



# EVOLUTION HOSPITALITY INSTITUTE

## Smart and Skilled Pre Enrolment Guide

Evolution Hospitality Institute  
Level 4, 552 George Street Sydney NSW 2000  
Ph: 02 8275 5300 web: [www.evolution.edu.au](http://www.evolution.edu.au)  
ABN 73 114 531 636  
RTO Provider No: 91256 CRICOS Code: 02869G

Copyright © 2018 Evolution Hospitality Institute

All rights reserved. No part of this publication may be reproduced, distributed, or transmitted in any form or by any means, without the prior written permission of the publisher. For permission requests, write to the publisher, addressed “Attention: RTO Compliance Officer,” at the address below.

Evolution Hospitality Institute  
Head Office

552 George Street  
Sydney  
NSW 2000

## Table of Contents

What is Smart and Skilled? .....	3
Pre Enrolment and Enrolment Information.....	3
Confirmation of my enrolment .....	5
Recognition of Prior Learning (RPL) .....	5
Credit Transfer .....	5
What are Evolution Hospitality Institute policies and procedures? .....	6
Information about my course .....	6
I have completed my course. What next? .....	6
I want to withdraw from my course? .....	6
Refunds for Smart and Skilled Enrolment Withdrawal .....	7
Consumer Protection Policy.....	7
Hints and Tips.....	7

## What is Smart and Skilled?

Smart and Skilled is a NSW Department of Education and Communities initiative that provides eligible students with an entitlement to government-subsidised training:

- up to and including Certificate III government funding for higher-level courses (Certificate IV and above) in targeted priority areas
- up to and including Certificate III government funding for higher-level courses (Certificate IV and above) in targeted priority areas.

For more information on Smart and Skilled visit [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au) or call Evolution Hospitality Institute on: 8275 5300

## Pre Enrolment and Enrolment Information

To enrol into an Evolution Hospitality Institute Smart and Skilled training course there is an Eligibility Enquiry Process that needs to be followed.

### Checking your Eligibility!

In order to qualify for Smart and Skilled funding, candidates must meet the following requirements:

- Fifteen years of age or older
- No longer at school
- Living or working in NSW
- Australian citizen, permanent resident or Humanitarian visa holder, or a New Zealand citizen

Those that meet these criteria are eligible to Enrol in one of the government-subsidised courses now available through Evolution Hospitality Institute (RTO# 91256). To learn more about the Smart and Skilled program or the training programs available at Evolution Hospitality Institute(RTO# 91256), contact our staff at 02 8275 5300 or send an enquiry to [enrol@evolution.edu.au](mailto:enrol@evolution.edu.au)

You can check your own eligibility by accessing: <https://smartandskilled.nsw.gov.au/are-you-eligible>

If you have answered yes to all points above, then you are eligible to enrol in a government subsidized course with an Approved Smart and Skilled training provider - Evolution Hospitality Institute.

Evolution Hospitality Institute will provide you with a **Domestic- Student Enrolment Application**.

When completing this form you will be asked questions that will also require that you attach proof of eligibility. The information you provide on the form will assist us to check your eligibility further for Smart and Skilled.

However if at any point you are not sure of your eligibility please discuss with our Student Administration Evolution Hospitality Institute.

Whilst a range of different eligibility conditions exist for unemployed, disabled or Aboriginal and Torres Strait Islander people remember along with your completed Domestic- Student Enrolment Application.

You will also be required to provide supporting evidence and complete additional enrolment forms:

- Consent to Use and Disclosure of Personal Information to the Department of Education & Communities and Other Government Agencies (privacy Statement and Student Declaration)
- Proof of Identification
- Proof of Residency
- Proof of Disability
- RPL and CT evidence of resume and qualifications or statements of attainment (further information will be covered in this document)

Evolution Hospitality Institute will verify all proof of identity and any evidence provided as part of the enrolment process – you will be asked to present original documents to your Trainer and Assessor.

