VET FEE-HELP Administration Process

- Attain RGIT VET FEE-HELP (VFH) students
- Provide and witness fulfilment of "VET FEE-HELP Student Application form" and "Language, Literacy and Numeracy evaluation" (LLN)
- Verify prospective students meet VFH assistance eligibility requirements
- Credit Transfer - provide "Credit Transfer Application form" and gather completed request form, as well as academic transcript/s for prior qualification/s
- Payment of the Administration/Enrolment fee (if applicable)

- Student application received
- Check/generate CHESSN number
- Provide "VFH Information Booklet" and "Request for VET FEE-HELP Assistance form"
- Provide and witness fulfilment of "VET FEE-HELP Enrolment form"
- Process credit transfer requests
- Archive folders in respective folders/cabinets for storage and enter student data into VFH student database and allocate student identity (ID) number
- "Offer of Enrolment" (OOE)
- Enrol student (enter data) in RTO manager
- "Confirmation of Enrolment" (COE) and "Commonwealth Assistance Notice" (CAN)
- Organise data collection as per important reporting dates
- Other ongoing administrative duties
A. Business Development/Marketing

The business development/marketing personnel must ensure students are provided with the necessary information related to VFH assistance and their course.

They are responsible for:

- Ensuring students meet the following eligibility requirements in order to receive VFH assistance:
  1. Student is either an Australian Citizen OR a Permanent Humanitarian Visa holder* (resident in Australia for the duration of the unit)**; AND
  2. are a full fee-paying/fee for service student studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VFH provider; OR
  3. are a student subsidised by the Victorian or South Australian State Government studying a diploma or advanced diploma course; AND
  4. have not exceeded the FEE-HELP limit; AND
  5. meet the Tax File Number (TFN) requirements; OR
  6. if they don’t have a TFN they may provide a “Certificate of application for a TFN”, this certificate is available from the Australian Tax Office (ATO) once the applicant has applied for a TFN***; AND
  7. submit the “Request for VET FEE-HELP Assistance form” to RGIT staff prior to the respective Census date.
- Ensuring students have a valid photo ID;
- Providing the “VET FEE-HELP Enrolment form” and/or “VET FEE-HELP Student Application form” to all students who wish to enrol in an RGIT VFH approved course;
- Attaining the completed “VET FEE-HELP Enrolment form” and/or “VET FEE-HELP Student Application form”;
- Providing the LLN**** to prospective students; and
- Attaining the completed LLN evaluation.

*Check www.diac.gov.au for the list of humanitarian visa subclasses.
**In the case that the student does not have evidence, a student can complete a “Statutory Declaration” verified by a Justice of Peace.
***If students do not have a valid TFN, they may acquire one by applying to the ATO. Students may supply the “Certificate of Application for a TFN” provided by the ATO to the provider, until they receive their TFN. Once received, they must inform VFH administration and complete the “Request for VET-FEE HELP assistance form”.
****LLN evaluation is conducted to ensure students meet Language Literacy and Numeracy skills requirements.

Proof of Australian Citizenship/Permanent Humanitarian Visa and proof of identification

- BD/Marketing personnel need to gather proof of Australian Citizenship/Humanitarian Visa and identification documents to fulfill the administration requirements.
- Proof of Citizenship/Humanitarian Visa is necessary. BD personnel must acknowledge their responsibility to verify the client’s eligibility. They must verify the “proof” documentation for administration purposes.
  The prospective student needs to provide at least one of the following documents:
  - Australian Passport; or
VET FEE-HELP Administration Process

- Australian Birth Certificate; or
- Australian Citizenship Certificate; or
- Permanent Humanitarian Visa documentation – authorised by the Australian Government; or a
- Statutory Declaration – signed by a Justice of Peace.

If a student provides an Australian Citizenship/Permanent Humanitarian Visa document that does not show their photo ID, then one (or two if possible) of the following documents showing a valid recent* photo ID are required:
- Driver’s license/Learner’s Permit;
- Key card;
- Concession card; or a
- Student ID card**.

*ID must clearly be able to identify the student at the time of enrolment. An unacceptable form of ID is one during the student’s early childhood.
**Cannot be an RGIT Student ID card.

Credit Transfer - Provide C/T request form and gather completed request form and academic transcript/s for prior qualification/s

If a student has academic history in the field of study they wish to enrol in, they may be eligible for a credit transfer. If requested, BD/Marketing personnel must provide the student with a “Request for Credit Transfer form”.

The student must then complete the form and provide it to BD personnel or directly to the VFH administration department with their academic transcript/s. The VFH administration team will then process the Credit Transfer and notify the student of the result once completed.

