

Name: Application, Enrolment, Engagement and Replacement Provider Procedures

Endorsed by: Continuous Improvement and Management Committee

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## PURPOSE

This applies to students who meet Benchmark College course requirements; are enrolling in an approved VET Student Loan course; have requested a VET Student Loan and meet VET Student Loans academic suitability requirements. This procedure also applies to students that have been displaced by another registered training organisation (RTO).

## RELEVANT STANDARDS, GUIDELINES & REGULATIONS

- VET Student Loans Act 2016
- VET Student Loans Rules 2016
- Standards for Registered Training Organisations 2015 Standard 5, Clause 5.2 (e) (i)
- VET Student Loans, Manual for Providers
- VET Student Loans, Information for students applying for VET Student Loans

## RELATED DOCUMENTS

- Course Application Form
- Student Handbook
- Enrolment Form
- Individualised Learning and Assessment Plan/Training Plan
- Pre-enrolment Information
- Access and Equity Policy & Procedures
- Approved LLN Assessment<sup>1</sup> for VET Student Loans applicants
- Recognition Policy and Procedures
- Credit Transfer Policy and Procedures
- Language Literacy and Numeracy Policy
- Consumer Protection Policy
- Fees and Charges Policy and Procedures
- Privacy Policy and Procedures
- Document Control Policy and Procedures
- Process – VET Student Loans Application - Reading and Numeracy Test
- VET Student Loans Fees Procedures
- Refund Policy and Procedures
- VET Student Loans - Student Entry Procedure
- VET Student Loans Withdrawal Policy and Procedures

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<sup>1</sup> VET Student Loans Rules 2016, Subdivision B—Student entry

## DEFINITIONS

Census day	A date by which enrolment may be cancelled without incurring tuition fees (or a HELP or VET Student Loans debt) for the course or the part of the course <sup>2</sup> .
Course of Study	This is the course or approved VET Student Loans Diploma qualification the student has enrolled in.
eCAF	<p>Government electronic Commonwealth Assistance Form (eCAF) (Request for a VET Student Loan eCAF): The online system for students to request a VET Student Loan. It provides students with a secure and easily accessible way to complete application forms for these programs.</p> <p>Students also use the eCAF system to log in to demonstrate they are engaged with their training and wish to continue accessing a VET Student Loan<sup>3</sup>.</p>
VET Student Loans	From 1 January 2017, VET Student Loans will be implemented. This is a new <b>student loans program</b> that replaces the VET FEE-HELP scheme, to give eligible students access to quality higher level VET qualifications, particularly those students who could not otherwise afford to pay upfront. There are specific criteria students must meet to be eligible for a loan through VET Student Loans.
VET Unit of Study	A VET unit of study may contain one, more than one, or part of one (or more) units of competency <sup>4</sup> .

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<sup>2</sup> VET Student Loans, Manual for Providers, Version 3.0 – March 2019

<sup>3</sup> VSL Information For Students Applying for Vet Student Loans

<sup>4</sup> VET Administration Information for Providers, Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education, July 2013

## PROCEDURES<sup>5</sup>

### 1. Application and Enrolment

Once a student has been through Benchmark College's application and enrolment process and have met VET Student Loans academic suitability requirements, the student may apply for a VET Student Loan (approved Diploma courses only).

### 2. Information Provision

To apply for a student loan, please provide documents against the following:

- Student identity
- date of birth
- If a student is **under 18**, please provide information that:
  - one of the signatories is a responsible parent of the student (by submission of the signed parental consent form at: <https://docs.education.gov.au/documents/vet-student-loans-parental-consent-form>) or
  - the student has received youth allowance (evidence such as the Centrelink Income Statement is required)
- Australian citizenship and residency requirements<sup>6</sup>
- a tax file number (TFN), or, a certificate from the Commissioner that an application for a TFN is received.
  - A Student Fact Sheet may be supplied to students to assist with the TFN verification process. <https://heimshelp.education.gov.au/Student-Fact-Sheet-TFN-Mismatch>
  - Students must provide their unique student identifier (USI) and TFN. If students cannot remember their TFN, call the Australian Taxation Office on 13 28 61. If students have a Certificate of Application for a Tax File Number from the Commissioner, contact the College immediately when the TFN is issued.

### 3. Approved Qualifications

- CHC50113 Diploma of Early Childhood Education and Care
- BSB50215 Diploma of Business
- BSB51918 Diploma of Leadership and Management

### 4. eCAF System

Before applying for a VET Student loans, student will receive a copy of the [VET Student Loans Information for Student](#)

Students will receive electronic advice from the Government eCAF System via email to apply for a VET Student Loan. Students will use eCAF to request a VET Student Loan. Students must complete online the Request for a VET student loan using the eCAF system.

The eCAF form must be submitted by the census day for the first unit for the course in which the student is being enrolled.

