

601 Student Enrolments, Fees and Refunds Policy

Purpose

1. To ensure all staff and students of Community College Gippsland (CCG) are aware of the Student Enrolment, Fees and Refunds Policy and Procedures for all students who are applying to enrol with CCG.

Policy

2. This policy and relating procedures ensures that CCG has clear business processes in place from the pre enrolment stage through to the final enrolment process by CCG staff for all CCG students. Student enrolments are completed by standardised procedures to ensure that they are appropriate for the different course delivery and program modes. A consistent enrolment process will be implemented for all students and appropriate records will be maintained in all student files.
3. CCG adheres to the Victorian Registration and Qualifications Authority (VRQA), Australian Quality Training Framework (AQTF), the VETFEE HELP requirements, Standards for Training Organisations 2015 (STO's) and the Higher Education and Skills Group (HESG) Victorian Training Guarantee Program Guidelines when determining Student Eligibility and Supporting Evidence and Guidelines about Fees.
4. All prospective students wishing to enrol into Accredited Courses are provided with a Course Information Sheet that provides all course information and allows students to make an informed decision to study with CCG prior to a pre enrolment interview.
5. All Pre Enrolment interviews will be completed by a CCG Authorised Delegate.
6. Prospective students will undergo a pre enrolment interview with CCG Authorised Delegate to assess their Victorian Training Guarantee Student Eligibility and their Foundation skill levels. The prospective students suitability will be assessed and they will be offered or declined entry into the course at the conclusion of the interview.
7. The CCG Authorised Delegate CCG will sight and retain all copies of evidence of an individual's eligibility for the Victorian Training Guarantee prior to commencement of their training in accordance with the 2016 Guidelines about Determining Student Eligibility and Supporting Evidence Guidelines and 2016 Guidelines about Fees.
8. Student fees, including tuition and associated course costs, are set by the Management Team and approved by the CCG Board as part of the annual CCG Budget process. Student fees and administration will take into account any legislative requirements that may be enacted from time to time. CCG is an approved VET FEE-HELP provider and meets its VET Tuition Fee repayment requirements through its membership of the TAFE Directors Association's (TDA's) Tuition Assurance Scheme.
9. Course Refunds are applied correctly to the specific training delivery modes.
10. CCG staff will read and adhere to the Student Enrolment, Fees and Refunds Policy and Program Specific Pre Enrolment Procedures.
11. No training for students can commence until payment options are finalised and the student is enrolled into Accelerate.

Scope

12. The scope of this Policy relates to the student pre enrolment/enrolment and refund processes undertaken by CCG Authorised Delegates for prospective students entering into courses provided by CCG.

Definitions

13. **Accredited Training:** Is training that leads to a formal qualification such as a Certificate, Diploma or Advanced Diploma and is Nationally Recognised across Australia in line with the common standards and assessment guidelines outlined in national training packages. Successful student will receive a formal qualification completion issued by CCG. Accredited training is subsidised by funding under the Victorian Training Guarantee (VTG) provided by Victorian and Commonwealth Government for all students who meet the VTG Student Eligibility Criteria. Students who hold a current Health Care Card are able to enrol at the Concession Fee rate. Concession fee rates apply to Certificate Levels I – IV only, Diplomas and Advanced Diplomas do not have concession.
14. **Authorised Delegate:** An Authorised Delegate is a nominated employee of CCG who has been formally delegated this function by the CEO for the calendar year and is responsible for interviewing and/or enrolling students in courses. The CEO issues a Delegation of Signing Authority Form that must be completed by the Authorised Delegate.
15. **Classroom delivery:** Students attend campuses where their training is delivered in a classroom environment. In some accredited courses students may be required to gain skills by attending work placement in their course industry. Students may also be trained and assessed while attending a simulated workplace environment.
16. **ECG College:** ECG College is CCG's registered independent school that provides the Victorian Certificate of Applied Learning (VCAL) curriculum. Students enrolled in ECG College are not eligible for a funded place under the VTG if they enrol in an accredited course while they are enrolled in the College as a school student.
17. **Non Accredited Training:** These courses are general interest and life skills courses that are developed across a range of areas and are not nationally recognised qualifications. They are not funded by the Government and any students over 15 years can enrol. Non-accredited courses do not require assessment. Students do not receive a certified statement of attainment on completion. Students may receive a certificate of participation in some non accredited courses.
18. **Pre Accredited Training:** Pre-accredited programs are short, modular courses designed for learners to gain confidence and skills and are not nationally recognised qualifications. They focus on creating pathways to nationally accredited training or employment. They are funded by the Government for students who meet the eligibility criteria and can provide documentation demonstrating Australian citizenship or Australian Permanent Residency (holder of a permanent visa) or New Zealand citizenship. Students may receive a certificate of participation. Pre Accredited training is subsidised by the Adult Community and Further Education Department. (ACFE)
19. **Short Courses and Fee for Service:** Short courses are courses that are delivered over a short time span usually 1 or 2 sessions. They can be an accredited Unit of competence taken from accredited training that require assessment or they can be general training without assessment. They are not Government funded and require the student to pay for the training with no subsidies. Fee for service are general interest programs that are not Government funded.
20. **Statement of Fees Course Quote:** CCG's internal spreadsheet that is on Sharepoint that provides all CCG and students with the list of units and costs for every accredited course. The list of units the student is interested in is selected and the fees calculate automatically. The quote is then 2 copies are printed and signed by both CCG Authorised Delegate and student. The student receives a copy and the CSO enters the students details and selection of units from the quote into Axcelerate. The quote is then scanned and uploaded into Axcelerate.
21. **Traineeship/Apprenticeship (ATTP) delivery:** Traineeship/Apprenticeship students sign a training contract through an Apprenticeship Network Provider (ANP). This mode of training and assessment is provided to the student within their workplace and is a three way agreement between the employee; employer, and CCG. The student may be required to attend workshops outside their working hours.