B. VET FEE-HELP Administration Department

Step 1: Student application received (“VET FEE-HELP Enrolment form” and/or “VET FEE-HELP Student Application form”)

A student must meet the following requirements to be eligible to receive VFH assistance:

1. Student is either an Australian Citizen OR a Permanent Humanitarian Visa holder* (resident in Australia for the duration of the unit)**; AND
2. are a full fee-paying/fee for service student studying a diploma, advanced diploma, graduate certificate or graduate diploma level course at an approved VFH provider; OR
3. are a student subsidised by the Victorian or South Australian State Government studying a diploma or advanced diploma course; AND
4. have not exceeded the FEE-HELP limit; AND
5. meet the TFN requirements; OR
6. if they don’t have a TFN they may provide a “Certificate of application for a TFN”, this certificate is available from the Australian Tax Office (ATO) once the applicant has applied for a TFN***; AND
7. submit the “Request for VET FEE-HELP Assistance form” to RGIT staff prior to the respective Census date.
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*Check www.diac.gov.au for the list of humanitarian visa subclasses.
**In the case that the student does not have evidence, a student can complete a “Statutory Declaration” verified by a Justice of Peace.
***If students do not have a valid TFN, they may acquire one by applying to the ATO. Students may supply the “Certificate of Application for a TFN” provided by the ATO to the provider, until they receive their TFN. Once received, they must inform VFH administration and complete the “Request for VET-FEE HELP assistance form”.

➤ Students must meet the academic entry requirements as stated in the “Entry Requirements VET Courses Policy”; Diploma level of study:
  o satisfactory completion of the equivalent of Australian Year 12 or Certificate IV or higher; or
  o if the applicant has not completed Year 12 or Certificate IV or higher, the applicant must successfully complete RGIT’s Language, Literacy and Numeracy test, be aged 18 or over and demonstrate through an enrolment interview, either in person or by phone, that they have the skills and ability to succeed in their chosen course.

The student’s LLN and enrolment interview results are evaluated and a decision made if the student can commence the course. If the results are unsatisfactory: The student is recommended other learning options. If the results are satisfactory: The student may enrol into their desired VET course of study.

Step 2: Check/generate CHESSN number (optional at Step 2 or Step 8)

➤ The VFH administration department must visit the HEIMS admin system website to check the student’s current loan fund status and whether they have sufficient funds; alternatively a student can be entered and have their CHESSN generated in RTO manager (Step 8).

Extra: Process credit transfer requests

➤ Students will need to complete the “Credit Transfer Application form” and attach all necessary documentation i.e. transcripts. The VFH administration department will verify, photocopy, and forward the documents to the respective Course Coordinator for credit transfer arrangements.
➤ Once completed, the trainer will provide the required documentation VFH administration personnel.
➤ VFH administration must then make the necessary arrangements to the student’s enrolment.
➤ VFH administration will then inform students of their arrangement and acquire students to declare and sign they agree with the arrangements.

Step 3: Archive folders in respective folders/cabinets for storage, enter student data into VFH student database and allocate student ID number

➤ Create a “Student Tracking Sheet” and “Checklist” (these two spread sheets contain all the information needed on all students). From there, Learner Management System (LMS) account’s and student ID’s are generated.

Step 4: Offer of Enrolment (OOE)

➤ Prior to course commencement, on orientation day or the first day of class, all students are issued with their OOE (student tracking sheet used to mail merge OOE).
Students will need to verify they have received these documents; this is done by acquiring a student signature on the document.

A copy of the student verified OOE is photocopied, scanned and saved and then later uploaded into the student’s record in RTO Manager.

Step 5: Provide and witness fulfilment of administration documentation and gather eligibility documentation - Student Induction/Orientation day

Induction/orientation day is conducted prior to the first day of scheduled class. The induction/orientation session covers:

- Completion of the “VET FEE-HELP Enrolment form” (if not already completed);
- Student is inducted into the course and provided with additional information in relation to the course and VFH system including RPL;
- Issuing of student ID’s;
- Creation (if not already created) and access to the LMS;
- Issuing of the “Training Plan and Agreement” and delivery timetables;
- Obtain feedback on the induction session;
- Completion of the “Training Needs Analysis”;
- Provide Government’s “VET FEE-HELP Information Booklet” (if not already provided); and
- Pictures taken for student photo ID and also uploaded into the student’s RTO manager account.

Eligibility documentation consists of:

- proof of Citizenship/Permanent Humanitarian Visa; and
- Australian Passport; or
- Australian Birth Certificate; or
- Australian Citizenship Certificate; or
- Permanent Humanitarian Visa documentation – authorised by the Australian Government; or
- Statutory Declaration – signed by a Justice of Peace.

if a student provides a Citizenship/Permanent Humanitarian Visa document that does not show their photo ID, then one (or two if possible) of the following valid recent* documents are required to provided and scanned:

- Driver’s license/ Learner’s Permit; or
- Key card; or
- Concession card; or a
- Student ID card**.

*ID must clearly be able to identify the student at the time of enrolment. An unacceptable form of ID is one during the student’s early childhood.

**Cannot be an RGIT Student ID card.

Step 6: Ongoing Administration (Prior to Census date)

- Students will need to complete a “Request for VET FEE-HELP Assistance form”;
- Monitor student academic course progress as per the “Satisfactory Course Progress Policy”;
- Monitor student attendance;
- The student is followed up for missing documents, if any;
- Organise the structure for reimbursing “Student Travel Allowance”;
- Organise “Lunch Menu” options for students;
- Order laptops as per the best estimate on students crossing census*; and
- Prepare for “Confirmation of Enrolment” (COE) and “Commonwealth Assistance Notice” (CAN).
*Laptops are provided to students who enrolled with the laptop offer.

