

VET STUDENT LOAN POLICIES AND PROCEDURES

Determining Student Suitability and Enrolment

Students wishing to pay via a government student loan must be eligible and are required to complete an online Commonwealth Assistance Request Form (known as the eCAF).

To be eligible to apply for a VET Student Loan the student must:

1. be an eligible student
2. be studying an **approved course**
3. be studying with an **approved course provider**
4. apply to the government using the approved form, which will be managed through your provider, and
5. confirm your engagement and progression to continue to access the loan throughout your course.

To be an eligible student, you must meet ALL of these criteria – further detailed below.

- You are:
 - an Australian citizen, or
 - a qualifying New Zealand citizen¹, or
 - a permanent humanitarian visa holder, who is usually resident in Australia.
- Your **FEE-HELP balance** (the amount of your **FEE-HELP limit** you have left) is more than \$0. This means you have enough **FEE-HELP limit** remaining for your proposed studies to be covered by the loan.
- You are enrolled with an **approved course provider** in an **approved course** and have enrolled in accordance with the application requirements.
- You are studying the **approved course** primarily at a campus in Australia.
- You have been assessed by your **approved course provider** as academically suited to undertake the **approved course** on the basis of either
 - providing your Australian Year 12 Certificate; OR
 - providing a copy of a certificate showing that you have been awarded a qualification at level 4 or above in the **Australian Qualifications Framework (where the language of instruction was English)**; OR
 - displaying competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test.In addition, your **approved course provider** must reasonably believe you show competence in completing the course.
- You meet the Tax File Number (**TFN**) requirements.
- You have a **Unique Student Identifier (USI)** or are otherwise exempt.

- You have given the required documents to your **approved course** provider and submitted the loan application form by the first **census day** no less than two business days after enrolling.

The LLN Qualified Intake Officer will determine if the student requires assistance or is not academically suitable.

LLN Evaluation

- All students will complete a digital language, literacy and numeracy test on enrolment. This is to help staff work out the level of support each student needs. Support with the training and assessment material will be offered to students outside of training hours at no extra cost. If the student needs additional help, they can talk to a staff member at any time.
- Once student completes the test if student identified as needing support, student access plan will be created automatically in student management system. The automatic email will be sent to Welfare Team. New Futures Training has a dedicated team of qualified student welfare officers who are available to students. New Futures Training Welfare Team ensure trainers are provided with the list of students identified as needing additional support within four weeks of the course commencement. Trainers will discuss with Welfare Team to develop strategy based on student's individual academic needs, the strategy will include whether student to be referred for HWS (homework support) or provide additional support in the class.
- New Futures Training encourage trainers and assessors to monitor their students' welfare and academic needs while monitoring their progress and where a risk to student welfare has been identified during the course, the trainer/assessor is to refer that student to the Welfare Team Coordinator for follow up.
- New Futures Training is using LLN ROBOT, which is a tool based on the VET FEE-HELP – Language, Literacy and Numeracy (VFH LLN) Assessment Tool created by Safe Work Resources, was designed and developed based on the requirements of the report 'Assessment of LLN testing instruments and processes for VSL providers.
- The assessment tool is designed to provide New Futures Training with a clear indication of whether or not a learner is at exit level 3 – beginning level 4 in order to access funding for diploma courses and above.
- The original ACSF LLN Assessment Tool was designed to provide a free online indicator of a learner's Reading, Writing, Listening, and Learning and Numeracy skills. The series of questions are aligned to ACSF Level 1 to four across those core skills and the automatic marking results provide a spikey profile of the learner's ability from 1-4 ACSF.

- Question formats range from drag & drop, re-order items, point & click, multiple choice and text/numerical entry.
- A Link to LLN Robot will be provided to the student before completing the PTR; however, may be issued after holding the PTR conversation with the student. Where this is the case, the student will be advised that the enrolment into the course is dependent upon successful completion of the LLN.
- All LLN tools break the outcomes into ACSF levels and provide an outcome for each level.
- Where the student has not reached the required levels, they will be referred to LLN Qualified Intake Officer and given a chance to review the test and potentially complete supplement questions. This will help identify students that had trouble with the testing system, not necessarily their language. Based on the outcome of the review the LLN Qualified Intake Officer may adjust the scores of the test accordingly and admit the student.
- Where the student has still not reached the required levels the LLN Qualified Intake Officer will help determine if the student should be moved to a different stream, undertake a lower level course (where available) or not admitted to the course at this time. In these cases, VSL will not be offered.

Information to be provided to VSL Applicants ONLY

If the prospective student has chosen the VSL loan as their preferred payment option, in addition to the above the CC will:

- provide an overview of the VSL loan scheme and encourage students to visit www.studyassist.gov.au for further information
- provide a hard-copy **VSL Information booklet 2019** and informs it must read prior to request for VSL
- discuss the **eligibility criteria and the student's obligations** in relation to repayment of the VSL loan, loan fee and Consumer Price Index (CPI)
- discuss the requirement to provide a valid **Tax File Number (TFN)**
- inform of the location of the published Schedule of Fees, Census Dates, Withdrawal Procedure, and other relevant procedures on the website
- inform that the student will receive a VET Student Loan Invoice Notice and Commonwealth Assistance Notice (CAN).

Process Application and confirmation of enrolment

VSL students

Ensure student has provided all documents required using the VSL Documentation checklist.

Notify student of their acceptance into the course.

Allocate a CHESSN by logging in to HEIMS Administration at

<https://admin.heims.deewr.gov.au/Admin/Controller.aspx>

When logged in, enter the information required and press submit. If a CHESSN has already been allocated, check that the student details in HEIMS match those on the Application Form.

NB: If you believe that the student with the same name in the HEIMS system is different to the one you are entering; you will need to email HEIMS Data Collections -

heims.datacollections@deewr.gov.au

- Record the CHESSN on the Application Form
- If the student has already used Fee-Help, you will need to print the screen showing the Fee-Help usage and balance and attach it with enrolment form

Issue the student with the **Commonwealth Assistance Notice (CAN)**. This should be completed within 28 days after the census day for the unit of study which has passed.

When a student is enrolled in a course, will be given a notice known as a '**VET Student Loans Fee Notice**' which includes a '**Statement of Covered Fees**'.

The VET Student Loan Fee Notice must be provided to the student at least **14 days before the first census day** in the fee period. More than one census day can be included in the fee notice – for example, a provider may wish to provide one fee notice for a term or semester's study.

Providers that are not public universities must not give the notice to the student more than 42 days before the beginning of the fee period.