**NOTE:** As part of the eligibility process Evolution Hospitality Institute will check if students satisfy the entry requirements of Evolution Hospitality Institute as an RTO and the Training Package – course entry requirements. These details can be found on the course brochure and at [www.evolution.edu.au](http://www.evolution.edu.au)

### **Unique Student Identifier (USI)**

If you **do not** already have a USI and want Evolution Hospitality Institute to apply on your behalf, we will provide you with a Unique Student Identifier (USI) - Consent Form to complete. (This form is part of the Domestic- Student Enrolment Application)

Evolution Hospitality Institute will provide the Student Identifiers Registrar with the information you supply on the USI Consent Form. When we apply on your behalf, Student Administration will verify your identity through the Document Verification Service.

Otherwise you can apply directly through the USI Student Portal: <http://portal.usi.gov.au/student>.

It is important that you, under Evolution Hospitality Institute Domestic- Student Enrolment Application, agree to these terms before Evolution Hospitality Institute uses the USI Register on your behalf.

**NOTE:** You will need to provide one acceptable form of identification, examples of acceptable forms of ID: Driver's Licence; Medicare Card; Australian Passport; full Birth Certificate, Citizenship Certificate.

You will also be required to set access controls to allow the Department of Education and Communities and Evolution Hospitality Institute the appropriate levels of access to your USI records.

### **Smart and Skilled - 'This training is subsidized by the NSW Government'**

Included in this pack, for you to read prior to enrolment is the following information:

- Recognition of Prior Learning (RPL) and Credit Transfer
- Course Fees
- Cancellation and Refund Policy
- Consumer Protection Information
- What a student is required to do if they wish to transfer in, transfer out, defer or discontinue training
- How students can access support services
- Complaints and Appeals

The full policies and procedures can be obtained from Student Administration, the Student Handbook or Evolution Hospitality Institute's website

**NOTE:**

Evolution Hospitality Institute has not entered into any subcontracting agreement for training and assessment. Evolution Hospitality Institute is *not* an approved VET FEE-HELP Provider, therefore students are not able to access VET FEE-HELP Loans for any training that is undertaken through Evolution Hospitality Institute.

## Confirmation of my enrolment

Evolution Hospitality Institute will process all your enrolment information. Once this has taken place you will receive a Welcome Letter which will also include a Copy of your Eligibility Report and Notification of your Enrolment.

Prior to your first session you would also sign a Training Plan Proposal and Training Plan. These documents are the official contract documents of your Traineeship or Apprenticeship.

Your allocated Trainer and Assessor will discuss with you access to the online learning portal and your work place visits. Remember to keep your trainers contact email in a safe place so you can contact your trainer at any time.

You may also contact Evolution Hospitality Institute at any time on : 02 8575 5300

## Recognition of Prior Learning (RPL)

RPL means an assessment process that assesses the competency(s) of an individual that may have been acquired through formal, non-formal and informal learning to determine the extent to which that individual meets the requirements specified in the training package or VET accredited courses.

- (a) Formal learning - refers to learning that takes place through a structured program and is linked to the attainment of a qualification.
- (b) Non-formal learning - refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of a qualification or Evolution Hospitality Institute statement of attainment (e.g.: in house professional development programs)
- (c) Informal learning - refers to learning that results through experience of work-related, social, family, hobby or leisure activities that specifically relates to the qualification you are looking at enrolling in.

Note: Recognition of Prior Learning – Where an eligible student is granted RPL for one or more units of competency, the qualification price and enrolment fee is adjusted and a new fee determined.

## Credit Transfer

Credit Transfer (CT) relates to qualifications that you may already have gained in previous formal training programs. The previous qualification contains national codes that are mapped to current qualifications.

All RPL and Credit Transfer requests are required to be made at the time of enrolment.

through the Enrolment Form. Credit Transfer requires the provision of verified academic transcripts – which the Academic Manager will validate and map against the units contained in the Evolution Hospitality Institute course.

For RPL, a Student Administration will contact candidates and provide them with a Candidate RPL Kit that contains all required information and forms to complete. The Academic Manager will assign an assessor to the application – who will contact and liaise with the applicant throughout the RPL process.

All Credit Transfer and RPL requests will receive a written outcome on completion of the RPL or CT process.

