

Enrolment Procedure

1 Purpose

To ensure all enrolments are processed in a timely and accurate manner by enrolment staff in accordance with the guidelines set down by the Institute, and according to requirements of the TAFE VET Funding Contract, the VET Student Loans Bill 2016 and the Standards for Registered Training Organisations (RTOs).

2 Scope

This procedure applies to the enrolment of domestic students by authorised enrolment staff across the Institute.

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4 Definitions

ACRONYM / Term	Definition
Authorised enrolment staff/enrolment officer	Enrolment Advisors at the Mildura, Swan Hill and Robinvale Campuses
eCAF	Government electronic Commonwealth Assistance Form (online system for students to request a VET Student Loan)
ESL	Early School Leaver A young person aged 16 years who is exiting from the school system. For the purpose of this procedure, this does not include: <ul style="list-style-type: none"> • VET in Schools students • Registered trainees or apprentices
Green ID	Online customer identity verification service, providing data-matching to government and document verification.
Pending Enrolment	An enrolment becomes a pending enrolment when the enrolment process cannot be finalised.

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Authorised by: Leadership Team

Original Issue: 9/04/2013

Maintained by: David Harris

Last Review Date: 20/02/2019

Next Review Date: 20/02/2020

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Skills First Program	An entitlement to a government subsidised place in recognised training that can be accessed in accordance with criteria set out in the Education and Training Reform Act and the VET Funding Contract.
SMS	Student Management System
The Department	Department of Education and Training (VIC)
Training Services	Training and assessment associated with currently endorsed courses and qualifications or parts thereof that are on the Institute's Scope of Registration.
USI	Unique Student Identifier
VET	Vocational Education and Training
VET Student Loans (VSL)	The VET Student Loans Bill 2016 was passed in December 2016. From 1 January 2017, VET Student Loans was implemented and VET FEE-HELP ceased for all new students. Continuing students were able to continue accessing VET FEE-HELP until 31 December 2017.
VETDSS Program	Vocational Education and Training Delivered for Secondary Students Program

5 Actions

5.1 Enrolment Application: Prospective students indicating they would like to commence training offered at SuniTAFE are required to undertake the enrolment application process.

5.1.1 The Customer Service Centre is responsible for assisting prospective students and ensuring correct documentation, as prescribed in *Appendix 1* and *Appendix 2*, is completed and supporting evidence is provided during the enrolment application process. The prospective student will be provided information about the training product appropriate to meeting the prospective student's needs, taking into account the individual's existing skills and competencies before enrolment and prior to course commencement.

5.1.1.1 Early School Leavers (students aged 16 years at time of enrolment) wanting to apply for training will meet with the Retention Officer, Skills and Jobs Centre and must satisfy additional requirements as detailed in *Appendix 2* prior to being referred to the Customer Service Centre to undertake the enrolment application process.

(a) Students must meet the minimum age requirement and be at least 16 years at time of enrolment to be eligible to enrol at SuniTAFE.

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- 5.1.1.2 Automotive Supply Chain Workers, Retrenched Workers and Jobs Employment Network (JVEN) Clients must meet with the Skills and Jobs Centre to discuss referral to training before being referred to the Customer Service Centre to undertake the enrolment application process.
- 5.1.1.3 International prospective students must apply for training at SuniTAFE through the International Department as per the *International Student Enrolment and Re-Enrolment Procedure*.
- 5.1.1.4 Prospective students that wish to apply for training offered by the Foundation Studies Business Unit, Mildura Campus will be supported through the enrolment application process by the Foundation Engagement Officer.
- 5.1.1.5 VETDSS applications for enrolment will be coordinated by the Skills and Jobs Centre Coordinator (Mildura Campus) or Senior Administration Officer, Administration Swan Hill (Swan Hill Campus) and will follow the enrolment application process as negotiated within the Standard VET Purchasing Contracts and Standard VET Auspice Contracts.
- 5.1.2 Where appropriate, prospective students will be scheduled to attend a pre-enrolment session with the Customer Service Centre to complete the enrolment application documents and provide supporting evidence, if required.
- 5.1.2.1 Customer Service staff may be available to conduct pre-enrolment sessions at a business' location for industry enrolments involving large numbers of enrolment applications by negotiation with the Manager, Administration.
- 5.1.2.2 Where the prospective student is an apprentice/trainee the teacher will make arrangements to visit the workplace to assist the prospective student with the enrolment application process.
- 5.1.3 The following documents are completed by the prospective student prior to enrolment and course commencement:
- 5.1.3.1 Enrolment Application form - Prospective students must complete the *Enrolment Application form* to ensure the data collected satisfies the Victorian VET Student Statistical Guidelines.
- a) Prospective students that do not provide a Unique Student Identifier (USI) on the enrolment application form will be directed to www.usi.gov.au to create a USI or will be required to complete a *Unique Student Identifier (USI) Consent form* and an authorised Customer Service staff member will generate a USI on their behalf as per the *Unique Student Identifier Procedure*.