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22. The Trainer/Assessor is in regular communication will maintain monthly contact with the student and employer between workplace visits. An apprenticeship or traineeship can be undertaken on a full-time or part-time basis.
23. **VET FEE-HELP:** VET FEE-HELP is an Australian Government income contingent loan scheme that assists eligible students to pay for all or part of their VET tuition fees when studying one or more of Diploma or Advanced Diplomas courses. The Two Certificate IV qualifications CHC40312 – Certificate IV in Disability and TAE40110 – Certificate IV in Training and Assessment until December 2016 to government-subsidised students only:
24. **VETiS:** Vet in Schools program for students enrolled in school and completing a VET course at CCG.
25. **Workplace delivery:** This mode of training and assessment is provided to the student within their workplace. The student may be required to attend workshops outside their working hours. The Trainer/Assessor is in regular communication with the student.

Relationships

Internal:

- 613 Records Management Policy
- 636 Meeting Individual Learner Needs Policy
- CCG Pre Training Review
- CCG and ECG College Enrolment Form
- VASS Enrolment form
- Information Privacy policy
- Complaints and appeals policy
- Appendix A & Appendix B

External:

- Vet Funding Contract Victorian Training Guarantee Program and associated guidelines
- Victorian VET Student Statistical Collection Guidelines
- VRQA VET Provider Guidelines
- Australian Core Skills Framework
- AQTF 2010
- Higher Education Support Act 2003 VET FEE HELP Assistance Scheme
- Standards for Training organisations 2015
- Privacy Act 1988
- Electronic Transactions Act 1999
- Administrative Appeals Tribunal Act 1975
- VET FEE-HELP Booklet

Procedures - Program Specific Pre Enrolment/Enrolment Procedures

26. 601-2 Apprenticeship/Traineeship Pre-Enrolment procedure
27. 601-3 General Accredited Course Pre-Enrolment procedure
28. 601-4 ECG College Pre-Enrolment procedure
29. 601-6 VET FEE-HELP Pre-Enrolment & Refunds procedure

