Quick Reference Guide – Employer Endorsement of Competency for Apprentices and Trainees within SAM/OLS
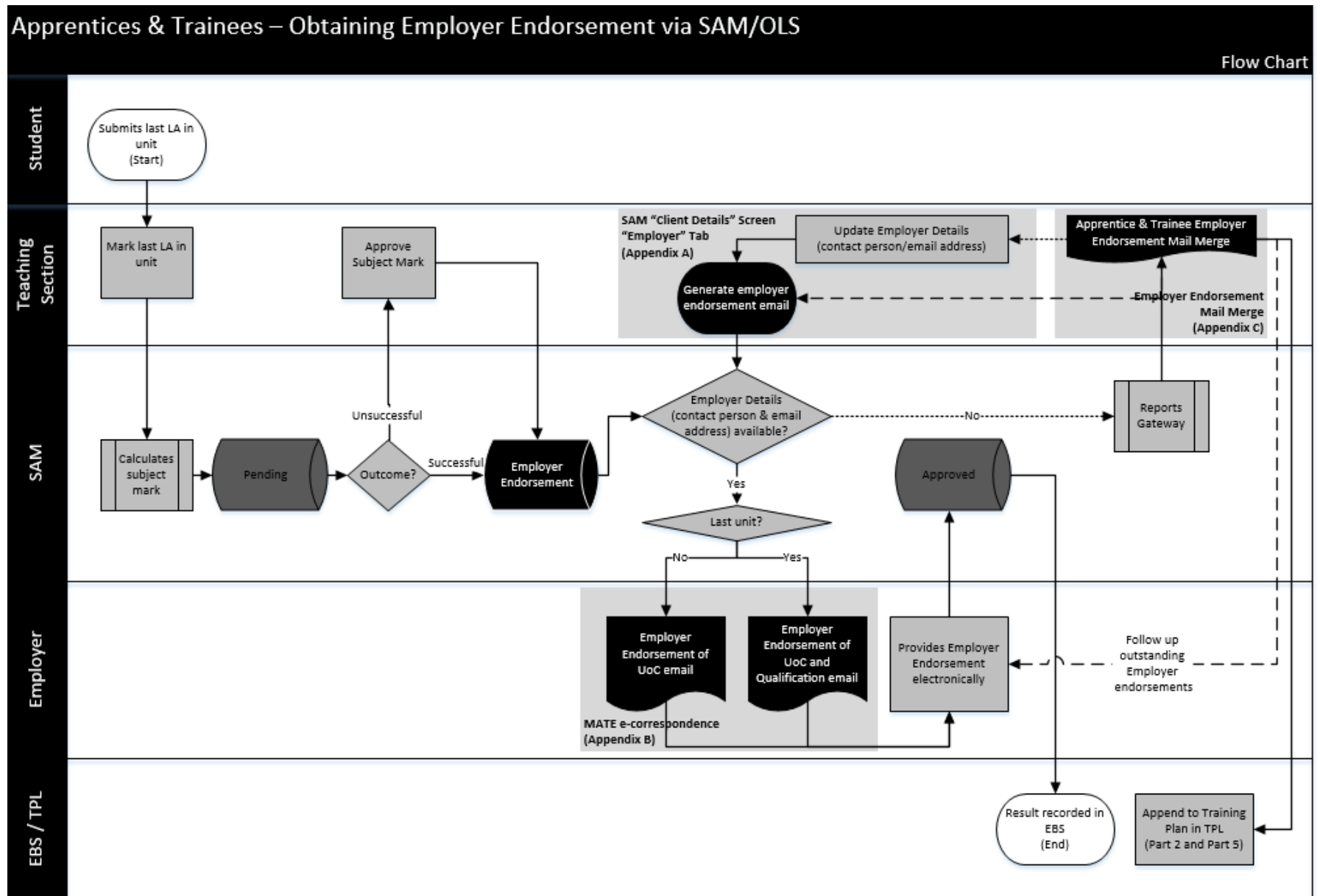
Background:

This User Guide provides an overview of how SAM/OLS is dealing with the **requirement to obtain employer sign-off** **before** **a unit outcome can be recorded in EBS**.