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- b) Prospective students must provide their usual residential street address at which they have lived or intend to live for a total of six months or more; this refers to the physical address where the student usually resides rather than any temporary address at which they reside for training, work or other purposes before returning to their home.
- c) All prospective students aged up to 24 years must respond to the Victorian Student Number (VSN) question on the enrolment application form; any students enrolling for the first time since the VSN was introduced will be given a new VSN.
- d) The signature of the prospective student confirms that the details they are providing are accurate and that they understand the Privacy Notice and Student Declaration and the purpose for which their information may be used. Where the student is under the age of 18, a signature of a parent/guardian must be provided. Where a student is not living with a parent/guardian but is living in an informal care arrangement with a carer who is not a relative, but who has day-to-day care of the student, and with whom the student is regularly residing, the Institute requires completion of a *Statutory Declaration for Informal Relative Carers – Victoria* to accompany the *Enrolment Application form*.

5.1.3.2 Pre-Training Review - All prospective students completing the enrolment application process for accredited training are required to complete the Pre-Training Review as per the *Pre-Training Review Procedure*.

- (a) Prospective students indicating they would like to apply for Recognition of Prior Learning will be referred to the Skills Recognition Centre and a meeting will be scheduled with the course teacher to determine suitability before progressing their enrolment application.
- (b) Prospective students indicating they would like to apply for Credit Transfers will be asked to provide supporting evidence and will be referred to the course teacher to determine equivalence for the units of competency held before progressing the enrolment application.

5.1.3.3 Eligibility Assessment and Declaration form - Where government subsidised training is available, the Customer Service Centre will confirm if the prospective student is eligible for the Entitlement of Funded Training through the prospective student's completion of the *Eligibility Assessment and Declaration form* and supporting evidence provided. Prospective students that satisfy the citizenship requirements but are ineligible for a funded place may be eligible for an exemption. Refer *Eligibility Exemption Allocation Procedure*.

- (a) Eligible individuals taking a funded place will be informed:
 - i. how their enrolment will impact their access to further government subsidised training;

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- ii. that they may receive an NCVET survey;
 - iii. that they may receive an invitation to participate in a Department endorsed project or to participate in the Department's annual student outcome survey;
 - iv. that they may be contacted by the Department for audit, review or investigation purposes.
- (b) Where a prospective student is deemed eligible for the Entitlement of Funded Training under the Skills First Contract, concession/tuition fee waivers/exemptions may also be granted and eligibility will be confirmed by the Customer Service Centre during the pre-enrolment process. Original documents demonstrating an individual's eligibility must be sighted and a copy retained with the enrolment file; refer to *Appendix 2* for all concession/tuition fee waivers/exemptions.
- 5.1.4 Prospective students of courses eligible for VET Student Loans will be provided with an information pack including the VET Student Loans Information Booklet, census date information and contact details for assistance prior to enrolment. Refer to the *VET Student Loans Student Entry Procedure* for information on VET Student Loans.
- 5.1.5 At the pre-enrolment session information will be provided to potential students on support services available. Refer to the *Student Support Services Information and Referral Procedure*.
- 5.1.6 Where it is not possible for the prospective student to attend the pre-enrolment session in person, they may be forwarded enrolment application documents for completion without assistance.
- 5.1.6.1 Green ID may be used by the potential student and their registration number provided to Enrolling Officers for verification of a student's proof of citizenship and identity; students will be required to use their Green Medicare Card and Australian Drivers Licence (including learners permit), or full Australian Birth Certificate or Australian Passport to generate their verification. The Verification Results for the student will be downloaded by Enrolling Officers and saved with enrolment documentation.
 - 5.1.6.2 ACER assessment log in details may be forwarded to students for completion off-site where approved by the Business Manager.

