Enrolment and Fee Payment Procedure

Contents

Purpose .......................................................................................................................... 2
Scope ............................................................................................................................ 2

Rationale.......................................................................................................................... 2
Principles/Statement....................................................................................................... 2

Policy.............................................................................................................................. 3

Procedure ....................................................................................................................... 4
A: Confirming details of the Application........................................................................ 4
B: Confirming results of the Pre-Training Review and any follow up Foundation Skills Assessment ................................................................. 5
C: Sighting of Evidence Documentation to Determine Compliance with Eligibility Criteria ......................................................................................... 5
D: Completion and lodgement of Request for VET Student loans Intention Form ................................................................................................................. 5
E: Calculating Fees & Fee Payment Options ................................................................ 6
F: Concessions ................................................................................................................ 7
G: Tuition fee waivers/exemptions .................................................................................. 8
H: Receipting Payments.................................................................................................. 9
I: Enrolment Summary .................................................................................................. 9
J: Signature and Date on Enrolment form ...................................................................... 9
K: Forwarding Documentation ...................................................................................... 9
L: Issuing ID numbers and cards .................................................................................... 9
M: Change of personal details ...................................................................................... 9
N: Application/enrolment exceptions .......................................................................... 10

Communication ............................................................................................................. 10

Reference and Supporting Information ......................................................................... 10
Definitions...................................................................................................................... 10

Supporting Documents ................................................................................................. 12
Attachment A - 2016 Guidelines about Fees (V1.1) Dec 2015 ......................................... 12
Attachment B - Exemption from school attendance or enrolment Application Process ........................................................................................................ 12
External Legislative Context ......................................................................................... 12
Internal Policy and Procedures ...................................................................................... 12
Forms and Templates...................................................................................................... 12

Responsibility .................................................................................................................. 13
Purpose
This procedure describes the administrative processes for enrolments to ensure all staff are aware of Federation Training requirements and to ensure enrolments and fee payment arrangements are completed promptly and accurately and that students are informed of services and obligations prior to enrolment.

It also describes a number of considerations that impact on who and how the Institute enrolls and how it sets and collects fees.

Scope
This procedure covers an overview of the following actions.

A: Confirming details of the Application
B: Confirming results of the Pre-Training Review and any follow up Foundation Skills Assessment (applicants enrolling in AQF qualifications only)
C: Sighting of Evidence documentation to determine compliance with eligibility criteria (note – students may be co-enrolling in Foundation skills following the Pre-Training Review. Separate eligibility checks will be required for each enrolment)
D: Completion and lodgement of VET Student Loans Intention Form (Diploma & Advanced Diploma and Fee-for-Service Vocational Graduate Courses)
E: Calculating Fees and Fee Payment options
F: Concessions
G: Tuition Fee Waivers/Exemptions
H: Receipting Payments
I: Confirmation of Enrolment
J: Signature and date on Enrolment form
K: Forwarding documentation
L: Issuing ID numbers and cards
M: Change of personal details
N: Application/enrolment exceptions in the case of Single and Teenage Parents Training (STPTI) and Young People Transitioning from Care Initiatives (YPTCI)

Rationale

Principles/Statement
1. Federation Training will only convert an Application to an Enrolment when these steps are completed:
   - The enrolment form and where required, eligibility form is completed fully and correctly and signed and dated by the person seeking to enrol;
   - Documentation to support eligibility criteria has been sighted and signed off by a Federation Training representative;
   - A Pre-Training Review, and any required Foundation Skills Assessment, has occurred;
• An Intention to apply for a VET Student Loan form is completed (Diploma and above courses only);
• A completed Training Plan is supplied by the relevant Teaching Team signed by the student and teacher and Employer where the student is an Apprentice or Trainee;
• An Enrolment estimation has been provided to the student;
• Fees have been calculated in SMS;
• Fees have been paid or an authorised Payment Plan Arrangement is in place;
• The form is checked, signed and dated by a CSO.

2. Under normal circumstances, **BEFORE COMMENCEING A COURSE, students MUST** be enrolled in SMS with a signed / confirmed enrolment form scanned to their student file (in SMS) and a Fee Payment Arrangement in place.

3. If an enrolment form and eligibility form have not been signed by the end of their first class, students will not be permitted to attend a subsequent class or remain on campus, for insurance purposes.

4. If a person seeking to enrol is applying for a VET Student Loan the Intention to apply form must be completed and submitted by the Census Date set for the course. If a person is not enrolled on, or before the commencement date of the course, they will not be permitted to attend a subsequent class or remain on campus.