General Enrolment Processes

30. All CCG Authorised Delegates must read and understand the Victorian Training Guarantee Program Guidelines when Determining Student Eligibility and Supporting Evidence as per attached Appendices. The guidelines are located on Sharepoint.
31. All students must be 15 years and over to enrol into courses provided by CCG.
32. If the student is under 18 a parent/guardian/carer signature is required on the enrolment form and any legal documentation required for their course.
33. The Authorised Delegate will provide every student who is applying to enrol into an Accredited Course with a Course Information sheet prior to enrolment to provide the student with all costs and information associated with the course.
34. Every student who applies to enrol into an Accredited course will undergo a Pre Enrolment interview with a CCG Authorised Delegate and complete a Pre Training review process to provide CCG with information regarding the prospective students suitability for the course of study. The student will be offered or refused access to enrolment into the course on completion of the Pre Enrolment Interview.
35. At the Pre Enrolment interview the prospective student will be provided with a Statement of Fees Course Quote that lists all the units of competence and detailed course fees.
36. Students offered an enrolment must complete the enrolment form and must finalise a payment option outlined in the Fees and Charges paragraphs 52 – 58 upon enrolment and before commencement of their course. Refer to Appendix B.
37. Refer to the Program and Delivery Specific Pre Enrolment Procedures for documentation requirement and payment requirements.
38. All student enrolment forms and Pre Training Reviews must be signed and dated on or before the commencement of the student's course.
39. Students who are enrolled in a school are not eligible to enrol into accredited courses as a VTG funded student.
40. CCG Authorised Delegates must sight and retain the Victorian Training Guarantee(VTG) Student Eligibility Documentation and upload the evidence into Axcelerate. Refer to the VTG 2016 Guidelines about determining Student Eligibility and Supporting Evidence and 2016 Guidelines about Fees located on Sharepoint.

Student Concession

41. Students who hold a current concession card and are enrolling in accredited courses up to Certificate IV and who meet the VTG eligibility criteria will be charged 20% of the full tuition fee and additional materials and amenities where applicable.
42. Prior to the commencement of training, CCG's Authorised Delegates must sight and retain copies (electronically or in hard copy) of the students current concession card that will be scanned and uploaded into Axcelerate. Students may provide evidence of their current concession card via a Digital Wallet through the Centrelink Express Plus mobile application. The Authorised Delegate must sight and authenticate the card by viewing the card directly through the Centrelink Express Plus mobile application on the cardholder's mobile device. The student must then email their concession card to CCG for printing or uploading into the students contact note section in Axcelerate.
43. Viewing the card through the student's phone only is not sufficient as CCG must retain a hardcopy or electronic copy on the students file. A photograph or other reproduction of the Digital Wallet concession card will not be acceptable.

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Fees and Charges

44. All students commencing a government subsidised course will pay tuition fees according to the Ministerial Directions 2012. The tuition fee will be calculated based on the number of nominal hours within the units of competence at enrolment at a rate set by CCG within the calendar year.
45. CCG charges a lesser rate for students in Accredited and some Pre Accredited courses who hold a current concession card or if the student is a dependant spouse or child of a card holder.
46. CCG may charge materials and amenities fees to cover the costs of training resources and equipment. During the Pre Enrolment Interview the students will be informed of the option of purchasing material items through CCG or from an alternative supplier where applicable
47. Payment Plans are NOT available for Government-funded short courses or Fee for Service Short Courses.
48. Fees are calculated per unit per calendar year - January to December. If the course is delivered over more than 1 calendar year the student will be required to complete a new enrolment form at the commencement of the new year and will be charged for the number of units enrolled into within each calendar year. Fees may change at the commencement of a new year. Training will be suspended if enrolment payments not received by the due date.
49. Students who are enrolling under VET FEE-HELP are required to pay for materials and amenities at the time of enrolment. Refer to the VET FEE-HELP Enrolment & Refunds Procedure located on the website or available at CCG Reception.

Indigenous Completions Initiative

50. Under the Indigenous Completions Initiative, for enrolments in a course at any level the RTO must charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the "Indigenous Student Identifier" field of the Student Statistical Report).

Payment for Accredited Courses Classroom and Workplace Delivery

51. All prescribed course fees must have a payment option in place and paid prior to the commencement of the course unless a direct debit (for eligible students) arrangement or third party agreement has been approved by the Program Leader or Director.
52. Students have 2 payment options that must be finalised before the course commences to confirm their enrolment. Students must pay in full (total fee cost may require an invoice arrangement) or enter into the Payment Plan Direct Debit option. (excluding VET FEE-HELP applicants).

Payment in full:

- Students who wish to pay for the course in full and are enrolling into a course where the total course fees are under \$1000.00 pay in full before the course commences to confirm their enrolment.
- Students who wish to pay for the course in full and are enrolling into course where the total course fees are over \$1000.00 will be required to pay \$1000.00 upon enrolment and will be invoiced the remaining fees progressively across the duration of the training delivered. Invoicing for the remaining fees will occur at one third and two thirds of the course duration at no more than \$1500.00 in any one invoice.