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- 5.2 Determining Suitability:** The determination of suitability of the prospective student's enrolment application into the proposed course will be completed within 2 to 4 weeks from the receipt of the enrolment application and supporting evidence.
- 5.2.1 Where students are required to meet with the course teacher to determine suitability of enrolment into the course and the units of study for enrolment, the Customer Service team will make arrangements for an interview with the student and teacher.
- 5.2.1.1 Teaching staff will provide the Customer Service team with the outcome and tick sheet as soon as possible following the interview.
- 5.2.1.2 Where applicable, the *Advanced Standing (Direct Credit Transfer) Application Form* will be completed at this interview by the teacher and prospective student.
- 5.2.2 Where students are not required to meet with the course teacher to determine suitability Enrolling Officers may assess for suitability.
- 5.2.2.1 Where students do not meet the requirements of the Training and Assessment Strategy, the Customer Service Centre staff will refer the application to the course teacher for determination of suitability.
- 5.2.2.2 Teaching staff are required to make a determination and notify the Customer Service Centre within 2 business days.
- 5.2.3 Prospective students deemed not suitable for enrolment into their proposed course of study by the course teacher will be advised by the Customer Service Centre and:
- 5.2.3.1 referred to the Skills and Jobs Centre to discuss alternative options of study; and/or
- 5.2.3.2 given the option to re-apply for the course at the next intake.
- 5.3 Letter of Offer:** Once deemed suitable for enrolment, prospective students will be issued a Letter of Offer detailing instructions to finalise enrolment.
- 5.3.1 A Statement of Fees will be included with the Letter of Offer, where possible.
- 5.3.2 Prospective students will be required to respond to the Letter of Offer within a pre-determined timeframe prior to course commencement, generally within 4 weeks from the issuing date.

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- 5.3.3 Where all requirements of the enrolment application have not yet been provided, students may be issued a Conditional Letter of Offer and given the opportunity to provide these prior to enrolment.
- 5.3.4 The Customer Service Centre will carry out intervention strategies as detailed in *Appendix 3 - Minimum Service Standards* each week where the student has not responded to the Letter of Offer until the lapse date. The Customer Service Centre will take all reasonable steps to make contact with the student following the date of lapse to confirm the prospective student does not want to proceed with their enrolment.
- 5.3.5 Where prospective students decline their Letter of Offer, the enrolment will not proceed and the enrolment application documents will be destroyed.
- 5.3.6 Apprentices/Trainees will not be issued Letters of Offer.
- 5.3.7 Where a prospective student accepts their Letter of Offer, an enrolment sessions will be scheduled with the Customer Service Centre to finalise the enrolment.
- 5.4 Enrolment:** Prospective students will be enrolled by authorised Enrolling Officers in the Institute's Student Management System in their chosen course before commencing training.
- 5.4.1 Enrolling Officers will confirm compliance of all documents before processing the enrolment application.
- 5.4.1.1 Enrolling Officers will confirm that the prospective student receives a Statement of Fees generated from the Student Management System prior to the course commencement.
- 5.4.1.2 The Statement of Fees will provide eligible individuals with a quote for the total cost to them, for their course of study/enrolment, taking into account their current circumstances (including any eligibility for concession).
- 5.4.1.3 The Statement of Fees contains the Withdrawal Matrix from the *Refund of Course Fees Policy* that covers scenarios relating to withdrawal by the prospective student.
- 5.4.1.4 Fees for enrolments will be charged in accordance with the *Fees, Charges and Payments Procedure* and the current Fee Schedule.
- 5.4.1.5 Liability Categories and Concession Codes will be applied to the enrolment application within the Student Management System in accordance with the Victorian VET Statistical Guidelines and TAFE VET Funding Contract.