5. Any breach of the above constitutes a serious insurance risk. Those persons affected will not be permitted to remain on campus.

6. Batch enrolments can be forwarded to SMC staff at the completion of a short course provided that:
   • Templates have been constructed in SMS
   • Availabilities have been requested and created in SMS
   • All enrolment forms are completed in full and signed
   • Fee arrangements have been provided

**Policy**

Federation Training is a body corporate by operation of sections 3.1.12 of the Education and Training Reform Act 2006. There are a number of considerations that impact on who and how the Institute enrols and how it sets and collects fees.

The Institute is:

• a Registered Training Organisation (RTO), and as such is allowed to deliver nationally recognised training in accord with its Scope of Registration. In this capacity it is regulated by the Australian Skills Quality Authority (ASQA) in accord with the VET Quality Framework and especially the *Standards for RTOs 2015*. Federation Training’s scope can be accessed from Training.gov.au.
• contracted to the Victorian Department of Education (the Department), and as such is allowed to deliver government subsidised training to eligible individuals. The Department is the institute’s major funding body and defines and manages conduct through a Funding Contract, which set out the terms and conditions under which the Department will make available, and Federation Training will accept, funding for subsidised courses.
• registered with the Victorian Registration and Qualifications Authority (VRQA) as a senior secondary education provider in accord with the Education and Training Reform Act 2006 (Act) and on the Education and Training Reform Regulations 2007 (Regulations 2007), Schedule 7. This registration allows the
Institute to deliver the Victorian Certificate of Education (VCE) and the Victorian Certificate of Applied Learning (VCAL). Delivery must be in accord with the Minimum standards for registration to provide an accredited senior secondary qualification.

- an approved VET student Loan provider. VET Student Loans is an income contingent loan scheme for the vocational educational and training sector that assists eligible students to pay for part or all of their VET tuition fees while studying an eligible course at Federation Training. VET Student Loans apply the following AQF levels of study: VET accredited Diploma, Advanced Diploma, Graduate Certificate, and Graduate Diploma courses.

Federation Training is committed to the public good and takes it’s community service obligations very seriously. The Institute strives to provide members of the community a safe, equitable, inclusive and respectful learning environment. However there are circumstances in which Federation Training will be required not to enrol a prospective student in a particular course, or where it will exercise its right to refuse to enrol someone:

- Federation Training reserves the right to refuse to enrol a prospective student if they behave inappropriately when engaging with the Institute, as per the Student Code of Behaviour Policy
- Enrolments from prospective students who have previously been expelled from Federation Training, or its predecessor organisations (GippsTAFE, Advance TAFE, East Gippsland Institute of TAFE), will not be allowed except by successful appeal, as per the Managing Inappropriate Student Behaviour Procedure
- Federation Training reserves the right to refuse an enrolment from a prospective student if they have had a record of persistent non-attendance in previous enrolments with Federation Training, or its predecessor organisations (GippsTAFE and Advance TAFE, East Gippsland Institute of TAFE)
- Federation Training is required to refuse an enrolment in cases where it determines that the intended course of enrolment is not suitable or appropriate for the prospective student, as per the VET Funding Contract 2017, and the VTQ Quality Charter

Federation Training provides training primarily to Victorian-based students. It is not a CRICOS provider and does not provide courses to overseas students studying in Australia on student visas.

As a provider of Vocational Education and Training within an adult-learning environment, the Institute only provides training to students 15 years or older.

Exceptions to this rule may occur. If a teacher is seeking to enrol students under 15 years of age they must follow the DEECD Exemption from School Attendance or Enrolment Application Process.

Refer TL 002 Attachment B – Exemption from school attendance or enrolment Application Process

Procedure

Note: The teacher / trainer must provide a Training Plan so that an enrolment can be processed. No certificate or government subsided enrolments will be processed if a Training Plan is not provided, or not completed in full.

To guarantee an availability will be created and ready for enrolment, the Education Manager must have the units required for the enrolment template in SMS, at least 10 days prior to the anticipated enrolment date.

A: Confirming details of the Application

When an application has been received, the Pre-Training Review Checklist will be conducted by a trainer with the Learner (refer to Policy TL 040 – Pre-Training Review and Foundation Gap Analysis Procedure). Where required, a Foundation Skills Assessment will be conducted.