OR

Direct Debit:

- Students must enter into the Payment Plan option that is a Direct Debit agreement which requires a deposit of 10% of all Course Fees & Materials. (Not Applicable for Pre Accredited courses, Short Courses or VETiS courses)

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53. Direct Debit for all courses attracts a minimum deposit of 10% of the course fee for the units selected for the calendar year and requires a minimum repayment of \$30.00 per fortnight.
54. A Direct Debit Form must be completed and filled in at the time of enrolment with the Authorised Delegate and submitted to the Customer Service Officer.
55. Direct Debit payments will be determined upon enrolment with the Authorised Delegate.
56. All fees to be paid in full before completion of the course.
57. **No certificates will be issued until Course Fees are paid in full.**

Accredited Course Fee Refunds – (excluding VET FEE-HELP)

58. A student may withdraw from their course by written notice from the date they completed their enrolment/payment process and up to within 4 weeks of their course commencement date using the Course Withdrawal form they are entitled to a full refund on the tuition fee, minus a \$50.00 administration fee. A refund of the materials fee will be dependent on the condition of unused materials and is determined by the Program Leader of your course. The form must be submitted to the Customer Service Officers at any CCG campus location.
59. Students are not entitled to any refund if they withdraw after the four week period.
60. If a course is cancelled by CCG at any time during the period of a person's enrolment, CCG will refund the pro-rata portion of the tuition fees, amenities fees, and fees for materials that have not been used prior to the date of cancellation.

Payment for Apprenticeship/Traineeship training

61. At the Induction Interview the student and employer must notify CCG using the Payment Agreement form whether the student or employer is paying for the fees with the two options of payment in full or the calculated Direct Debit option as per the Accredited Course Payment option.
62. The training fees will be provided to the student and employer at the Induction meeting through the Statement of Fees Course Quote spreadsheet. The person responsible for paying for the student's course must make payment within 14 working days.
63. If the payment option is by Direct Debit the deposit must be paid and the Direct Debit Agreement must be in place within 14 working days.
64. If no payment is received by CCG within the 14 days the training will cease before the next Traineeship/apprenticeship trainers scheduled visit.

Apprenticeship/Traineeship refunds

65. If the traineeship/apprenticeship is cancelled the payer will be refunded for the units the student has not commenced for the calendar year minus a \$100.00 administration fee.
66. A refund for materials purchased will be dependent on the condition of unused materials and is determined by the Program Leader of the course.

Enrolment Process for Short and Specialty Courses

67. The enrolment form must be completed and payment made prior to the course commencement date. The form can be completed on or off campus and returned completed with all required signatures to the CSO's at all campus locations.

Short and Specialty Fee Refunds

68. If the student withdraws from a short course or non-accredited course more than 5 working days before the course commences, a refund of the course fee minus a 10% administrative charge (a minimum of \$5.00) will apply.

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69. If the student withdraws from a short course or non-accredited course 5 working days or less before the course commences, no refund is made
70. A full refund is made to the student if a class is cancelled by CCG.
71. Refunds for materials fees will be at the discretion of the Program Leader

Enrolment Process for Pre Accredited Courses

72. Students enrolling into Pre Accredited training must complete an enrolment form prior to the course commencement and provide documentation for student eligibility for one of the following:
 - an Australian citizen
 - an Australian Permanent Resident (holder of a permanent visa)
 - a New Zealand citizen
73. The course fees for Pre Accredited Short courses are calculated by the hours of training over the length of the course.
74. Pre Accredited courses are subsidised by the Government and students who hold a current concession card may be charged at a lesser rate depending on the length of the course.

Pre Accredited Refunds

75. A student may withdraw from their course by written notice from the date they completed their enrolment/payment process and up to the day before the course commencement date using the Course Withdrawal form. They are entitled to a full refund on the, minus a \$50.00 administration fee.

VET FEE-HELP refunds

76. CCG is a member of the TDA Tuition Assurance Scheme.
77. If CCG ceases to provide a VET unit of study within a VET course of study, or a full course, then the eligible enrolled student is entitled to either:
 - VET Course Assurance Option (an offer of a place in a similar VET course of study with a Second Provider), OR
 - VET Tuition Fee Repayment Option (a refund of his or her up-front VET payments for any VET unit of study that the student commences but does not complete)
78. If the student chooses the VET tuition Fee Repayment Option, then the following process will apply:

Refund Entitlements.