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- 5.4.1.6 Eligible individuals taking a funded place in courses at the Certificate IV and below level presenting evidence of the concession prior to enrolment and the commencement of training, as detailed in the *Eligibility Assessment Procedure*, will have the concession fee rate applied to their enrolment. Refer to *Appendix 2 Concessions, Waivers and Special Category Enrolments Matrix*.
- 5.4.1.7 Eligible individuals taking a funded place that self-identify on the enrolment application form as being indigenous will have the concession fee rate applied to enrolment applications at any course level.
- 5.4.1.8 Eligible individuals taking a funded place at any course level that present evidence as detailed in *Appendix 2 Concessions, Waivers and Special Category Enrolments Matrix* under the following arrangements will have tuition fee waivers/exemptions applied and will not be charged a tuition fee:
- (a) Judy Lazarus Transition Centre
 - (b) Young People on Community Based Orders
 - (c) Skills First Youth Access Initiative
 - (d) Free TAFE Priority Courses
- 5.4.1.9 An Application to Vary Fees must be provided with enrolment application documents by the course teacher prior to the processing of the enrolment. Refer to *Variation of Student Fees Procedure*.
- 5.4.2 Arrangements for the payment of the course fees must finalised prior to the prospective student's enrolment being confirmed within the Student Management System. Students will be provided with the following options for payment:
- 5.4.2.1 Full payment of the course on the day
 - 5.4.2.2 Centrepay Payment by Instalment Plan
 - 5.4.2.3 Debit Success Payment by Instalment Plan
 - 5.4.2.4 VET Student Loan (tuition only)
 - (a) Students applying for a VET Student Loan must complete the *VET Student Loans Eligibility Assessment form* and provide suitable evidence of Australian citizenship and residency.
 - (b) No less than two business days (cooling off period) after enrolling, and at least 14 days prior to the census date, the student must complete and submit the Request for a VET Student Loan eCAF. Where a student does not complete the eCAF by the required date for the course/unit, they will need to wait until the next available census date to finalise their enrolment.

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- (c) Students that take up a VET Student Loan must complete the student progression survey within designated times. Refer to the *Fees and Charges Procedure* where this does not occur.
- 5.4.2.5 Where a third party, sponsor or employer indicates they will make payment for a student's enrolment and Authority to Invoice will be required.
- 5.4.3 Where a student or parent indicates they object to being surveyed or requests address information be withheld, the prescribed field value as detailed in the Victorian VET Student Statistical Guidelines must be applied to the enrolment application within the Student Management System.
- 5.4.4 Where the enrolment application process cannot be finalised due to the failure of obtaining all required documentation, all documents will be retained at the Customer Service Centre and the Business Unit will be notified of the details:
 - 5.4.4.1 Where the dependency is on the department to action the enrolment application and no response has been received within 2 business days, the pending enrolment will be escalated to the appropriate Business Manager for resolution.
 - 5.4.4.2 Where the dependency is on the student to action the enrolment application, the pending enrolment will be followed up by the Customer Service Centre following the intervention strategy timelines at *Appendix 3 – Minimum Service Standards*.
 - 5.4.4.3 Where the enrolment has been pending for 30 days or over and the student is not responding, it will be considered that the enrolment is not proceeding and the enrolment documentation will be destroyed by the Customer Service Centre.
- 5.4.5 When an enrolment application is finalised within the Student Management System:
 - 5.4.5.1 Students will be provided their Training Plan for signature prior to training commencement but no later than four weeks after training commencement.
 - (a) Refer to the *Apprenticeship and Traineeship Procedure* for the process related to Training Plans for apprentices and trainees.
 - 5.4.5.2 Students will provided with a copy of:
 - (a) a confirmation of enrolment
 - (b) a signed Training Plan
 - (c) a tax invoice and payment receipts, where applicable
 - (d) class timetable, if available

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5.4.6 A final audit for compliance will be carried out on enrolment documentation prior to scanning and uploaded into the Student Management System.

5.5 Re-enrolment: For subsequent enrolment into further units of competency within the same course by the student, the following will apply:

5.5.1 The *Re-enrolment Application form* will be completed by the student where they are enrolling into the same course in a consecutive year.

