
 - Commence the Enrolled Student in the Approved Qualification connected to the Commitment ID on the Planned Start date; and
 - Submit Training Activity Data for the Enrolled Student within 28 days of the actual start date
- The Commitment ID will expire if the Training Activity Date for the Enrolled Student is not submitted:
 - Within 10 weeks of the Planned Start Date if the Enrolled Student is an Apprentice or Trainee
 - Within 6 weeks of the Planned Start date if the Enrolled Student is not an Apprentice or Trainee

4. Credit Transfer and Recognition of Prior Learning

Pivotal Education identifies the difference between Credit Transfer and Recognition of Prior Learning to ensure that the correct process is carried out and the correct Unit of Competency Outcome Code is reported.

Credit Transfer

Pivotal Education complies with the VET Regulator guidelines in connection with granting credit transfer.

Record keeping obligation:

- a. Pivotal Education obtains and keeps all evidence used to establish credit transfer by using the Credit Transfer Application Form

Policy	Smart & Skilled Enrolment Process	Version #	4	Effective Date	March 2021	Created for	PIVOTAL EDUCATION RTO 90272	Page 3
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- b. Evidence includes a student’s Statement of Attainment or Transcript and any other evidence types as specified in Attachment 4

Reporting Obligation:

- a. Pivotal Education uses Unit of Competency Outcome Code 60
- b. The start and end dates will reflect the date of granting Credit Transfer

Recognition of Prior Learning

Pivotal Education ensures the Recognition Process aligns with the NSW Recognition Framework as published from time to time.

Record keeping obligation:

Pivotal Education maintains records for all Subsidised Training and for all Enrolled Students as evidence of Recognition of Prior Learning as specified in Attachment 4

Reporting Obligation:

- a. Pivotal Education uses Unit of Competency Outcome Code 51
- b. The start and end dates will reflect the Recognition of Prior Learning process

Policy	Smart & Skilled Enrolment Process	Version #	4	Effective Date	March 2021	Created for	PIVOTAL EDUCATION RTO 90272	Page 4
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**Attachment 1:
Schedule 2 Eligibility**

1. Eligibility criteria for all Smart and Skilled Programs except Smart and Skilled Entitlement Apprenticeships and Traineeships Program

A person who is eligible to receive Subsidised Training in all Smart and Skilled Programs except Smart and Skilled Apprenticeship and Traineeship Program is a person who, at the time of enrolment in an Approved Qualification:

(a) Either:

- Lives or works in NSW (determined by postcode of the usual place of residence or place of work); or
- Lives in a defined interstate NSW border area (as identified by a postcode in the list set out in the Operating Guidelines) and is Australian Aboriginal or Torres Strait Islander: and

(b) Is:

- An Australian citizen; or
- A permanent Australian Resident; or
- A humanitarian visa holder; or
- A New Zealand citizen;
- and
- Is aged 15 years or older;
- and
- Is no longer in secondary education

2. Eligibility criteria for Smart and Skilled Entitlement Apprenticeships and Traineeships Program

A person who is eligible to receive Subsidised Training in the Smart and Skilled Apprenticeship and Traineeship Program is a person who:

- (a) at the time of commencement in an Approved Qualification is an Apprentice or New Entrant Trainee and has an Approved Contract in NSW;
and
- (b) has the Approved Qualification shown on their Training Contract

3. Exceptions

Despite clauses 1 and 2 of this Schedule 2:

- (a) If a person is approved or registered as an Existing Worker Trainee, they will not be eligible to receive Subsidised Training in an Approved Qualification that is associated with the Training Contract for their existing worker traineeship, in relation to any Smart and Skilled Program;
and

Policy	Smart & Skilled Enrolment Process	Version #	4	Effective Date	March 2021	Created for	PIVOTAL EDUCATION RTO 90272	Page 5
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- (b) The Department may, in its discretion, allow a provider to treat a person who does not fit any criteria set out in clauses 1 or 2 of this Schedule 2 as eligible to receive Subsidised Training

4. Eligibility criteria for School Based Apprenticeships and Traineeships Program

A person who is eligible to receive Subsidised Training in School Based Apprenticeships and Traineeships Program is one who:

- (a) at the time of commencement in an Approved Qualification is approved or registered as a School Based Apprentice or School Based Trainee in NSW;
and
- (b) has the Approved Qualification shown on their Training Contract

“Smart and Skilled Contract Terms and Conditions excerpt: Schedule 2 Eligibility” (pp.44-45)

Policy	Smart & Skilled Enrolment Process	Version #	4	Effective Date	March 2021	Created for	PIVOTAL EDUCATION RTO 90272	Page 6
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**Attachment 2:
Schedule 2 Defined Interstate NSW Border Areas**

Location	Postcode
One of the towns in the postcode area	
ACT	
	2600 – 2612 2614 – 2617 2900 – 2906 2911 - 2914
Jervis Bay Territory	
Wreck Bay	2540
QLD	
Elanora	4221
Currumbin	4223
Coolangatta	4225
Tallebudgera	4228
Texas	4385
Goondowindi	4390
Hebel	4486
Bollon	4488
Bungunya	4494
Talwood	4496
Thallon	4497
Kioma	4498
VIC	
Nangiloc	3494
Red Cliffs	3496
Irymple	3498
Mildura	3500
Hattah	3501
Cabarita	3505
Echuca	3564
Koondrook	3580
Shepparton	3630
Yalca	3637
Kotupna	3638
Barmah	3639
Katunga	3640
Ulupna	3641
Cobram	3644
Chiltern	3683
Rutherglen	3685
Barnawartha	3688
Wodonga	3690
Bonegilla	3691
Bandiana	3694

“Smart and Skilled Operating Guidelines excerpt: Schedule 2 Defined Interstate NSW Border Areas” (p.36)

Policy	Smart & Skilled Enrolment Process	Version #	4	Effective Date	March 2021	Created for	PIVOTAL EDUCATION RTO 90272	Page 7
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**Attachment 3:
CONSENT TO USE AND DISCLOSURE OF PERSONAL INFORMATION**

I _____
(First, Middle and Last Name)

Of _____
(Current Residential Address)

with date of birth _____

understand and agree that, under the *Data Provision Requirements 2012*, Pivotal Education is required to collect personal information (information or an opinion about me), collected from me, my parent or guardian, such as my name Unique Student identifier, date of birth, contact details, training outcomes and performance, sensitive personal information (including my ethnicity or health information) and other enrolment and training activity-related information (together **Personal Information**) and disclose that personal Information to the National Centre for Vocational Education Research Ltd (**NCVER**).

My Personal Information (including the personal information in my enrolment form and my training activity data) may be used or disclosed by Pivotal Education for statistical, regulatory and research purposes. Pivotal Education may disclose my personal information for these purposes to third parties, including:

- School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship;
- Employer – if I am enrolled in training paid for by my employer;
- Commonwealth and State or Territory government departments and authorized agencies including NSW Department of Education (**Department**);
- NCVER;
- Organisations conducting student surveys; and
- Researchers

Personal information disclosed to NCVER may be used or disclose for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts;
- Facilitating statistics and research relating to education, including surveys;
- Understanding how the VET market operates, for policy, workforce planning and consumer information; and

Policy	Smart & Skilled Enrolment Process	Version #	4	Effective Date	March 2021	Created for	PIVOTAL EDUCATION RTO 90272	Page 8
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- Administering VET including program administration, regulation, monitoring and evaluation

I may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. I may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose my Personal Information in accordance with the *Privacy Act 1988* (CTH), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER website at www.ncver.edu.au)

The Department may disclose my Personal Information to other Australian government agencies, including those located in States and Territories outside NSW.

The above government agencies may use my Personal Information for any purposes relating to the exercise of their government functions, including but not limited to the evaluation and assessment of my training, the determination of my eligibility to receive Subsidised training or for any Fee exemptions or Concessions. My Personal Information may also be disclosed to other third-parties if required by law.

I also acknowledge and agree that the Department may contact me by telephone email or post during or after I have ceased subsidised training with Pivotal Education for the purposes of evaluating and assessing my subsidised training.