79. Students who withdraw from a course or unit on or before the census date for that unit are entitled to a full refund of any up-front Tuition Fees paid for the course or course or unit.
80. As per paragraph 8.4.1 of the VET Provider Guidelines, CCG must repay to a person who is, or would be entitled to VET FEE-HELP assistance, any payment of his or her VET tuition fee made on or before the census date if the person is no longer enrolled in the relevant unit at the end of the census date.
81. As per 8.4.2 of the VET Provider Guidelines students who are no longer enrolled in the unit at the end of the census date are entitled to a refund. Where a student is entitled to a refund of Tuition fees then Services fees will be refunded /credited on a pro-rata basis.
82. Materials and amenities fees may be charged over and above VET Fee Help tuition fees. Withdrawal from courses involving VET Fee Help may still incur the materials and amenities fees. CCG will refund the pro-rata portion of the amenities and materials fees that have not been used prior to the date of cancellation.

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No Refund

83. A student who withdraws from a VET unit of study after the census date will not be eligible for a refund of any Tuition Fees paid unless they meet the requirements for extenuating circumstances. A student who has requested VET FEE-HELP assistance who withdraws from a VET unit of study after the census date will incur a VET FEE- HELP debt for any unpaid tuition fees

Withdrawal due to Exceptional Circumstances

84. Eligible students accessing VET FEE HELP assistance who withdraw on or after the census date due to exceptional or extenuating circumstances can apply, in writing, to the CCG Directors or CEO for a refund of any up-front fees paid and, to have their FEE HELP balance re-credited and, to have their VET FEE HELP debt remitted under exceptional circumstances.
85. This needs to be done within 12 months of the student's initial enrolment date. These circumstances include:
- Where the student's withdrawal is beyond their control, and
 - Where these circumstances did not have an impact on the student until on, or after, the census date, and
 - Where continued enrolment in the unit or course is impossible.

Special circumstances do not include:

- Lack of knowledge or understanding of the requirements for VET FEE-HELP assistance, or
 - A student's incapacity to repay a HELP debt, as repayments are income contingent and the person may apply for a deferral of a compulsory repayment in certain circumstances.
86. Where the Directors or CEO is satisfied that special circumstances apply, CCG will arrange to have refund of up-front fees and/or the FEE HELP balance re-credited the VET FEE HELP debt remitted.

Review of decision to deny Exceptional Circumstances re-credit request

87. A student may apply in writing to CCG for a review of a decision not to re-credit a student's FEE HELP balance, stating the reasons why they are applying for a review. An application for a review must be made within 28 days from the day the person first received notice of the decision, or such time as the reviewer allows.
88. Upon receipt of the written application, CCG will:
- Acknowledge receipt of the application for review.
 - Consider each application on its merits.
 - Appoint a review officer who will not be the same officer who made the original decision, and who is senior to that person.
 - Reconsider the decision (the reviewer is able to confirm the original decision, vary the decision, or set aside the decision).
 - Notify the applicant in writing, within 45 days of receipt of the written application, of the reviewer's decision and the reasons for making the decision.
 - Advise the applicant of their right to appeal to the Administrative Appeals Tribunal (AAT) for a review of the reviewer's decision if the applicant is unsatisfied with the outcome.

Appendix A

Student Eligibility

VET FEE-HELP Student Eligibility

To be eligible for VET FEE-HELP you must:

- are an Australian Citizen or
- are a New Zealand Special Category Visa holder who meets the HELP residency requirements; or
- are a permanent humanitarian visa holder (resident in Australia for the duration of the unit);
- enrol on or before the census date of an eligible unit of study.
- meet Tax File Number requirements.
- provide a Unique Student Identifier (USI) number.
- have not exceeded the FEE-HELP limit.
- present proof of citizenship, such as Australian birth certificate, passport or naturalisation certificate.
- are enrolling in Diploma and Advanced Diploma as either Fee for Service of VTG funded student. Certificate IV courses are only applicable to VTG funded students.
- Please note: New Zealand citizens and permanent residents are not eligible to access VET FEE-HELP.

The following are not eligible for VET FEE-HELP:

- New Zealand Citizens and Permanent residents
- Victorian State Government subsidised students studying a Vocational Graduate Certificate or Vocational Graduate Diploma
- students studying a Certificate I–IV.
- If students are not eligible for VET FEE-HELP all tuition fees and materials fees must be paid up front.