5.5.1.1 The student will meet with the course teacher to determine the units of competency to add to the study plan and a tick sheet will be provided to the Customer Service Centre to enable the processing of the enrolment.

5.5.1.2 Students that were deemed eligible for a general concession in a course will be re-tested for eligibility at re-enrolment each calendar year. Students enrolled under the NSW Smart and Skilled Contract are exempt from being tested at re-enrolment as the concession will apply for the duration of the enrolment.

5.5.2 The *Enrolment Variation form* will be completed where a student is enrolling in further units of competencies to the same course within the calendar year.

5.5.2.1 The *Enrolment Variation form* is completed in consultation with the course teacher and a tick sheet will be provided to the Customer Service Centre to enable the processing of the enrolment.

5.5.2.2 Students that were deemed eligible for a general concession in a course will be deemed eligible for all units enrolled under the course for the remainder of the calendar year.

5.5.3 The student must be provided with a Statement of Fees that details the fees relevant to the specific enrolment prior to the commencement of training in the additional units.

5.5.4 The student must finalise payment at time of enrolment.

5.5.5 An updated Training Plan must be signed within four weeks of the commencement of training.

5.5.5.1 Students will provided with a copy of:

- (a) a confirmation of enrolment
- (b) a signed Training Plan
- (c) a tax invoice and payment receipts, where applicable

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- 5.5.6 A final audit for compliance will be carried out on enrolment documentation prior to scanning and uploaded into the Student Management System.

6 Associated Documents

- Access and Equity Policy
- Apprenticeships and Traineeships Procedure
- Enrolment Policy
- Eligibility Assessment Procedure
- Eligibility Exemption Procedure
- Fees, Charges and Payments Procedure
- Information Privacy Policy
- Payment by Instalment Plan Procedure
- Pre-Training Review Procedure
- Records Management Procedure
- Refund of Course Fees Policy and Procedure
- Student Support Services Information and Referral Procedure
- Unique Student Identifier Procedure
- VET Student Loans Student Entry Procedure

7 References

- Education and Training Reform Act 2006
- Victorian Privacy and Data Protection Act 2014
- Commonwealth Privacy Act 1988
- Standards for Registered Training Organisations (RTOs) 2015
- Statutory Declaration for Informal Relative Carers – Victoria Information Booklet
- VET Funding Contract – Skills First Program
- Guidelines about Apprenticeship/Traineeship Training Delivery – Skills First Program
- Guidelines about Determining Student Eligibility and Supporting Evidence – Skills First Program
- Guidelines about Fees – Skills First Program
- NSW Smart and Skilled Contract
- Victorian VET Student Statistical Collection Guidelines
- VRQA Guide for non-school senior secondary education providers – Minimum standards for registration to provide an accredited senior secondary qualification

8 Forms / Record Keeping

All records generated by this procedure should be listed and must state title, location, responsible officer and minimum retention period.

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Title	Location	Responsible Officer	Minimum Retention Period
Authority to Invoice	Customer Service Centre	Manager Administration	7 years
Centrepay Deductions Form	Customer Service Centre	Manager Administration	7 years
Concession Confirmation Form	Customer Service Centre	Manager Administration	7 years
Early School Leaver Intake and Enrolment Authorisation Form page 7 and Transition from School/DET Exemption Letter	Customer Service Centre	Manager Administration	7 years
Enrolment Application Form	Customer Service Centre	Manager Administration	7 years
Re-Enrolment Application Form	Customer Service Centre	Manager Administration	7 years
Enrolment Variation Form	Customer Service Centre	Manager Administration	7 years
Job Seeker Referral Form	Customer Service Centre	Manager Administration	7 years
Skills First Youth Access Initiative Referral Form	Customer Service Centre	Manager Administration	7 years
Skills and Jobs Centre Referral Form	Customer Service Centre	Manager Administration	7 years
Payment by Instalment Form	Customer Service Centre	Manager Administration	7 years
Pre-Training Review (and ACER CSPA results)	Customer Service Centre	Manager Administration	7 years
Student Eligibility Assessment and Declaration Form (including supporting evidence)	Customer Service Centre	Manager Administration	7 years
Training Plan	Customer Service Centre	Manager Administration	3 years
VET Student Loan Eligibility Assessment Form	Customer Service Centre	Manager Administration	7 years
Request for a VET Student Loan – Parental Consent, student under 18 years Form	Customer Service Centre	Manager Administration	7 years
Statutory Declaration for Informal Relative Carers – Victoria	Customer Service Centre	Manager Administration	7 years
Unique Student Identifier (USI) Consent Form	Customer Service Centre	Manager Administration	7 years

