

Document	Summary	Contents
Step by Step Management Checklist	<p>This document has been developed to act as an easy step by step guide to check the implementation of the Smart and Skilled contractual requirements.</p> <p>It references the Smart and Skilled Operating Guidelines and provides links to websites and the Policies and Procedures and Checklists included in this Resource Kit.</p>	<p>Headings are:</p> <ul style="list-style-type: none"> • Section of Guidelines • Contractual requirement • Pages/ section (of Guidelines) • Documents in Smart and Skilled Resource Kit • Date completed
Notification of Enrolment Policy	<p>This document takes you step by step through the enrolment process from pre-enrolment requirements to obtaining a Commitment ID.</p> <p>It includes the forms the students must sign and an Eligibility Checklist which can be filed for evidence of eligibility for individual students.</p>	<ul style="list-style-type: none"> • Policy • Procedure • Determining Eligibility • Prospective Student Declaration • Consent to Use and Disclose Personal Information • Proof Of Student Eligibility Checklist

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Student Information	Smart and Skilled has very specific requirements of what information must be provided to students. These requirements are wide ranging and refer to different sections of the Contract and Guidelines. This document has brought all the required information into one easy to upload document. It is written for the student and ensures evidence of compliance.	<ul style="list-style-type: none"> • Student information – pre enrolment • Notification of Enrolment • Fee and Refund Policy • RPL and Credit Transfer • Customer Protection Policy • Subcontractor Arrangements • Reasonable Adjustment • Student Support • Deferral or Withdrawal from training • Unique Student Identifier
USI Policy and Procedure	This document outlines the steps used in obtaining and using the USI. It also includes the Privacy Form that students must sign if the RTO is to apply on their behalf for a USI.	<ul style="list-style-type: none"> • Policy • Procedure • Privacy Form

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Training Plan	<p>It is a Smart and Skilled Requirement that Training Plans are developed for each Enrolled Student. This table includes all the Smart and Skilled requirements of a Training Plan. It can be used at the individual student level or at a group/class level and when completed it will contain all necessary evidence for compliance.</p>	<ul style="list-style-type: none"> • Address • Phone • Email • Qualification Name and Code • Course start date • Days delivered per week • Student Name • Disadvantaged (A/D/U) • RPL/CT granted • Specify if CT or RPL and which units • Units <ul style="list-style-type: none"> – Name and code – Start date – Finish date – Scheduled hours • Delivery mode • Name of Trainer and Assessor • Customisation • Reasonable adjustment • Support services • Student signature

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Customer Protection Policy	<p>This document should be added to (or referenced in) your existing Complaints and Grievances Policy to form the required Smart and Skilled Customer Protection Strategy.</p> <p>It includes a Code of Practice which outlines Student Rights and Responsibilities and Provider Responsibilities. This code is not referenced in the Operating Guidelines but is included in the STS Smart and Skilled Consumer Protection Strategy which can be found at: http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf</p>	<ul style="list-style-type: none"> • Policy • Procedure • Students Rights and Responsibilities • Providers Responsibilities
Position Descriptions- additional Smart and Skilled Duties	<p>Throughout the Smart and Skilled Operating Guidelines are contractual requirements to demonstrate the implementation of certain strategies. A simple way of demonstrating compliance is to allocate the duties to a staff member and reflect it in their Position Description. This document contains three dot point descriptions of duties that can be easily added to existing Position Descriptions.</p>	<p>Duties to be added to Position Descriptions as a three point bulleted list.</p>
Marketing Strategy	<p>Smart and Skilled requires a Marketing Strategy to be developed specifically for the program. It is possible to refer to your existing Strategy or Policy, however, this two page document gives options regarding how you might conduct your marketing and ensures you have the required evidence for compliance.</p>	<ul style="list-style-type: none"> • Marketing Goal • Target groups: Enrolment Targets 2015 • Competitors • Marketing Strategies • Staffing • Review
Student Fee and Refund Policy	<p>Smart and Skilled has specific requirements with regard to fees and refunds in specific contexts. This document has been written to cover all the necessary information regarding fees and refunds and can be used in conjunction with your existing Fee and Refund Policy or as a stand-alone document.</p>	<ul style="list-style-type: none"> • Policy • Procedure • Withdrawal of students • Withdrawal after the Cut-Off Date with Penalty • Extenuating Circumstances

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Eligibility Checklist	This is included in the Notification of Enrolments Policy but can be purchased as separate document. This checklist enables you to document how you have checked and verified eligibility for each student. It has space to specify any documents sighted/filed and for signed student declarations where appropriate.	<ul style="list-style-type: none"> • Smart and Skilled Requirements • Types of Evidence • Student signature as declaration • Evidence Verified by Provider
Continuing Professional Development Policy	This Policy outlines the additional requirements of Smart and Skilled over and above your existing Professional Development Policy as identified in the STS Smart and Skilled Teaching and Leadership Policy. It can be added to your existing Policy or used as a standalone document.	<ul style="list-style-type: none"> • Policy • Procedure

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