Following this, the applicant will be offered a place and admitted into the applicable course in SMS. Refer to SMS ‘How to’ documentation.
If the applicant has applied with hardcopy forms, the Enrolment form should be checked for:

- Completion of student details
- Existing ID number
- Total hours enrolled.
- Client signature
- All AVETMISS details
- Concession details
- Payment method
- Training plan
- USI – Unique Student Identifier

The Enrolment Officer must complete the "Office Use Only" section, and attach any supporting information to the enrolment form. Copies of the supporting information must also be scanned into student documents in SMS.

If a completed Training Plan is not presented, or completed in full with enrolment documentation, or if required student details are missing from the enrolment form and cannot be immediately supplied, or the availability is not present in SMS, the enrolment form must be returned to the Teacher for further action. Wherever possible, incomplete documentation should be resolved as a matter of urgency by contacting the Teacher for immediate clarification.

**B: Confirming results of the Pre-Training Review and any follow up Foundation Skills Assessment**

The Enrolment Officer must confirm that the Pre-Training Checklist has been completed. This may be on-line or hardcopy. If the applicant has also completed a Foundation Skills Assessment, and had a Foundation-skills gap identified, there may be a co-enrolment in Foundation skills that will need to be added to the Training Plan.

Although the applicant may have applied for a vocational qualification on-line, the CSO will be required to manually enter the co-enrolment in Foundation skills.

**C: Sighting of Evidence Documentation to Determine Compliance with Eligibility Criteria**

The Eligibility of the applicant under the Victorian Training Guarantee will need to be confirmed by Federation Training CEO authorised delegates. This will include the following steps:

- Does the student satisfy the eligibility criteria
- Has evidence been sighted
- Has the student signed the Declaration, including awareness of ramifications of enrolments under the VTG and two course rule
- Completed the Eligibility checklist

Note that, if co-enrolling in Foundation skills, there will be the need to consider eligibility for both courses. An applicant, under the VTG, may be ineligible for a vocational course, but be eligible for a Foundation co-enrolment (if they have not yet completed an AQF Level 5 or above qualification).

**D: Completion and lodgement of Request VET Student Loan Intention Form**

Prior to completion of a VET Student Loan Intention to Apply Form customer service officer’s must provide the prospective student with a VET Student Loan Applicant Booklet and VET Student Loan additional student
information flyer. The estimated course cost, Loan Cap amount and estimated time to complete fields must be completed by a customer service officer.

If a student is enrolling in a Diploma, Advanced Diploma, Vocational Graduate and specific certificate IV qualification, they may be entitled to apply for a VET Student Loan to defer their tuition fees. The student is required to complete and sign a VET Student Loan intention to apply form as part of their enrolment process. This form MUST be received two weeks prior to the Census Date to allow for students to complete an e-caf and fee notice. Students who enrol in more than one course must complete a separate form for each course. Students who change their course are required to complete a new form if they wish to apply for a VET Student Loan for that course.

The request for VET Student Loan Intention form should be checked for:

- Completion of student details
- Tax File Number
- Form has been signed and dated.
- Academic Suitability
- Proof of Citizenship

The details should then be entered into SMS and the student copy given back to the Student and the provider copy forwarded to Student Administration.

E: Calculating Fees & Fee Payment Options
A Statement of Fees must be provided to a student prior to enrolment. This can be done manually via the ‘Enrolment Estimate Form’ or via the fee quote option in SMS. Enrolment estimations must contain the following information;

- Student ID or Full Student Name
- Course Code, Course Description and Currency of the Course
- Total potential enrolled hours
- Tuition fee hourly rate
- Estimated duration
- Mode of delivery
- Practical or Work placement arrangements
- Full breakdown of all other associated fees (services, materials)
- Total course costs
- Government contribution to the course if the course is government subsidised

The student must be advised about Fee Payment options as per ‘Fee Payment Options’ flyer.

VET Student Loans – Federation Training will not charge a student other fees than tuition, unless a statement of fees is provided prior to enrolment. Additional charges may be incurred for materials or excursions, but will not include an application or assessment fee to determine academic suitability.

If the student wishes to pay by Direct Debit or Centrepay deductions the Student Instalment Arrangement Application is to be provided.
If a person seeking to enrol is applying for VET Student Loan (Diploma or above) the Request for VET Student Loan assistance form VET Student Loan booklet and additional student information flyer is provided.

If the person seeking to enrol is under 18 the signature of a Parent or Guardian must be obtained on both the Payment Plan and VET Student Loan Intention to apply form.

The minimum deposit should be paid and receipted, but when a person cannot immediately pay the complete deposit, the outstanding amount can be added into their student loan calculations for their first Direct Debit or Centrelink Deduction.