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9 Appendix 1: Enrolment document matrix

Documentation/process	Australian Qualifications Framework Level					
	Foundation	Cert. I-III	Cert. IV	Diploma & Advanced Diploma	Funded Short Courses (SC)	Internal Courses (IN) & Self-Funded Short Courses (SC)
Eligibility Assessment and Declaration Form	•	•	•	•	•	
Eligibility evidence e.g. Medicare & proof of age (only for under 20s)	•	•	•	•	•	
USI	•	•	•	•	•	(N/A for IN courses)
Pre-Training Review Documentation	Refer to Pre-Training Review Procedure- Appendix A					
ACER LLN Assessment	Refer to Pre-Training Review Procedure- Appendix A					
Enrolment Application Form; or Re-enrolment Form (if same course consecutive year).	•	•	•	•	•	•
Concession Evidence (as relevant)	•	•	•		•	
Fee waiver or other special category enrolment evidence – refer Appendix 2.	•	•	•	•	•	
Statement of Fees	•	•	•	•	•	
Training Plan	•	•	•	•	•	N/A for IN Courses
Confirmation of Enrolment	•	•	•	•	•	•
Invoice and receipt (Authority to Invoice as relevant)	•	•	•	•	•	•
VSL Interview (as applicable)				•	VSL only	
VET Student Loan Eligibility Form				•	VSL only	
Online eCAF				•	VSL only	
Enrolment Variation Form and Application to vary fees (adding/cancelling units)	•	•	•	•	•	•

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Appendix 2 – Concession, Waivers and Special Category Enrolments Matrix

10 Appendix 2 – Concessions, Waivers and Special Category Enrolments Matrix

Category	Concession Code	Description	Requirements
TUTION FEE WAIVERS			
Judy Lazarus Transition Centre	Concession Code: HX – Health Care Card PX – Pensioner Concession Card VX – Veterans Gold Card ZX – No Concession Card OX – Indigenous student without concession card	These students are exempt from tuition fees .	<ul style="list-style-type: none"> • Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration form must be completed • Written confirmation from the management of Judy Lazarus Transition Centre that the individual is a prisoner within the meaning of the <i>Corrections Act 1986</i> • Original documents must be sighted and a copy retained with the enrolment documents
Young people on Community based orders	Concession Code: HX – Health Care Card PX – Pensioner Concession Card VX – Veterans Gold Card ZX – No Concession Card OX – Indigenous student without concession card	These students are exempt from tuition fees .	<ul style="list-style-type: none"> • Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration Form must be completed • Written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Regulation that the individual is required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005. • Original documents must be sighted and a copy retained with the enrolment documents
Skills First Youth Access Initiative (Program X)	Concession Code: HE – Health Care Card PE – Pensioner Concession Card VE – Veterans Gold Card ZE – No Concession Card OE – Indigenous student without concession card	These students are exempt from tuition fees .	<ul style="list-style-type: none"> • Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration Form must be completed • Validly endorsed referral form from either the Department of Health and Human Services, Department of Education and Training, the Department of Justice and Regulation, or a referring agency (a referring agency is an organisation that is contracted by the Department of Health and Human Services or the Department of Justice and Regulation to deliver child protection or youth justice support services). • Original documents must be sighted and a copy retained with the enrolment documents, and return a copy to the relevant referring agency. • Every reasonable effort is made to place an individual referred under this program by offering training in the recommended course for the individual in the current student intake, or if not possible, the next student intake (subject to the student meeting the course entry requirements).
Free TAFE for Priority Courses	Concession Code: HT – Health Care Card PT – Pensioner Concession Card VT – Veteran Gold Card ZT – No Concession Card OT – Indigenous student without Concession Card	These students are exempt from tuition fees for commencements on or after 1 January 2019 in courses on the Free TAFE for Priority Courses list.	<ul style="list-style-type: none"> • Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration Form must be completed • Original documents must be sighted and a copy retained with the enrolment documents
CONCESSIONS			
General Concessions	Concession Code: H – Health Care Card P – Pensioner Concession Card V – Veteran Gold Card	For enrolments in courses at Certificate IV and below a concession fee (20% of published rate charged). The concessions for Health Care Cards and Pensioner Concession Cards also apply to a dependant spouse or child of the cardholder.	<ul style="list-style-type: none"> • Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration form must be completed • Evidence of the concession must be provided prior to the commencement of training. • The Concession Card must be current and valid • Where the concession card is physically presented a coloured copy must be retained as evidence or a copy of the Centrelink e-services confirmation plus completed Concession Confirmation Form. • For cards presented via a Digital Wallet through a Centrelink Express Plus mobile app, a written declaration is required and must include: name of authorised delegate who sighted the digital concession card, date the digital concession card was sighted, document number of the concession card and name of concession holder.
Indigenous Completions Initiative	Concession Code: ATSI	Concession fee (20% of published rate charged) for a course at any level	<ul style="list-style-type: none"> • Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration form must be completed • Student self-declares as being of Aboriginal or Torres Strait Islander descent on enrolment application form.