Step 7: Enrol student and enter data in RTO manager – After Census date

- Student information gathered from enrolment documents are utilised to generate the student’s profile in RTO manager. They must be defined as a student receiving VFH assistance in their respective VET course(s) of study;
  - BSB50207 Diploma of Business:
    - BSB50207VFH Course for all On-campus students; or
    - BSB50207OLS Course for all Online students.
  - BSB51107 Diploma of Management:
    - BSB51107VFH Course for all On-campus students; or
    - BSB51107OLS Course for all Online students.
- All student administration documents that have been collected are uploaded into the student’s record in RTO manager and into the student’s electronic file on server.

Step 8: CENSUS documentation administration (day after Census date)

- Students recorded as did/did not cross Census (student tracking sheet);
- Students are issued with a CHESSN via RTO Manager, which are then updated in the student tracking sheet;
- Agent is sent a list of students who crossed Census;
- Provide the updated student tracking sheet to the VFH Administrator during the week of Census; and
- Provide COE and CAN.
  - Students are issued with a CAN;
  - Students are also issued with a COE;
  - A signed COE is scanned and uploaded into student’s electronic file and to the student’s RTO Manager profile; and
  - Students are issued their laptops (need to sign statutory declaration).

Additional information:

Organise DATA collection as per important reporting dates

The VFH Administrator must be aware of the important reporting dates that are necessary as requested by the Department of Education. These dates can be viewed on the “Calendar Year – Important dates for providers approved to offer VET FEE – HELP” and the “Reporting Schedule”.

- The reporting must be conducted through the HEPCAT system – this information is accessible by extracting the student information from RTO manager.

Student application process (pre-orientation) – Student meets the eligibility criteria
VET FEE-HELP Administration Process

Credit Transfers

- Attain completed Enrolment form and/or Student Application form - Eligibility check
- Check student’s CHESSN for any debts/provide new CHESSN number (optional)
- Enter student’s details in student database and allocate student with ID number
- Prepare OOE’s

Orientation day

- Student must complete a Credit Transfer Request form
- Student must provide academic transcripts
- Process C/T request
- Photocopy Citizenship/Permanent Humanitarian Visa documents
- Provide student with VFH Information Booklet (if not already received), Training Plan and Timetable
- Obtain Induction Feedback and Training Needs Analysis
- Provide student with their Student ID card

Ongoing administration (prior to Census date)

- Student must provide a valid TFN
- Student must complete a Request for VET FEE-HELP Assistance form

After the Census date

- Provide students with COE
- Provide students with CAN

Data Collection - Reporting

- Export data from RTO Manager and import into the HEPCAT system
- Validate and submit the necessary files via HEPCAT - these are required to be reported for VFH data collection

Reporting Schedule
Every year there are a number of submissions to be completed. These are the VFH data collection requirements. These reports/submissions include:

<table>
<thead>
<tr>
<th>Submission</th>
<th>Files included in submission</th>
<th>Data to be included</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course of study</td>
<td>VET Course of Study (VCO) File</td>
<td>Data for all courses to be offered in 2014</td>
<td>Once each year</td>
</tr>
<tr>
<td>Student</td>
<td>Vet Student Enrolment (VEN) File, VET Student Load/Liability (VLL) File, VET Commonwealth Assisted Students HELP-Due (VDU) File</td>
<td>All domestic students eligible for VFH in approved course, All Commonwealth assisted students (ATO data)</td>
<td>Up to 4 times a year depending on census dates</td>
</tr>
<tr>
<td>Unit of Study</td>
<td>VET Unit of Study Completion (VCU) File</td>
<td>Student’s completion status for units in approved courses undertaken in the 2014 reporting year</td>
<td>Once each year</td>
</tr>
<tr>
<td>Completions</td>
<td>VET Course Completions (VCC) File</td>
<td>All students completing a course in the 2014 reporting year</td>
<td>Once each year</td>
</tr>
<tr>
<td>Revisions</td>
<td>Vet Enrolment Revisions, Student Revision, VET Enrolment Revisions (VER) File, VET Revised Student Load Liability (VRL) &amp; VET Student Revisions (VSR) files</td>
<td>Revisions and remissions of data already reported to the department</td>
<td>As required by provider</td>
</tr>
<tr>
<td>Formal Verification</td>
<td>VET Student Data, VET Completions Data</td>
<td>First half year data, Full year data, Full year data</td>
<td>The verification period commences approximately 4 weeks prior to each sign off data</td>
</tr>
</tbody>
</table>

Other important dates include:

- Publish VET schedule of tuition fees
- VET Student Completions
- VET ECAF data
- VFH Student Liability Estimates

Important notes: 2013 Melbourne (28-32 Elizabeth Street) campus students

The Melbourne VFH administration team worked cooperatively with the student services administration (level 2) for VFH student personal and academic files.

Students personal files were kept by VFH administration (archive cabinets) and student academic files were kept with student services administration.