Once the Instalment Application is approved the SMS Repayment Schedule is produced and signed by the CSO and given to the student.

If a student later wishes to change their Direct Debit payment the changes are made directly into the SMS and a revised payment schedule is produced. Where the student has made changes over the phone, the revised copy is emailed or posted to the student to sign and return to the CSO.

**F: Concessions**

Concessions on student fees must be allowed for in accordance with Section 3 of the 2016 Guidelines about fees (Attachment A ‘the Guidelines’). The concession fee must be 20 per cent of the Institute’s published standard tuition fee (as per the 2016 Tuition Fee Schedules on the Federation Training website).

In summary, to be eligible for a concession the student must be enrolling in a Certificate IV level program or below, must be eligible for a government-subsidised place and hold a valid and eligible concession. Current eligible concession cards are:

- Commonwealth Health Care Card; or
- Pensioner Concession Card; or
- Veteran’s Gold Card.

These concessions also apply to the dependent spouse and dependent children of the card holder. Concession can be applied to the enrolment of government-subsidised students only and cannot be applied where a VET Student Loan is available.

Prior to the commencement of training, Federation Training must sight and retain (electronically or in hard copy) copies of all documentation demonstrating an individual’s eligibility for the fee concession granted by the RTO for audit or review purposes and to meet the record keeping requirements set out in Section 6 of the Guidelines.

**Indigenous Completions Initiative**

Concession fees also apply to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent.

Under the Indigenous Completions Initiative, Indigenous students will pay 20% of what the provider would have charged a non-concession student. To access this initiative, you must be eligible for a government supported place. It applies to all course levels, including Diplomas and Advanced Diplomas.

**Continuing Students – Single and Teenage Parents Training Initiative**

For continuing enrolments only under the Single and Teenage Parents Training Initiative, for enrolments in a course at the Certificate II, III or IV level, the Institute must charge the concession fee to an individual referred to them with a standard Single and Teenage Parents Training Initiative Referral Form on or before 30 June 2014.
The RTO must retain the original Single and Teenage Parents Training Initiative Referral Form, and return a copy to the relevant referring agency.

**Continuing Students – Tuition Fee Youth Concessions at TAFE**

For continuing enrolments only in courses at the Diploma and Advanced Diploma level, Federation Training must charge the concession fee to a student who:

- was under the age of 25 as at 1 January 2012
- commenced the course prior to 1 July 2012 and is continuing into 2014 in the same enrolment, and
- holds, or is the dependent spouse or dependent child of a person who holds a current eligible concession card

**THIRD PARTY OR EMPLOYER PAYMENTS**

If an employer or another party is paying the student's fees, the enrolment must be accompanied by one of the following:

- A letter or Purchase Order from that party, stating the student's name, course and the amount of fees which the other party will be responsible for paying.
- A signed **Authority to Invoice Employer for Student Fees**
- A copy of the signed and dated Fee Schedule from the Partnership/RTO Agreement, clearly showing client name and an AR (accounts receivable) invoice number

Where enrolment fees have been invoiced and paid through Finance through AR, on enrolment in SMS, the concession category COMDEBTOR must be used to reverse any fees charged in the system and to recognise the AR account has been processed. This process can be used for Fee for Service enrolments only. No government subsidised enrolments can have a COMDEBTOR concession applied.

**G: Tuition fee waivers/exemptions**

Tuition fee waivers/exemptions are provided for in accordance with Section 2 of the Guidelines (Attachment A). Prior to the commencement of training, the Institute must sight and retain copies of all documentation demonstrating the individual's eligibility for the tuition fee waiver/exemption granted by the RTO for audit or review purposes.

Any tuition fee waivers/exemptions granted must be reported to HESG in accordance with the current Victorian VET Student Statistical Collection Guidelines.

**Judy Lazarus Transition Centre**

Students from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the **Corrections Act 1986**) will not be charged a tuition fee for enrolment.

A copy of written confirmation from the management of the Judy Lazarus Transition Centre that the individual meets these requirements must be maintained.

**Young people on community based orders**

Students who are required to undertake training pursuant to a community based order made under the **Children, Youth and Families Act 2005** will not be charged a tuition fee for enrolment.

A copy of written confirmation from the relevant Youth Justice Unit of the Victorian Department of Human Services that the individual meets these requirements must be maintained.

**Young People Transitioning From Care Initiative**
Students referred to the Institute with a standard Young People Transitioning from Care Referral Form must not be charged a tuition fee for enrolment.