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Appendix 2 – Concession, Waivers and Special Category Enrolments Matrix

Category	Concession Code	Description	Requirements
ELIGIBILITY EXEMPTIONS			
Asylum Seeker VET Program	Liability Category: ASP (non-apprentice/trainee) ASL (apprentice/trainee)	Exempt from eligibility citizenship/residency requirements For enrolments at Certificate IV level and below, must charge the concession fee.	<ul style="list-style-type: none"> Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration form must be completed (exempt from citizenship/residency requirements) A validly endorsed referral form - Referral to Government Subsidised Training Form-Asylum Seekers from the Asylum Seeker Resource Centre; or validly endorsed referral form - Referral to Government Subsidised Training Form – Asylum Seekers from the Australian Red Cross Victims of Human Trafficking Program. Original documents must be sighted and a copy retained with the enrolment documents <p>OR:</p> <ul style="list-style-type: none"> If the student does not have a referral form, confirmation of an individual's eligibility using the Visa Entitlement Verification Online (VEVO) to confirm they hold a valid and will retain an electronic/printed copy of the confirmation: <ul style="list-style-type: none"> a) Bridging Visa Class E (BVE); b) Safe Haven Enterprise Visa (SHEV); or c) Temporary Protection Visa (TPV).
Retrenched Workers	Liability Category: SCP (non-apprentice/trainee) SCL (apprentice/trainee)	These liability categories exempt students from the Eligibility requirement for - upskilling , - 'two at level in a lifetime' , and/or - 'two "Courses in..." in a lifetime' .	<ul style="list-style-type: none"> Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration form must be completed The individual has attended a Skills and Jobs Centre to discuss referral to training and a Skills and Jobs Centre Referral form completed Training referral letter from the Victorian Department of Education and Training and notification of employment separation. Original documents must be sighted and a copy retained with the enrolment documents
Jobs Victoria Employment Network (JVEN) Clients	Liability Category: JVP – non-apprentice/trainee) JVL – (apprentice/trainee)	These liability categories exempt students from the Eligibility requirement for - upskilling , - 'two at level in a lifetime' , and/or - 'two "courses in..." in a lifetime' .	<ul style="list-style-type: none"> Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration form must be completed The individual has attended a Skills and Jobs Centre to discuss referral to training and a Skills and Jobs Centre Referral form completed Notification of employment separation (see evidence options below); a signed JVEN registration form Original documents must be sighted and a copy retained with the enrolment documents
Latrobe Valley Initiative	Liability Category: LVP – (non-apprentice/trainee) LVL – (apprentice/trainee)	These liability categories exempt students from the Eligibility requirements for: - upskilling , - 'two at level in a lifetime' , and/or - 'two "courses in..." in a lifetime' .	<ul style="list-style-type: none"> Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration form must be completed A Training Referral Letter signed by the Executive Director, Industry Engagement and VET Systems Division of the Department of Education and Training. Original documents must be sighted and a copy retained with the enrolment documents
Back to Work Scheme	Liability Category: BWP (non-apprentice/trainee) BWL (apprentice/trainee)	These liability categories exempt students from the Eligibility requirements for: - upskilling , - 'two at level in a lifetime' , and/or - 'two "Courses in..." in a lifetime' .	<ul style="list-style-type: none"> Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration form must be completed Standard email issued by the State Revenue Office to the student's employer that confirms the individual's status as a 'Back to Work' participant A copy of the email must be retained with the enrolment documents
TAFE NDIS Training Campaign	Liability Category: DIP (non-apprentice/trainee) DIL (apprentice/trainee)	These liability categories exempt students from the Eligibility requirement for - upskilling , - 'two at level in a lifetime' , - 'two in a year' - 'two at a time' and/or - 'two "courses in..." in a lifetime' .	<ul style="list-style-type: none"> Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration form must be completed The exemptions also apply to any eligible individuals that commence any of the NDIS related qualifications between 1 July 2018 and 30 June 2019. The qualifications include: <ul style="list-style-type: none"> ○ Certificate III in Individual Support ○ Certificate IV in Disability ○ Certificate IV in Allied Health Assistance ○ Certificate III in Community Services ○ Certificate IV in Mental Health
TAFE and Learn Local Exemptions for up to 20% of Commencements		This exempts students from the Eligibility requirement for - upskilling , - 'two at level in a lifetime' , and/or - 'two "courses in..." in a lifetime' .	<ul style="list-style-type: none"> Student must be eligible under the Skills First Contract and Eligibility Assessment and Declaration form must be completed The Exemption Section on the Eligibility Assessment and Declaration form must be approved and confirmed – see <i>Eligibility Exemption Allocation Procedure</i> for full requirements of allocations.