I declare that the information I have provided to the best of my knowledge is true and correct.

I consent to the collection, use and disclosure of my Personal Information in the manner outlined above.

PRINT FULL NAME _____

SIGNATURE: _____ DATE: ____/____/____

Note: If under 18 years of ages at the time of giving consent, then the consent of their guardian is required

PRINT FULL NAME OF GUARDIAN: _____

SIGNATURE OF GUARDIAN: _____ DATE: ____/____/____

“Smart and Skilled Operating Guidelines excerpt: Schedule 1 Consent Wording” (pp.34-35)

Policy	Smart & Skilled Enrolment Process	Version #	4	Effective Date	March 2021	Created for	PIVOTAL EDUCATION RTO 90272	Page 9
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**Attachment 4:
17.8 Examples of Evidence**

This table outlines a non-exhaustive list of additional records that the Provider is required to keep and submit to the Department upon request.

Records Required for:	Evidence Type:
Training Activity:	
Training Plan	<ul style="list-style-type: none"> • Training Plan for each enrolled student
Attendance	<ul style="list-style-type: none"> • Class Roll with dates and signatures • Online course attendance record • Phone logs, emails, assessments and other training activities submitted
Participation in Subsidised Training	<ul style="list-style-type: none"> • Documented evidence that the Enrolled Student has interacted and participated in the Subsidised Training in the relevant Unit of Competency in a manner that exceeds mere attendance or accessing training materials
Learning Resources	<ul style="list-style-type: none"> • Learning materials/resources supplied to an enrolled student, structured learning guides or navigation tools • Acknowledgement of receipt of learning materials/resources by an Enrolled Student
Support	<ul style="list-style-type: none"> • Record of support provided to an enrolled student including primary evidence, a log and/or a file note
Release from Work (Apprentices and Trainees)	<ul style="list-style-type: none"> • Record of release from work for training and/or assessment purposes
Assessment	
Workplace relevance	<ul style="list-style-type: none"> • Documents that demonstrate how the assessment meets the requirements of the Training Package and standard of performance required in the work place
Assessment Plan	<ul style="list-style-type: none"> • Outlines the Unit(s) of Competency • The standard of performance/criteria required by the Unit(s) of Competency in the work place • The assessment strategies/tools/tasks to be used
Completed Assessments	<ul style="list-style-type: none"> • Completed assessment strategies/tools/tasks for each Unit of Competency for each enrolled student, including the evidence used to support the assessment outcomes
Employer's support and agreement on achievement of competence (for Apprentices or Trainees)	<ul style="list-style-type: none"> • The employer's signature on the Training Plan supporting the achievement of competence, or other such record which clearly identifies the Enrolled Student and the Unit(s) of Competency
A summary record of assessment progress and/or outcomes for each Unit of Competency	<ul style="list-style-type: none"> • The name and signature of the Enrolled Student • The Unit of Competency or module and its identifier (National Code)

	<ul style="list-style-type: none"> • The actual result consistent assessment (eg. Competency Achieved/Pass or Competency Not Achieved/Fail) • The type of evidence used in the assessment • An assessment record that supports enrolled Student activity in the Unit of Competency or module • The date of the assessment • The name and signature of the assessor • Evidence of participation in Subsidised Training by the enrolled student • The date of participation in Subsidised Training
Qualifications and Recognition	
Credential Used	<ul style="list-style-type: none"> • Certified copies of credentials used
Completion Details	<ul style="list-style-type: none"> • Outcomes of specific qualifications, part of qualifications or accredited courses delivered
Credit Transfer	<ul style="list-style-type: none"> • Testamur or Statement of Attainment
Recognition of Prior Learning	<ul style="list-style-type: none"> • Observation of workplace performance, demonstration, simulation • Third party evidence eg: reports from work place supervisors, references from past/present employers; testimonials from clients • Challenge test on elements • Work samples collected and/or documented
Other	
Other	<ul style="list-style-type: none"> • Any other evidence requested by the Department

“Smart and Skilled Operating Guidelines Excerpt “Examples of Evidence” (pp.22-24)