For further details of this TAFE NSW requirement, [click here](#).

Overview:

This flow chart demonstrates how the "Employer Endorsement of Competency" workflow operates within SAM/OLS.

Apprentices & Trainees – Obtaining Employer Endorsement via SAM/OLS — Flow Chart

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What's new / changed?

The key changes can be summarised as follows:

- New subject marks status of "**Employer Endorsement**", which (see diagram):
  - Stops SAM sending a subject mark to EBS until employer endorsement is obtained; and
  - Triggers the new "**Employer Endorsement of Competency Email**" to be sent.

- The "Employer Endorsement Email" can also be triggered manually by the teaching section via **Client > Client Details > Employer** (see Appendix A).

- Employer provides electronic endorsement by clicking on the link in the "Employer Endorsement of Competency Email". SAM records this endorsement and converts the subject mark status from "Employer Endorsement" to "Approved", thus then releasing the subject mark (unit outcome/result) to EBS (see Appendix B).

- New **Employer Endorsement for Apprentice and Trainee Mail Merge** (see Appendix C):
  - Allows teaching sections to follow up any outstanding employer endorsements; and
  - Meet our compliance requirements of maintaining appropriate evidence of endorsement.

Quick Reference Guide – Employer Endorsement of Competency for Apprentices and Trainees within SAM/OLS

Appendix A: The Employer Tab within the SAM Client Details Screen

This screen has been updated to allow teaching sections to:

- See when the last Employer Endorsement Email was sent.

  NOTE: Teaching sections should refer to **Client > Events History > Events** for a full history of emails sent and employer endorsements received.

- Generate a new email to be sent, either because:
  - A previous email was misplaced;
  - The email needs to be sent to an alternative person/email address.

  NOTE: An Employer Endorsement Email can only be sent if:
  - The "Contact Person" and "Email Address" fields are populated; and
  - There is a pending subject mark status of "Employer Endorsement".

Quick Reference Guide – Employer Endorsement of Competency for Apprentices and Trainees within SAM/OLS

Appendix B: MATE e-correspondence emails for Employer Endorsement

An "**Employer Endorsement of Competency Email**" can be generated 2 ways:

- Automatically by SAM every time a subject mark converts to "**Employer Endorsement**" status (process run every hour); and
- Manually by the teaching section via **Client > Client Details > Employer** screen within SAM (see Appendix A above).

There are 2 types of "Employer Endorsement Emails":

- Like any other e-correspondence that is sent via IDM, EBS or SAM/OLS, you can view these emails and the conditions under which they are sent via the MATE microsite.

https://sam.oten.tafensw.edu.au/otenweb/mate/

Quick Reference Guide – Employer Endorsement of Competency for Apprentices and Trainees within SAM/OLS

Upon completion of each unit of competency	Upon completion of last remaining unit (+ qualification endorsement)

NOTE: Every time an email is sent, it will list all outstanding units that need endorsement!

Employer Endorsement of Unit(s) of Competency — Message type: Email

VIEW EMAIL

Explanation:
Requesting the employer to confirm that their trainee/apprentice's skills are competently applied in the workplace.

Conditions:
- 👤 To the employer of a trainee/apprentice.
- 📅 Sent every time a trainee/apprentice completes all assessments within a unit and a subject mark is calculated.
- ❓ Requesting employer's endorsement of on-the-job competency for each unit.
- ➕ Unit outcomes/results cannot be sent to EBS until endorsement is received.

Employer Endorsement of Competency (Qualification) — Message type: Email

VIEW EMAIL

Explanation:
Requesting the employer to confirm that their trainee/apprentice is competent to industry standards and that they support the issue of the qualification by TAFE NSW.

