VET FEE-HELP
Student Entry Procedure

1. Purpose
Provides TAFE Queensland with a process for the management of student entry into VET FEE-HELP eligible qualifications.

2. Overview
TAFE Queensland is committed to having transparent and rigorous processes for student entry that ensure all eligible students who enrol in VET FEE HELP eligible programs/units of competency are academically suitable and have the required minimum entry requirements. This procedure outlines the step-by-step process through which TAFE Queensland will meet its commitment and ensure that all student admission applications are assessed appropriately and the student is enrolled in the most suitable unit/s of study.

Accountability:
The Chief Operating Officer is accountable for ensuring the management and maintenance of this procedure, including ensuring its continued appropriateness to the business, compliance with legislation and external requirements, and periodic review.

TAFE Queensland General Managers are responsible for administering student entry under the terms of this procedure.

3. Audience
This policy applies to:
• Corporate Office Staff
• Regional Staff
• Students
• Third parties/agents

4. Policy
Communicating Student Entry Information:

4.1 TAFE Queensland corporate office and regions will ensure that consistent information about student admissions is published on all TAFE Queensland websites, including:

(a) Up-to-date details on ‘How to enrol’ and ‘Entry requirements’ for each VET FEE HELP eligible program to ensure prospective students are able to make informed choices;

(b) Clear details about any VET FEE HELP financial support arrangements; and

(c) Identification where a third party is delivering training and assessment.

Applying Student Eligibility Requirements:

4.2 TAFE Queensland regions must ensure that students meet the minimum pre-requisites and entry requirements for their chosen program of study.
4.3 Regions may utilise the services of the Queensland Tertiary Admission Centre to conduct selection processes; or

4.4 Establish additional selection processes e.g. interviews, folio of work, academic screening (admissions tests).

4.5 Where justified, fees may be charges for admissions tests.

4.6 Where the number of places in a unit/s of study is limited by a quota, TAFE Queensland may offer places in order of merit of applicants, including an assessment of skills through work experience, performance at interview, or portfolio of evidence.

4.7 When making decisions about student entry, TAFE Queensland may take into account educational disadvantages that a student has experienced.

4.8 Current and prospective students are eligible to apply for VET FEE-HELP funding for eligible qualifications in the following circumstances:

(a) The applicant has not been offered an inducement to undertake the program of study;

(b) The applicant does not have any outstanding fees or debt with TAFE Queensland;

(c) The applicant is an Australian citizen or permanent humanitarian visa holder (resident in Australia for the duration of the unit/s of study); or

(d) Are a New Zealand citizen who:
   1. Holds a special category visa;
   2. First entered Australia as a minor under 18 years of age;
   3. Has lived in Australia for at least 8 of the last 10 years; or
   4. Has lived in Australia for at least 18 months in the last two years.

4.9 Current and prospective students are also required to have met each of the following criteria to apply for VET FEE-HELP funding for eligible qualifications:

(a) Have not exceeded their FEE-HELP limit;

(b) Be a full fee-paying (fee-for-service) student or a student subsidised by the Queensland Government;

(c) Be enrolled in an approved Diploma, Advanced Diploma, Graduate Certificate, Graduate Diploma level qualification or unit/s of study, or a specific Certificate IV qualification offered by TAFE Queensland;

(d) Be enrolled at least 14 days before Census date for the approved unit/s of study;

(e) Submit a valid Request for VET FEE-HELP Loan form by Census date;

(f) Have a Tax File Number or a Certificate of Application for a Tax File Number;

(g) Have a Unique Student Identifier number (USI);

(h) Have met any other entry requirements for the qualification or unit/s of study; and
(i) Students under the age of 18 must have their application co-signed by a parent/guardian (unless the student is certified as independent).

Applying a Two Day Cooling Off Period:

4.10 TAFE Queensland will advise students who enrol in unit/s of study that any request for a VET FEE-HELP loan:

(a) Must be given at least two (2) business days after the student enrols in the unit/s of study; and

(b) Any student who enrols in unit/s of study less than 2 business days before the Census date for the relevant units will not be eligible for a VET FEE-HELP loan for those unit/s.

Assessing Student Suitability:

4.11 All students enrolling in VET-FEE HELP eligible qualifications and applying for a VET FEE-HELP loan will be required to demonstrate they are academically suited to the unit/s of study.

4.12 TAFE Queensland will assess the suitability of all students to their chosen unit/s of study by

(a) Obtaining a copy of the Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12; or both

(b) The student is assessed as displaying competence at or above Exit Level 3 in the Australian Core Skills Framework (ACSF) in both reading and numeracy; and TAFE Queensland reasonably believes that the student displays that competence.

4.13 To test a student's competence at or above the Exit Level 3 in the ACSF, TAFE Queensland will:

(a) Ensure that the student undertakes an approved TAFE Queensland language, literacy and numeracy (LLN) testing tool (for example Basic Key Skills Builder); and

(b) Ensure that the LLN test occurs after admission and prior to the Census date.

