



Employment Security Access Management (eSAM)

User Access Form: Provider Security Contact (PSC)

Organisation Details

Legal Entity Name	
Trading Name	
Postal Address (Including number, street name, suburb and postcode)	
HITS ID	

User Details (Nominating PSC's)

The contacts listed below will be your organisation's eSAM PSC officers and will be responsible for managing access to the HELP IT System (HITS) via the eSAM system, for users within your organisation. This includes creating/inviting new users, updating user roles, terminating access for users who no longer require access to HITS and re-enabling eSAM accounts for staff who have been inactive for 40 days or more in line with the department's ICT Security Policy for External Users. PSC officers will ensure storage of signed User Security Declaration forms and produce to the department upon request.

	PSC Officer 1	PSC Officer 2
First Name		
Surname		
Organisation Email Address		
Mobile Phone Number		
HITS User Role Select the appropriate HITS user role	☐ PVO ☐ PEO ☐ PFO ☐ SAO ☐ CEO	☐ PVO ☐ PEO ☐ PFO ☐ SAO ☐ CEO
Will be listed in HITS Contact List	☐	☐

Note: If no role is selected, the default role assigned will be PEO.

Authorisation:

- The authorisation must be completed by a person known to the department as a Key Personnel to the organisation.

☐ I authorise this request for access to HITS and verify that the details on this form are correct. I understand that I am also responsible for ensuring that all HITS users within my organisation comply with the department's *ICT Security Policy for External Users*.

.....
Signature

.....
Date

.....
Full Name

.....
Position Title

Please return the completed form and the eSAM HITS Provider User Access form for each nominated PSC officer to VETStudentLoans@dewr.gov.au (**VSL sector**) or FEE-HELP@education.gov.au (**Higher Education sector**).

Note: You must store the original of all scanned forms securely and make them available to the department upon request.



Privacy Statement

Personal information

Your personal information is protected by law, including under the *Privacy Act 1988* (Privacy Act). Personal information is information or an opinion about an identified or reasonably identifiable individual. Personal information includes an individual's name, contact details, occupation/role and signature.

Purpose of collecting your information

The department will use the information you have provided to verify your identity to determine whether you will be provided access to the eSAM system and HITS, which is the system used by:

- Vocational and Education Training (VET) providers to apply to the department for approval under the *VET Student Loans Act 2016* (Act) and the *VET Student Loans Rules 2016* (Rules), and to meet their obligations under the Act and Rules.
- Higher education providers to apply to the department for approval under the *Higher Education Support Act 2003* (HESA), and to meet their obligations under the HESA and/or the *Tertiary Education Quality and Standards Agency Act 2011* (TEQSA Act).

If you do not provide all of the personal information requested, the departments will not provide you with access to the eSAM/HITS systems.

Disclosure of your personal information

Your personal information may be disclosed to third parties, including but not limited to, the Department of Education and Department of Employment and Workplace Relations (DEWR), in relation to eSAM/HITS user audits and ongoing system administration management.

Your personal information may be disclosed to other parties where you have agreed, or where it is otherwise permitted under the Privacy Act.

Your personal information is unlikely to be disclosed to overseas recipients.

Privacy policy

The Department of Employment and Workplace Relations (DEWR) and Department of Education Privacy Policies contain more information about how the departments' will manage your personal information, including information about how to make a complaint and seek access to and correction of your personal information.

- VET education providers to contact DEWR by email: Privacy@dewr.gov.au
- Higher education providers to contact the Department of Education by email: Privacy@education.gov.au

Conflict of Interest

The onus is on you to be alert and identify any actual or potential conflict of interest, financial or otherwise.

A conflict of interest is defined as a situation where a staff member has, or could be perceived as having, a personal interest in a matter that is the subject of a decision or duty of the staff member.

A personal interest includes, but is not limited to, a direct or indirect, past, current or planned future financial, management, organisational membership or any other interest by the staff member or by a business associate, family member or friend of the staff member.

Your employer should refer you to an internal policy in relation to responding to conflict-of-interest situations.



HITS User Role Table

ROLE	ROLE TITLE	ACCESS
PVO	Provider View Only	Cannot edit or upload anything in HITS, however, can view all modules (excluding Payments and the Key Personnel List).
PEO	Provider Editing Officer	As per the PVO user role but can also edit some modules.
PFO	Provider Finance Officer	As per the PEO user role but can also view/edit Bank Account, Estimates and Payments modules.
SAO	Provider Senior Officer	As per the PFO user role but can also view/edit the Key Personnel List and submit an application and Request For Information (RFI).
CEO	Provider Corporate Officer	As per the SAO user role but can also submit an Estimate.