Appendix B**VICTORIAN TRAINING GUARANTEE STUDENT ELIGIBILITY CRITERIA**

- 1.1 To be eligible, an individual must meet *Victorian Training Guarantee* requirements as follows:
- a) An individual must be:
 - i) an Australian citizen; or
 - ii) a holder of a permanent visa; or
 - iii) a New Zealand citizen; and
 - b) An individual must enrol and commence training in a course or qualification provided by the RTO between the later of 1 January 2016 or when the VET Funding Contract is executed, and 31 December 2016 inclusive and be:
 - i) under 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training; or
 - ii) over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training in a Foundation Skills List course; or
 - iii) over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training as an Apprentice (not Trainee); or
 - iv) over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in training in the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (Intermediate or Senior); or
 - v) over 20 years of age (as at 1 January in the year of commencement of training) and seeking to enrol in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.
- 1.2 In addition to meeting the requirements of Clause 2.6 of this Schedule 1, an individual is only eligible to:
- a) commence a maximum of two government subsidised courses in a calendar year. Where an individual is enrolled in a course(s) that is scheduled to commence at a later date in that calendar year, this course(s) must be counted for the purpose of this clause when assessing eligibility;
 - b) undertake a maximum of two government subsidised courses at any one time;
 - c) commence a maximum of two government subsidised courses at the same level within the Australian Qualifications Framework (AQF) in their lifetime; and
 - d) commence a maximum of two government subsidised accredited courses with the title 'Course in...' in their lifetime.

Additional Apprentice/Trainee Eligibility Requirements

- 1.3 If the RTO is to deliver training to eligible Apprentices/Trainees who are Eligible Individuals in accordance with the schemes deemed by the VRQA to be Approved Training Schemes under the Act, then in addition to individual eligibility requirements detailed in Clauses 2.6 and 2.7 of this Schedule 1, to be eligible for government subsidised training under the VET Funding Contract as an Apprentice/Trainee and thereby be an Eligible Individual for the purposes of the VET Funding Contract, the individual must be:
- a) employed in Victoria in either a full time or part time capacity under an award or registered agreement;

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- b) undertaking an Approved Training Scheme;
 - c) a signatory to a Training Contract with their employer which is registered with the VRQA;
 - d) a signatory, jointly with the employer and the RTO, to a Training Plan; and
 - e) involved in paid work and Structured Training, either workplace based or off-the job.
- 1.4 Whether an individual is an Apprentice or a Trainee depends on how the qualification they are undertaking is designated in the relevant Approved Training Scheme. Information on current Approved Training Schemes can be found at:
<http://www.vrqa.vic.gov.au/apprtrain/Pages/schemes.aspx>

VICTORIAN TRAINING GUARANTEE ELIGIBILITY EXCLUSIONS

- 1.5 An individual is not eligible for government subsidised training under the VET Funding Contract if the individual is:
- a) a student enrolled in a school (excluding a School Based Apprentice/Trainee). This includes:
 - i) any government, non-government, independent or Catholic school; or
 - ii) a student registered for home schooling in Victoria

Government schools are responsible for funding these opportunities for VET within the school curriculum through their Student Resource Package (SRP) allocation, including targeted VET in Schools funding. Non-government schools make similar decisions for students on the basis of the resources available to them; or

- b) within the meaning of the *Corrections Act 1986*, a prisoner held at a prison, including but not limited to:
 - i) Hopkins Correctional Centre (Ararat)
 - ii) Barwon Prison
 - iii) Beechworth Correctional Centre
 - iv) Dame Phyllis Frost Centre
 - v) Dhurringile Prison
 - vi) Langi Kal Kal Prison
 - vii) Loddon Prison
 - viii) Marngoneet Correctional Centre
 - ix) Tarrengower Prison
 - x) Metropolitan Remand Centre
 - xi) Melbourne Assessment Prison
 - xii) Fulham Correctional Centre
 - xiii) Port Phillip Prison
- c) A person who is detained under the *Mental Health Act 1986*; or the *Crimes (Mental Impairment and Unfitness to be Tried) Act 1997* or the *Sentencing Act 1991* at the Thomas Embling Hospital.
- d) A person who is detained (other than on weekend detention) under the *Children, Youth and Families Act 2005* or the *Sentencing Act 1991* or who is held on remand in one or more of the following youth justice facilities:
 - i) Malmsbury Juvenile Justice Centre;
 - ii) Parkville Youth Residential Centre;
 - iii) Melbourne Youth Justice Centre.