The original Young People Transitioning from Care Referral Form must be maintained by the Institute, and a copy returned to the relevant referring agency.

H: Receipting Payments
Upon payment, the CSO will issue an SMS Tax Invoice & receipt to the student.

If the student’s fees are to be paid by internal funds transfer, the original completed and signed Department Transfers form is to be attached to the enrolment form and forwarded to the COS staff for processing in SMS.

In the absence of SMS, the fees section is completed and the enrolment form is signed and dated by the CSO. A manual receipt is processed and reference to the manual receipt must be recorded on the enrolment form. Manual receipts must then be processed in SMS within 24 hours in accordance with the Institutes’ Cash Handling Policy.

Inconsistency with Federation Training’s fees and charges

Where the fees stated on the Enrolment form are not consistent with Federation Training documented Fees and Charges the matter should be resolved as a matter of urgency by contacting the teacher or Education Manager for immediate clarification. If the matter cannot be immediately resolved over the phone, the documents will be returned to the Teacher / Education Manager for further action.

The responsibility to verify fee discrepancies rests with the Teacher / Education Manager, in consultation with Student Administration and Finance staff.

Under no circumstances are fees to be reversed or overridden in the SMS if there is a discrepancy. Authority to override or reverse fees in SMS can only be done by the Manager Student Administration or Finance Manager.

I: Enrolment Summary
An Enrolment summary can be printed out and given to the student on request and completion of enrolment.

J: Signature and Date on Enrolment form
The hardcopy Enrolment form and where required the Eligibility Form is only to be signed and dated when all details are correct and a valid fee payment arrangement is in place.

Signing the completed Enrolment Forms indicates that the enrolment has been processed and finalised.

K: Forwarding Documentation
All enrolment documentation must be scanned and kept on the student’s file in SMS. The hard copy documentation must then be forwarded to Student Administration for filing.

L: Issuing ID numbers and cards
Fee payment arrangements must be in place before Student Identification cards are provided.

Lost or damaged ID cards can be requested via the Request for Replacement Services form for a fee of $10.00.

An Enrolment Summary can be used by the student for identification purposes pending receipt of their card.

M: Change of personal details
Students need to complete change of personal details on-line, or use the Change to Personal Details
N: Application/enrolment exceptions
As a contracted provider for the Single and Teenage Parents Training (STPTI) and Young People Transitioning from Care Initiatives (YPTCI) initiatives, Federation Training abides by clauses 16 and 17 of Schedule 1 of the VET Funding Contract 2014-16. Specifically, reporting and enrolment obligations are met with respect to STPTI and YPTCI requirements.

The Institute has strong working relationships with the referral agencies in the region including job network agencies and ESPs. Responsibilities with respect to both the Guaranteed Access Cohort and the Secondary Access Cohort under both initiatives are met, including (but not limited to):

- working cooperatively with referring agencies
- subject to meeting any course entry requirements, ensuring a guaranteed place for a referred individual in a recommended course
- providing places that fit with caring responsibilities of the individual
- providing reports on access to guaranteed places and any failure to provide places
- completing any relevant forms and providing these to referring agencies as required

Manager Student Administration is responsible for ensuring these responsibilities are met.

As per TL 035 Attachment B – Fact Sheet for RTOs p3 individuals referred under these two programs, as well as the Workers in Transition Program and the Asylum Seekers and Victims of Human Trafficking Initiative have certain exemptions to VTG eligibility criteria.

In all cases referred individuals must present with the relevant Referral Form or Eligibility Letter (Workers in Transition) prior to enrolment, and the Institute must maintain a copy.

Communication
This Policy and Procedure is available on the Federation Training website and is also included in the Teaching and Learning Induction and General Induction.

This Policy and Procedures are communicated to students and parents at the time of Interview and then again at the time of enrolment.

The community are able to access this information via our website.