Pre-Enrolment (Admission):

4.14 Following confirmation of a student's eligibility for VET FEE HELP regions are to:

(a) Enrol students in VET units of study for the current semester, setting the SMS flag to "non-active enrolment";

(b) Issue a request for VET FEE-HELP Assistance form and VET FEE HELP Information Booklet to the student, and advise the student of arrangements for the two day cooling off period; and

(c) Issue instructions for the completion of TAFE Queensland's LLN Assessment Tool.
LLN Assessment Outcomes:

4.15 The results of the student's LLN test are to be formally communicated to the student as soon as practicable.

4.16 Each Region's VET FEE HELP Officer/s are to monitor and manage outcomes of LLN Assessments on a daily basis:

(a) Run LLN Assessment Reports;
(b) Identify students who have NOT met the VET FEE HELP eligibility criteria and refer the student to the region's LLN Specialist/s for further action;
(c) Identify students who have met the VET FEE HELP eligibility criteria; and
(d) Match each student with submitted Request for VET FEE HELP Assistance forms; or
(e) Follow up students who are yet to submit, or have incorrectly completed their VET FEE HELP Assistance form; and
(f) Notify each student of the outcome of their LLN assessment and progress their enrolment.

4.17 Each Region's LLN Specialist/s will case manage students who have NOT met the LLN entry criteria:

(a) Inform relevant students they have not met the minimum entry requirements;
(b) Set out arrangements to discuss alternative enrolment options;
(c) Determine and discuss the most appropriate method of progressing each student's learning needs, including:
   1. A complete LLN diagnostic to identify specific learning requirements;
   2. Supported learning program (enrolment in learning support program in addition to VET FEE HELP eligible program);
   3. Alternate study pathway;
   4. Other program counselling based on student's learning requirements.
(d) Progress any additional testing;
(e) Establish an appropriate Training Support Plan with the student; and
(f) Notify VET FEE HELP Officer/s of student's outcomes and/or selected option.

Managing the Enrolment of Students:

4.18 Upon communicating a student's successful test outcome, TAFE Queensland will undertake the next steps in processing the student's enrolment. Enrolment must be finalised prior to Census Date, including:

(a) Advising the student of their successful enrolment in the unit/s of study;
(b) Changing the flag in the SMS to "active enrolment" and completing the enrolment process;
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(c) Running the tuition calculation process to calculate fees;
(d) Creating Commonwealth Higher Education Support Student Number (CHESSN);
(e) Returning student's copy of VET FEE HELP Assistance form with their Confirmation of Enrolment;
(f) Producing a Commonwealth Assistance Notice (CAN) and issue to student; and
(g) Issuing a VET FEE HELP Invoice Notice not less than 14 days prior to the date they incur the debt (Census Date) and not more than 42 days before the unit's commencement date.

Dispute Arrangements:
4.19 TAFE Queensland will provide students with the opportunity to submit a complaint about the student entry decision in cases where the student disputes the student entry decision.
4.20 Complaints about student entry decisions will be offered under the terms of the Complaints and Feedback Procedure.

Records Management:
4.21 Results of student testing will be reported to the Secretary, Department of Education and Training (Commonwealth) upon request, under the terms of the request.
4.22 All records must be kept for the minimum period as outlined in the General Retention and Disposal Schedule for Administrative Records, in particular:
   (a) Records of LLN testing must be retained for a period of 5 years; and
   (b) Records of a student's Senior Secondary Certificate of education must be retained for a period of 5 years (excludes students offered a place via the Queensland Tertiary Admissions Centre, as they will be required to maintain this evidence).
4.23 In cases where the retention period outlined in a contractual or funding agreement is longer than the General Retention and Disposal Schedule for Administrative Records the relevant records should be maintained in accordance with that agreement.

5. Responsibilities

VET FEE HELP Officer:
5.1 Provide consistent information to prospective students regarding VET FEE HELP entry requirements.
5.2 Assessing student entry requirements prior to confirming their admission to a VET FEE HELP eligible program.
5.3 Applying a two day cooling off period to all VET FEE HELP enrolments.
5.4 Confirming student suitability for entry into VET FEE HELP eligible programs (Certificate of Education) and making LLN Testing available to students.
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5.5 Monitoring LLN Testing outcomes.

5.6 Referring students who have NOT met LLN Entry Criteria to the Region's LLN Specialist.

5.7 Managing the enrolment and VET FEE HELP funding applications for all students who have met LLN Entry Criteria.

5.8 Creation of CHESSNs, CANs and VET FEE HELP Invoice Notices for each student.

5.9 Managing VET FEE HELP records.

LLN Specialist:

5.10 Advise and case manage students who have NOT met LLN Entry Criteria.

5.11 Assist student to make informed decision about their future study pathway.

5.12 Co-ordinate and/or facilitate any additional testing or training required by students.

5.13 Keep VET FEE HELP Officers abreast of the student's pathway and/or eligibility for enrolment into VET FEE HELP eligible programs.

5.14 Managing student records.

6. Definitions

7.

Approved Tool:

A LLN Testing tool approved by the Department of Education and Training (Commonwealth).

VET FEE-HELP:

A Commonwealth government loan scheme that helps eligible VET students pay their tuition fees for certain higher-level VET qualifications.

6. Legislative and Policy Basis

Authority:

Higher Education Support Act 2003 (Cth)
VET Guidelines 2015 (Cth)