Benchmark College will not complete the VET Student Loan application on the student's behalf.

### 5. Census Day

The Administration Team at Benchmark College will notify students of the Census Days (dates) for their chosen course and send students an electronic copy of the Census dates for the duration of the course via email. The census day for a course, or a part of a course (e.g. unit), is the last day Students can withdraw their enrolment without incurring a debt for the course or part of the course.

Store the details of census dates in a diary, phone or similar. It is **important** students are aware of their **census dates**.

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<sup>5</sup> VET Student Loans, Manual for Providers, Version 3.1 – April 2019

<sup>6</sup> Section 11 of the VET Student Loans Act 2016

Census dates for approved qualifications will be published on Benchmark College website (VET Student Loans) <https://www.benchmark.edu.au/vet-student-loans>

## 6. Confirmation of Enrolment

When the enrolment is confirmed Benchmark College will send the student via email the VET Student Loan Statement of Covered Fees. The email will be sent before the first census day for the course.

The VET Student Loan Statement of Covered Fees will cover:

- the date of the notice;
- the enrolment is accepted on the basis that some or all of the tuition fees for the course will be covered by a VET student loan;
- the student's name, residential address, phone number and email address;
- the provider's name, any other business name that the provider uses and the provider's RTO registration code;
- the student's student identification number as issued by the provider;
- the student's Commonwealth Higher Education Student Support Number (CHESSN), if available
- the student's student identifier (USI);
- the name of the course.

Benchmark College does not ask the student to pay the amount of the covered fees.

## 7. Engagement

Students accessing VET Student Loans for their enrolled course are required by the Department of Education and Training to demonstrate their course progression at regular intervals by completing the VET Student Loans – Confirming enrolment and continued course engagement and participation form (Progression form):

- Benchmark College will login in to eCAF to trigger the progression point each year during February, June and October and send to students.
- Students will receive an invitation email with login details to the eCAF system requesting that students indicate their study intent and complete a short survey.
- Students may be requested to complete this form three times in a calendar year during the length of the course in February, June and October. Students have two weeks to submit the progression form to confirm their continuity as a genuine student.
- If students do not complete the form and survey, students may not be able to continue accessing VET Student Loans to pay for the remainder of their course tuition fees.

Students are required to maintain communication with Benchmark College and the Department of Education and Training for the duration of the course to verify their enrolment and continue using VET Student Loans to pay tuition fees.

It is important that for the duration of the course students notify Benchmark College the Department of Education and Training of any change of contact details, as it may impact on accessing VET Student Loans to pay for the remainder of their course tuition fees.

Benchmark College will monitor student course progress to ensure course and assessment requirements are being met. The Training Manager will use the following methods to check for engagement and progression:

- Attendance sheet for classroom only
- Training Plans
- Student Contact Reports
- Trainer/Assessor emails
- Student Management System monitoring reports
- Assessment submission dates

## 7. Student's Course Cancelled by another RTO

### Enrolment in the same / similar VET course

Benchmark College when appropriate, may perform the role of replacement provider. Benchmark College's Training Manager and Business Development Manager will enrol a displaced student in a similar, eligible VET course that leads to the same or a comparable VET qualification. This is done in consultation with the displaced student and if a comparable VET qualification is offered, displaced students to review whether the comparable course offered to them meets the requirements for replacement courses.

The displaced student is provided with clear information on the remaining studies and units of competency they will need to undertake to complete their chosen or comparable VET qualification and be able to attend the replacement course without unreasonable impacts on the student's prior commitments.

The Finance manager will inform displaced students of any additional tuition fees which will be reasonable required to be paid for (including any 'gap' fee amounts, in excess of the approved course cap for those requiring access to a VET Student Loan).

### Recognition of units of competency completed

For any units of competency, a student has successfully completed with their first provider, Benchmark College ensures the student receives:

- credit transfer towards the same or comparable VET qualification or
- as much credit as possible towards the same or comparable VET qualification, if the Secretary agrees that the first course was of such a specialised nature that full credit transfer cannot be arranged.

### Teach-out of replacement units

A student is entitled to be taught-out at no additional cost for any replacement unit (or part of a replacement unit), if the student has already incurred a debt for that unit.

i.e. Benchmark College provides training and assessment for replacement units (reported VET units of study commenced but not completed by the student, due to the closure of their first provider) at no charge to the student.

### Complaints and Appeals

Despite the best efforts of Benchmark College to provide quality services and outcomes to its students, complaints may occasionally arise that require formal resolution. Students should refer to the Complaints and Appeals Policy on Benchmark College's website or contact Benchmark College office on 02 4722 3099 to discuss their concerns and every attempt is made to resolve their complaint or appeal as soon as practicable.

### Student data and reporting requirements

Benchmark College will meet all VET student data and reporting requirements.