

12 December 2025

Australian College of Commerce & Management Pty Ltd
Legal Org ID: 1389
Chris Czarnosz
ceo@accm.edu.au

Re: Smart and Skilled Performance Classification (FY25-26)

Dear Provider,

The Smart and Skilled program introduced performance-based contracting (PBC) in 2021 to align contracting arrangements with high quality training and student outcomes. The commitment to high-quality training delivery and improved student outcomes remains unchanged while the longer-term PBC reforms that are outlined in the NSW Skills Plan are being developed. The NSW Quality Framework continues to set the benchmark for performance aligned with the system goals set in the NSW Skills Outcomes Framework.

In accordance with your Smart and Skilled Contract, Training Services has conducted this year's performance assessment, and eligible providers are being notified of their performance classifications.

Your organisation's performance has been assessed relative to the performance of a peer group of your most similar providers.

Your organisation received a score of **95**, and as a result your organisation's performance classification is:

High Scoring

There is no change to your organisation's 2025-26 Smart and Skilled Contract as a result of your classification. By providing this classification to you, the department does not waive any rights that it might have in respect of any breach by your organisation of its Smart and Skilled Contract.

The score cut-offs used to determine classifications are as follows:

Score cut-off	Provider classification
89 and above	High Scoring
60 to 88	Satisfactory
59 and below	Low Performing
Insufficient data to be scored	Deemed Satisfactory

As part of the department's commitment to support providers to understand and improve their performance, additional information about your organisation's performance assessment is contained in the table below.

As noted in the email accompanying this letter, the 2025-26 VET Student Outcomes Snapshot have also been included as a separate document. This snapshot will contain your indicator scores, peer group average scores, and the Smart and Skilled market average scores.

You are encouraged to focus on improving student outcomes drawing on the [NSW Quality Framework](#) which identifies key areas that contribute to high performance and provides examples of best practice.

Please contact your organisation's Regional Provider Support Manager if you have any questions relating to this performance assessment.

Yours sincerely,



Amanda Lawrence

Executive Director, Training Services
Education and Skills Reform

NSW Department of Education

Performance Assessment Details

As communicated in the Smart and Skilled Update No 257, from 1 July 2025, the Smart and Skilled program transitioned to the department’s Student Journey Survey. We have used the 2024 NSW Student Journey Survey (SJS) to assess your performance which has surveyed Smart and Skilled students who completed or withdrew training within your organisation between April 2023 and December 2024.

An overall score (out of 100) is calculated by scoring and weighting each indicator. These are detailed in the table below. If there is insufficient data to score a student outcome indicator, the weighting for that indicator will be re-distributed to the remaining indicators to ensure proportional weighting.

Please note that for High Scoring classifications, quality assurance matters occurring during the classification period (financial year 2025–26) can potentially result in an adjustment to the organisation’s classification.

Your organisation has been scored on each indicator against your peer group. Your peer group has been created through a data-driven exercise that factors in the following 10 elements to determine providers that are most similar to your organisation:

1. Size of Provider	6. Age group
2. Program	7. Gender
3. Field of education	8. Country of birth
4. Geographical mix of training delivery	9. Language Background Other than English (LBOTE)
5. Proportion of disadvantaged students	10. Socio-Economic Indexes for Areas (SEIFA)

To determine how well your organisation has performed in each indicator, we compare the average response from your students with the total average response from your peer group’s students. Your performance in each indicator is solely dependent on how well you score in comparison to your peer group. For example, if 85% of your Smart and Skilled students have said they received an Employment Benefit, while your peer group has an average of 95% in this indicator, your organisation will be considered below average.

Student Outcome Indicators	2024 NSW SJS Question / Description	Indicator Performance
Achieved main reason (weighted 20%)	Question: Did the training allow you to achieve this goal? 1. Yes 2. No 3. Too early to tell <i>Note: This question is preceded by Question: What was your main reason for doing the training?</i>	Above Average
Course Satisfaction (weighted 10%)	Question: Overall, how satisfied or dissatisfied were you with the Qualification? 1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied	Above Average
Employment benefit (weighted 20%)	Question: Which of the following job-related benefits have you received from doing the training? (<i>multiselect</i>) 1. Got a job 2. Was able to set up or expand my own business 3. A promotion (or increased my status at work) 4. Gained extra skills for my job 5. Improved my employability 6. None 7. Other (please specify)	Above Average

Student Outcome Indicator	2024 NSW SJS Question / Description	Indicator Performance
Training relevance (weighted 5%)	Question: Is your current employment related to your Qualification? 1. Yes 2. No	Above Average
Personal benefit (weighted 20%)	Question: Which of the following personal benefits have you experienced because of the training? <i>(Multiselect)</i> 1. Set myself up for further study 2. Advanced my skills generally 3. Improved communication skills 4. Seen as a role model for others in the community 5. Other (please specify) 6. None	Above Average
Standardised non-dropout rate score (weighted 25%)	This indicator is scored using the non-disadvantaged non-dropout rate and disadvantaged non-dropout rate. These are derived from Smart and Skilled reported data. Non-dropout rates calculate the students who completed or were continuing in Smart and Skilled training during the review period as a percentage of students that commenced in 2023.	Above Average