

VET STUDENT LOANS – Student Enrolment Policy and Procedures

1. Purpose

In accordance with the VET Student Loans Act 2016, all students wishing to apply for a Commonwealth VET Student loan must be assessed for academic suitability to undertake a high level VET qualification. This is a student protection measure introduced by the Commonwealth Government from 1 January 2017.

This procedure applies to all students, eligible to receive VET STUDENT LOANS assistance, into approved courses offered by ACMUSE.

This academic assessment is in addition to any entry requirements that may be required for the specific course being undertaken.

This document sets out the policy and guidelines of the VET STUDENT LOANS Rules from 1 January 2017 that requires ACMUSE to make and apply a student entry procedure.

It should be used in conjunction with ACMF82 – Student Rights and Obligations checklist.

2. Scope

This policy and procedure applies to all administration staff of the College who are involved in enrolling students in qualifications covered by VET STUDENT LOANS.

3. Definitions

- **Australian Core Skills Framework (ASCF)** A tool that describes and measures language, literacy and numeracy skills in the numerous contexts in which individuals work, learn and communicate.
- **The Learning Group Resource Group (LLN ROBOT)** The name of the approved testing tool for assessing an individual's reading and numeracy skills level
- **Higher Education Support Act 2003** The legislation that covers the requirements for VET STUDENT LOANS and Commonwealth Support for students to access funding to complete their studies
- **VET STUDENT LOANS Act 2016** The name of the bill passed by the Commonwealth Parliament
- **The Department of Education and Training (Department)** The name of the Commonwealth department responsible for national policies and programmes that help Australians access quality and affordable vocational education and training.
- **The VET Guidelines 2015 (including any amendments)** The document that sets out the requirements for an entity to be approved and registered as a VET provider who offers VET Student Loans and their quality and accountability requirements.

4. Eligibility

To be eligible, a student must either:



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- be an Australian citizen, or
- hold an eligible permanent humanitarian visa and usually reside in Australia, or
- be a New Zealand citizen on Special Category Visa (SCV subclass 444) who meets the long term residency requirements.*

*** HOLDERS OF OTHER PERMANENT VISAS AND TEMPORARY VISAS ARE NOT ELIGIBLE FOR A VET STUDENT LOAN**

Students must also:

- have a tax file number or be applying for one
- have a Unique Student Identifier (USI)
- meet the academic suitability requirements of the VET Student Loans Student Entry procedure (that is, assessed as academically suitable to undertake a high level vocational qualification)
- have a Commonwealth Higher Education Support Number (CHESSN)
- not have exceeded your lifetime Commonwealth student loan limit.

WHAT IS A UNIQUE STUDENT IDENTIFIER (USI)?

The Commonwealth requires all students studying in a nationally recognised training course to have a USI. If you already have one, please ensure you use this same USI whenever you enrol for any training. If you don't have a USI, go to <https://www.usi.gov.au/> (opens new window) to register before you apply to enrol, or you can apply as part of your enrolment.

WHAT IS A COMMONWEALTH HIGHER EDUCATION STUDENT SUPPORT NUMBER (CHESSN)?

A CHESSN is allocated to all students when they first access a Commonwealth loan. Any Commonwealth student loan you take is recorded against your CHESSN. If you already have a CHESSN, please supply that number.

NEW ZEALAND CITIZENS

The residency requirements for New Zealand citizens on a Special Category Visa are:

1. You first began living in Australia at least 10 years before applying for a loan, and at that time, were a child under 18 years of age and did not have a spouse or de-facto partner.
2. You have been in Australia for at least eight of the 10 years immediately prior to applying and at least 18 months of the last two years.

You will need to provide evidence of your eligibility to ACMUSE before requesting a VET Student Loan.

4.1 Student suitability

4.1.1 The College must specify the criteria ensuring that a student is academically suited to the course and that they satisfy any specific entry requirements.

4.1.2 Applying students wishing to access a VET STUDENT LOANS loan to complete their study must also satisfy one of the following requirements:

- provide a copy of your senior secondary certificate of education*, that has been awarded by an Australian authority or agency when you apply to enrol. ACMUSE is required to store a copy of this for five years after you enrol; OR
- undertake a literacy and numeracy assessment using an approved assessment tool and display competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF). ACMUSE will advise you how you may undertake this assessment. ACMUSE must be confident that you complete this test independently and have the required skills. If you undertake a literacy and numeracy assessment, ACMUSE will inform you of your results as soon as practicable after the assessment. A copy of your results will be stored for five years after you enrol and may be provided to the Commonwealth if requested; and
- The College reasonably believes that the student displays that competence. OR
- ACMUSE obtains a copy of a certificate that a qualification at Level IV or above in the AQF has been awarded to the students and the course for the qualification was delivered in English.