Conditions:
- 👤 To the employer of a trainee/apprentice.
- 📅 Sent when a trainee/apprentice completes their last unit of competency and may be eligible to receive their qualification.
- ❓ Requesting employer's endorsement of the trainee's/apprentice's competence to industry standards.
- ➕ Qualification cannot be finalised in EBS and testamur cannot be issued until endorsement is obtained.

Example of email sent to students

Employer Endorsement of Unit(s) of Competency

Dear *"Employer Contact Person,*

We are writing to you in regards to your *"Student Type"*, *"Student Name"* and their enrolment in *"Course Name"*, *"Course Number"*, ending on *"Enrolment End Date"*.

Your #TRAINEE has recently completed a unit of competency.

To finalise the result of a completed unit, as the nominated contact person you are required to confirm that the skills gained by *"Student Name"* during formal training with TAFE NSW (RTO Code: 90003) are competently applied in the workplace. This is a requirement of their Training Plan.

What you need to do:

- Review the Elements and Performance Criteria for each unit by clicking on the link(s) in the table.

Unit Number	Unit Name	Elements and Performance Criteria	Unit Outcome	Date Achieved
"Unit Number"	*"Unit Name"*	*"Unit URL"*	*"Unit Outcome"*	*"Outcome Date"*

- Endorse the on-the-job competency for each unit by clicking on the green button.

I provide my Employer Endorsement

If you wish to discuss any aspect of this email, please contact us on *"Teaching Section Phone Number"*, *"Teaching Section 1300 Phone Number"*, *"Teaching Section Email"* .

Thank you.

Example of email sent to students

Employer Endorsement of Competency

Dear *"Employer Contact Person"*,

We are writing to you in regards to your *"Student Type"*, *"Student Name"* and their enrolment in *"Course Name"*, *"Course Number"*, ending on *"Enrolment End Date"*.

Your *"Student Type"* has recently completed their last unit of competency and may be eligible to receive their qualification.

To issue the qualification, TAFE NSW (RTO Code: 90003), as a registered training organisation, must obtain the employer's endorsement of the *"Student Type"*'s competence to industry standards.

What you need to do:

- Review the Elements and Performance Criteria for each unit by clicking on the links in the table.

Unit Number	Unit Name	Elements and Performance Criteria	Unit Outcome	Date Achieved
""Unit Number"	*"Unit Name"*	*"Unit URL"*	*"Unit Outcome"*	*"Outcome Date"*

- Endorse the on-the job competency for each unit and that *"Student Name"* is competent to industry standards in the nominated vocation (*"Course Name"*, *"Course Number"*) by clicking on the green button below.

I understand that by providing this endorsement, I *"Employer Contact Person"*, acting as the employer representative of *"Employer Name"*:
- I confirm my *"Student Type"*'s competence and support the issue of the qualification by the RTO; and
  - I may be obliged to pay a higher rate as a result of the qualification being issued (check award requirements); and
- I and/or my *"Student Type"* can seek to complete the *"Student Type"*'ship before the nominal completion date OR continue the *"Student Type"*'ship up to the nominal completion date.

I provide my Employer Endorsement

If you wish to discuss any aspect of this email, please contact us on *"Teaching Section Phone Number"*, *"Teaching Section 1300 Phone Number"*, *"Teaching Section Email"* .

Thank you.

Appendix C: Employer Endorsement for Apprentices and Trainees Mail Merge

The purpose of this report (ENEMPENM: Employer Endorsement for Apprentices and Trainees) is to help teaching sections to:

- Identify situations where SAM was not able to send an Employer Endorsement email (e.g. a contact person and/or email address is missing), thereby requiring teaching section action to update the employer's details and generate a new email via the Client > Client Details > Employer screen).
- Follow up any outstanding employer endorsements requests.
- Meet our compliance requirements of maintaining appropriate audit evidence (e.g. append an extract of this report to the students Training Plan on TPL to demonstrate we have obtained electronic endorsement from the employer).

This report can be run via **Reports > Reports Gateway** in SAM.