Note: Credit transfer (Smart and Skilled) – Where an eligible student is granted Credit Transfer for one or more units of competency, the qualification price and enrolment fee is adjusted and a new fee determined.

## What are Evolution Hospitality Institute policies and procedures?

All Policies and Procedures relating to Smart and Skilled maybe found on the Evolution Hospitality Institute's website [www.evolution.edu.au](http://www.evolution.edu.au) or the Student Handbook.

## Information about my course

Prior to enrolment you will be given a Course Brochure and access to the Pre-enrolment Guide and Student Handbook.

These documents maybe referenced at any time by visiting the Evolution Hospitality Institute's website [www.evolution.edu.au](http://www.evolution.edu.au)

## I have completed my course. What next?

Once you have completed you course you will be issued a Certificate and Transcript from Evolution Hospitality Institute. The issuing of your Certificate will take up to 30 working days.

Should you wish to study further please ask your Trainer and Assessor and he or she will be able to advise you further about possible pathways that we have to offer you at Evolution Hospitality Institute.

## I want to withdrew from my course?

### Course Withdrawal

The student must advise us of their course withdrawal 5 days prior to avoiding any penalties. After this point the student will be charged 10% of their enrolment fee

\*This section must also be read in conjunction with Fees ,Charges and Refund Policy for Domestic Students

### Fee Refunds

Evolution Hospitality Institute (EHI) will refund all or part of a student's course fees if:

- EHI cancels a course for any reason
- A student withdraws before the cut-off date for withdrawal without penalty
- The RTO Manager determines that course delivery did not meet the reasonable expectations of the student

- A student re-enrols only to repeat a unit or module with a not-yet-competent result and the student subsequently successfully appeals the original decision
- EHI agrees that the student has medical, hardship or other extenuating circumstance preventing their attendance
- A student has overpaid the course fee
- EHI has granted Credit Transfer (CT) or Recognition of Prior Learning (RPL) after enrolment and the fee recalculation is lower than the fee the student has already paid.

\*This section must also be read in conjunction with Fees ,Charges and Refund Policy for Domestic Students

## Refunds for Smart and Skilled Enrolment Withdrawal

This section only applies to students accessing courses with Smart and Skilled subsidies.

- EHI will determine a cut-off date without penalty, for each Smart and Skilled program it offers, by which a student can withdraw his/her enrolment and receive a refund of all fees.
- EHI will advise the student of this date before the student enrolls in the study program. If a student withdraws after the cut-off date, EHI will provide the student with a statement of fees that includes all fees applied and any applicable fee refund.
- If a student withdraws from training, not of their own accord, EHI will refund any prepaid fees for units that the student has yet to complete. This situation may occur if EHI closes or no longer offers training under Smart and Skilled subsidies.
- If a student withdraws from a qualification having completed all the requirements for a lower level qualification, the student will not be eligible for a fee refund of the difference between the applicable fees for each qualification.

\*This section must also be read in conjunction with Fees ,Charges and Refund Policy for Domestic Students

## Consumer Protection Policy

EHI is committed to ensuring consumer protection as a requirement for NSW Government Smart and Skilled subsidised courses. EHI policy for Smart and Skilled Consumer Protection maybe found on the EHI website: [www.evolution.edu.au](http://www.evolution.edu.au) **Complaints and Appeals:** On notification of any complaint by a student enrolled under Smart and Skilled, the complaint handling processes specified within this Complaints Policy and Consumer Protection Policy will be actioned. Complaints will also be monitored for continuous improvement purposes.

## Hints and Tips

This document has been created as an information document and issued to you prior to your enrolment it must be read in conjunction with you course brochure, the student Handbook and any other handouts that a representative from Evolution Hospitality Institute advises you.

Should you have any question you may contact Evolution Hospitality Institute on 02 8275 5300 or send an email to [enquiries@evolution.edu.au](mailto:enquiries@evolution.edu.au).

More information relating to Smart and skilled may also be located at Evolution Hospitality Institutes website: [www.evolution.edu.au](http://www.evolution.edu.au)