4.1.3 The approved testing tool (The Learning Resource Group LLN Robot) will be used to assess student's levels for both reading and numeracy. The test may take up to 60 minutes for both reading and numeracy and is an adaptive test that is completed online.

4.1.4 Students who have less than an Exit Level 3 in the LLN Robot reading and numeracy tests will be counselled as to their options and the College will provide them with support and assistance in achieving an Exit level 3 result if deemed practical and feasible by the College.

4.1.5 The results of the testing will be reported to the student as soon as practicable after the assessment, and to the Secretary of the department if requested.

4.1.6 Students that successfully complete the LLN testing will be forwarded to Administration to have their enrolment processed and finalised.

4.1.7 Students that do not reach the minimum level Exit Level 3 will be contacted by Administration to discuss in a respectful and caring manner the unsuccessful result. If it is determined that external factors contributed to the unsuccessful result at the time of the assessment, the student will be invited to re-sit the test, when progressed is felt and improvement has been made in the reading and numeracy gaps.

4.1.8 The entry procedure will be published on the College's website.

4.2 Protection for students under 18 years

4.2.1 The College must not accept a completed Request for VET STUDENT LOANS loan form from a student under the age of 18 unless and parent or guardian has co-signed the form

4.2.2 Students under 18 years of age who are found to be independent and receiving youth allowance at the independent rate will need to provide suitable evidence from Centrelink reflecting their status. This evidence must be retained in the student's file for compliance purposes.

4.3 Marketing and Publishing

4.3.1 All marketing, advertising and promotional of VET courses of study clearly and prominently mention the College's registered business name and address and main training name.

4.3.2 Maximum course tuition fees must be published on the MySkills website.

5. Policy Procedure/s

5.1 Administration Application and Enrolment Procedure:

5.1.1 Administration staff who process student enrolments must follow the application and enrolment procedure as outlined below:

1. Student contacts the College administration to arrange interview OR fills out the online Application Form and arranges a one-on-one tour.
2. Student attends interview with the CEO.
3. Students will receive their enrolment pack at their interview or it will be mailed out if completing their interview by phone - including enrolment form, VET STUDENT LOANS information, and the student handbook.
4. After reading the student handbook and enrolment forms, students who wish to enrol must submit the enrolment form and required evidence.
5. Admin checks the completed enrolment form and supplied evidence of suitability for the course. Records evidence and files under student electronic file and adds to physical file as applicable. Students who don't have Year 12 Certificate must complete online Reading and Numeracy tests and we must inform them of their results as soon as possible. Confirmation of Enrolment should state whether they are eligible to access VET Student Loans or outline other options –foundation study or payment plan. The enrolment process is now considered completed.
6. Record the time and date sent. Send the VET Student Loans application form or payment plan forms, whichever is applicable or give to student at interview or orientation (keeping in mind that there must be two business days between being given the VSL information and their acceptance of it).
7. To apply for a VET Student Loan, the student must first enrol in an approved course, then complete the electronic Commonwealth Assistance Form (eCAF) sent from the Department by email. This form is to be completed by the census day. If necessary, Administration will follow up on the student returning this form prior to the student reaching their first census date.

6. Census Dates

6.1 The census date is the last day that you can withdraw from a module* without incurring financial liability or academic penalty. The census dates are set by ACMUSE at 20 per cent of the way through the period in which module(s)* are undertaken in line with fee-period requirements.

6.1.1 Schedule of VET STUDENT LOANS Tuition Fees and Census dates are as published online at www.makeupcollege.com.au.

5. Record keeping

5.1 Administration staff who process student enrolments must record all evidence supplied to support the student's application for entry into their qualification in the student's physical and/or electronic file. These application and enrolment records must be kept for a period of 5 years and access to them must supported for this time frame.

5.1.1 When students submit the results of their online Reading and Numeracy assessments they must sign a declaration that the attached results are their own work and they didn't receive any assistance in completing the tests.

5.1.2 Students who apply for a qualification and who do not meet the entry requirements must be given a range of study options and records of these options and the student's decision must be kept with the student's physical and/or electronic file.

These options may include but are not limited to:

- Accessing further specialised assistance elsewhere to bring them up to the required entry level;
- Still enrolling in the course but not accessing VET STUDENT LOANS and paying the required course costs either upfront or accessing a payment plan;
- Enrolling in a lower level qualification to gain the necessary skills and knowledge; or
- Undertaking a bridging course provided by the College (depending on the individual student's requirements there could be costs associated with this).

5.1 Protection for under 18s

5.1.1 College staff processing all student applications must check the date of birth and not accept any enrolment form from a student who is under 18 years of age unless it has been authorised by a parent or guardian.