Reference and Supporting Information
Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appropriate</td>
<td>Means the training and assessment is delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual’s needs and includes reasonable support to facilitate the individual’s participation and attainment (VET Funding Contract V3 4.1)</td>
</tr>
<tr>
<td>CSO</td>
<td>Customer Service and Support Officer – a staff member who has been trained in the enrolment procedure and is authorised through delegation on the Federation Training list of Authorised Delegates to assess eligibility and to complete and sign enrolments.</td>
</tr>
<tr>
<td>Batch Enrolments</td>
<td>Multiple enrolments for the same unit/course, received in a single batch by staff.</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>CAN</td>
<td>Commonwealth Assistance Notice – issued to each student who has requested VET Student Loan assistance</td>
</tr>
<tr>
<td>CHESSN</td>
<td>Commonwealth Higher Education Student Support Number – unique identifier that is allocated to a student when enrolling in a higher education course.</td>
</tr>
<tr>
<td>Non-SMS Receipt</td>
<td>The manual receipting process is to be used when the SMS is not available. This includes occasions of unreasonable waiting times in peak enrolment periods. A separate process is to be followed in these situations at all times.</td>
</tr>
<tr>
<td>FMIS</td>
<td>Federation Training Finance Package</td>
</tr>
<tr>
<td>SMS</td>
<td>Federation Training Student Management System</td>
</tr>
<tr>
<td>SMC</td>
<td>Student Management Centre</td>
</tr>
<tr>
<td>Suitable</td>
<td>The RTO must ensure the student’s training program is suitable, where suitable means the training program:</td>
</tr>
<tr>
<td></td>
<td>a. Individualise: meets the individual’s needs;</td>
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<td></td>
<td>b. Link to Outcomes: links to likely job, participation and/or further study opportunities; and</td>
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<tr>
<td></td>
<td>c. Add Value: minimises duplication of the individual’s existing competencies, as:</td>
</tr>
<tr>
<td></td>
<td>d. Document: determined and documented through a thorough and individual Pre-Training Review; and</td>
</tr>
<tr>
<td>Rejected Enrolment</td>
<td>An enrolment that is unable to be finalised due to outstanding information/documentation, where the most practical solution, for all parties, is to return all documentation for follow up.</td>
</tr>
<tr>
<td>Student ID No</td>
<td>Identification number issued to student upon first entry of details into SMS. This number is unique to the student and will be their ID for all of their applications and enrolments at Federation Training.</td>
</tr>
<tr>
<td>Suspended Enrolment</td>
<td>An enrolment that is unable to be finalised due to outstanding information/documentation</td>
</tr>
<tr>
<td>Training Plan</td>
<td>Completed by teachers / trainers, a Training Plan identifies course units/modules available for students to enrol in. it identifies the course code, session, team, attendance mode, funding source, campus and time. It also incorporates the start and end dates of units/modules and materials fees.</td>
</tr>
<tr>
<td>VET Student Loans</td>
<td>VET Student Loans is an income contingent loan scheme that is part of the Higher Education Loan Program (HELP). It is an extension of the higher education FEE-HELP arrangements. VET Student Loans assists eligible students to pay for all or part of their VET tuition fees when studying one or more of the following accredited VET courses of study:</td>
</tr>
<tr>
<td></td>
<td>• Diploma;</td>
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<td></td>
<td>• Advanced Diploma</td>
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<td></td>
<td>• Vocational Graduate qualifications (fee-for-service only)</td>
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<td></td>
<td>• Selected Certificate IV qualifications</td>
</tr>
</tbody>
</table>
VET Student Loan Fee Notice

An Invoice Notice providing notification including unit of study tuition fees to be incurred.

Supporting Documents
From the Department of Education and Early Childhood Development (DEECD):
2018-2019 TAFE VET Funding Contract Skills First Program
Attachment A - 2018 Guidelines about Fees Skills First Program (V1.0) November 2017
Attachment B - Exemption from school attendance or enrolment Application Process

External Legislative Context
Higher Education Support Act 2003
VET Student Loans Act 2016
VET Student Loans Rules 2016
VET Student Loans (Consequential Amendments and Transitional Provisions) Act 2016
VET Student Loans Provider Manual
VET Provider Guidelines

Internal Policy and Procedures
Student Eligibility Procedure TL 035
Pre-Training Review and Foundation Gap Analysis Procedure TL 040
VET Student Loans Student Entry Procedure TL046
Cash Handling, Banking & Receipting Procedure FIN 001
Student Code of Behaviour Policy TL 014
Managing Inappropriate Student Behaviour Procedure TL 012

Forms and Templates
Receipt/Repayment Schedule – Tax Invoice Produced from SMS
Enrolment Summary Produced from SMS
Training Plan Produced from SMS

Enrolment Form
Eligibility Form
VET Student Loans Intention to Apply Form
Student Instalment Arrangement Application
Request for Replacement Services
Change to Personal Details
Authority to Invoice Employer for Student Fees
Department Transfer
Responsibility
Director, Curriculum and Quality

Please Note: For further information or assistance regarding policies and procedures contact:
qa@federationtraining.edu.au  | URL: www.federationtraining.edu.au