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Appendix – Minimum Service Standards

11 Minimum Service Standards

Student Interest/ enquiry	Application and Offer	Maintaining Interest	Completes enrolment
Contact channels must include phone, in-person, online form, and email	Enrolment Application form Pre-Training Review Eligibility Declaration form	Commence nurture campaigns (e.g. taster courses, newsletters etc.)	Complete contract compliance requirements (e.g. ID checks)
Contact student within 24 hours of referral or Student interest/ enquiry	Application process to be completed within 2-4 weeks , including completion of pre-training review and LLN review to assess suitability	Send application reminders at least 4, 3, 2 and 1 week prior to cut-off	Provide details to student e.g. timetabling, induction, orientation
Student interest/ enquiry centres and phone lines open 8am-5.30pm – Mon to Thurs. 8am-5pm - Fri	If suitable, provide conditional offer (written) to course, not later than 4 weeks of application	Send enrolment reminders at least 4, 3, 2 and 1 week prior to cut-off	Report student enrolment to SVTS within 30-60 days of enrolment
Voicemail enabled for out-of-hours enquiries	Staff available during the business day to complete PTR/ LLN reviews	SMS (text) follow up 1 week from cut-off for applications and enrolment	
All enquiries logged in Salesforce , including those received through all areas, including Business Units	TAFEs to monitor application process and follow up 'stalled students' to encourage completion	Outbound call campaign on applications and enrolment cut-off	
If course is not offered, direct referral to appropriate TAFE within 24 hours of Student interest/ enquiry	Student to provide an acceptance within 4 weeks of offer. If no reply is received from student, then an offer can be made to a new student		

INTERVENTION STRATEGY

	END OF WEEK 1:	END OF WEEK 2:	END OF WEEK 3:	WEEK 4:
Phone and Email Supplied	Contact → Phone → Email	Contact → Phone → SMS	3rd Contact → Phone → Email	Where no response: → Close-Lost
Email only supplied	Contact → Email	Contact → Email	3rd Contact → Email	Where no response: → Close-Lost
Phone only supplied	Contact → Phone → SMS	Contact → Phone	Contact → Phone → SMS	Where no response: → Close-Lost

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Authorised by: Leadership Team

Original Issue: 9/04/2013

Maintained by: David Harris

Last Review Date: 20/02/2019

Next Review Date: 20/02/2020

Version No. Under Review

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