5.1.2 If the student is receiving the youth allowance and deemed independent by Centrelink, they must supply suitable evidence which must be retained and filed in the student hard file and noted in Job Ready.

5.2 Issuing of invoices

5.2.1 Students must have completed the enrolment process before being sent their first invoice.



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ACMUSE will issue the student in an approved course called VET student loan fee notice. The notice will include on ACMUSE letterhead, the student's name, address, phone number and email, unit of study details, amount owing.

5.2.2 The exception to this is if they have enrolled into a course several months in advance of the start of the course. In this case, they are sent an invoice closer to the start date and the time and date the invoice is sent is noted in Job Ready.

5.7 Fee Periods

5.7.1 The College publishes the VET Student Loans Schedule to their website prior to student enrolments being accepted into any future dated courses. These documents clearly identify a minimum of four equal fee periods of four proportionate fees across the duration of the qualification for every qualification eligible for Commonwealth assistance.

5.7.2 Every fee period has a minimum of one unit of study and at least one census date that is calculated using the Census Date calculator.

6. Refund/Withdrawal Policy: Advice of withdrawals must be in writing to ACMUSE;

- Students who withdraw from a module* or course on or before the end of the census date will be withdrawn without penalty and will not incur a VET STUDENT LOANS debt, any fees paid for the module* will be refunded.
- Students who withdraw from a module* or course after the end of the census date will incur a VET STUDENT LOANS debt and/or be invoiced and payable for the full module* tuition fee.

How to apply for special circumstances to have your STUDENT LOANS balance re-credited: If after the end of the census date you become seriously ill or have other special circumstances you may apply to ACMUSE to have your STUDENT LOANS balance re-credited. If your STUDENT LOANS balance is re-credited any VET STUDENT LOANS debt you have incurred for that module* or course will be removed and any upfront fees paid will be refunded.

You must submit your application in writing with supporting documentation for example doctor or practitioner certificate within 12 months of your withdrawal. ACMUSE will review applications promptly and will notify the student of the decision in writing within one month of receiving the application. ACMUSE will advise the student of their rights for a review of the decision if the student is unsatisfied with the outcome. The student will be advised that the time limit for applying for a review is 28 days from the day the applicant first received notice of the decision.

7. Transfers

7.1 A transfer is defined as either a change from one course to another within the same term or changing times within the same module*. No fee applies to transfers.

8. Special Circumstances

8.1 Students are eligible to apply for an extension to be granted an additional one (1) term of study upon written application if you become seriously ill, are a victim of a crime, suffer hardship or trauma. Supporting documentation must accompany the written application.

9. Recognition of Prior Learning (RPL): Students who are currently enrolled in, or intend to study a VET course of study can apply for RPL for one or more units of study. As ACMUSE is a Registered Training Organisation it recognises the Australian Quality Framework qualifications and statements of attainment issued by other Registered Training Organisations. Applications for RPL are to be submitted on Recognition of Prior Learning Form available from administration@makeupcollege.com.au.

10. Re-enrolling students are required to re-enrol prior to the start of each term. Students studying yearlong modules* must re-enrol in the same time slot each term.

11. Course requirements

11.1 The College reserves the right to adjust fees whilst acting in accordance with the requirements for Publication of VET Tuition fees (1 October annually for a VET Unit of study with a census date in the first period (6 months) of the next year and 1 April annually for a VET unit of study with a census date in the second period of the same year), under the *Higher Education Support Act 2003 (HESA)*. The College reserves the right to vary course requirements or class schedules at any time as deemed necessary.

11.1.2. VET courses are not applicable for a discount as per the provisions of the Higher Education Support ACT 2003 (HESA).

11.1.3 Deferments: Students wishing to defer their studies need to apply in writing to College Administration. The term deferment applies to ongoing modules** within a VET program (e.g. if a student has completed one or two terms in an ongoing subject and cannot complete the year). Deferment will be granted for a period of up to one year. (There is no monetary action on deferments – it refers to deferment of course work only.)

11.1.4 By enrolling in a course at the College, students agree to be bound by the Enrolment Terms and Conditions and College Policies downloaded from www.makeupcollege.com.au.

12 Marketing and MySkills publishing

12.1 Any changes to fees to any qualifications on the College's scope or any further additions to the delivery scope must be communicated to the MySkills website and this should be checked annually for accuracy. The fees stated must indicate the maximum tuition fees so that students have a clear idea of any financial commitment in completing their study.

**In NSW, you may obtain a copy of your Higher School Certificate from 1967 onwards for a cost of \$42.50. Delivery is within 7-10 days, with an option for priority delivery at a higher fee. Go to the Board of Studies website for more information. <http://www.boardofstudies.nsw.edu.au/hsc-results/replacement-exam-results.html>*

***the term module refers to a VET unit of study.*