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- 1.6 The exclusions described in Clauses 2.1 (b), (c) and (d) of this Schedule 1 do not apply to young people on community based orders made under the *Children, Youth and Families Act 2005*, or individuals held in Judy Lazarus Transition Centre who, subject to Clause 2 of this Schedule 1, may be eligible for funding under this Schedule 1 as they are able to physically access training outside of a custodial setting without supervision.

Exceptions to the Victorian Training Guarantee eligibility criteria under particular arrangements

- 1.1 Individuals referred to training under the particular arrangements set out at Section 2 of the *Guidelines about Student Eligibility and Supporting Evidence* may not be required to meet particular aspects of the eligibility criteria detailed in Clause 2 of this Schedule 1.
- 1.2 To be considered an Eligible Individual for the purpose of this Schedule 1, individuals undertaking training under the following arrangements must present the relevant Referral Form or Letter to the RTO prior to enrolment:
- a) Asylum Seekers and Victims of Human Trafficking Initiative;
 - b) Young People Transitioning from Care Initiative (if appropriate to the RTO);
 - c) access to the VTG for retrenched employees; and
 - d) Automotive Supply Chain Training Initiative.
- 1.3 The RTO must:
- a) enrol the individual in accordance with the relevant procedures issued by the Department from time to time; and
 - b) retain a copy of the relevant Referral Form or Letter for audit or review purposes.

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Appendix B :

SECTION 1 DETERMINING AN INDIVIDUAL'S ELIGIBILITY FOR THE VICTORIAN TRAINING GUARANTEE

The eligibility criteria for the Victorian Training Guarantee are outlined in Clause 2 of Schedule 1 of the VET Funding Contract. The following information is provided to assist the RTO in determining an individual's eligibility, specifically with regard to:

- the 'upskilling' requirement;
- the '2 in a year' limitation;
- the '2 at a time' limitation;
- the '2 at level' limitation;
- accredited courses with the title 'Course in...'; and
- courses on the Foundation Skills List.

Upskilling: determining prior completed qualification for the purpose of eligibility

1.1. For the purpose of applying Clause 2.6(b)(v) of Schedule 1 of the VET Funding Contract, which is the eligibility criterion relating to the highest qualification held (upskilling), the following prior qualifications are not taken into account:

- a. the Victorian Certificate of Education; Victorian Certificate of Applied Learning (Intermediate or Senior); International Baccalaureate Diploma; and senior secondary school certificates from other Australian jurisdictions
- b. qualifications listed in the Foundation Skills List (Attachment 1 to these Guidelines)
- c. any VET certificates completed as part of a senior secondary qualification (including School Based Apprenticeships/Traineeships);
- d. qualifications with the title 'Course in...' which are not aligned to a specified level within the Australian Qualifications Framework (AQF); and
- e. non-Australian qualifications, except where equivalency has been formally established with a qualification within the AQF.

1.2. In accordance with the AQF and for the avoidance of doubt, Vocational Graduate Certificate and Vocational Graduate Diploma level qualifications are higher than qualifications at the Bachelor Degree level.

2 in a year and 2 at a time: determining the number of courses in which an individual is eligible to commence/undertake in 2016

1.3. For the purpose of applying subclauses 2.7(a) and 2.7(b) of Schedule 1 of the VET Funding Contract:

- a. an individual is eligible to commence a maximum of two government subsidised courses in 2016.
- b. an individual is eligible to undertake a maximum of two government subsidised courses at any one time in 2016.

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- c. the following scenarios will not be counted towards the course maximum outlined at Clause 1.3(a):
- i. if an individual is transitioning from a superseded qualification to the current version of the same qualification;
 - ii. if an individual is recommencing training in the same qualification (at either the same or a different provider); or
 - iii. If an individual is seeking to enrol in an apprenticeship (not traineeship) after having participated in one of the Pre- Apprenticeship and Pathway Qualifications identified at Attachment 2 to these Guidelines.

2 at level: determining the number of courses previously commenced

1.4. For the purpose of applying subclauses 2.7(c) and 2.7(d) of Schedule 1 of the VET Funding Contract, which are the eligibility criteria relating to the lifetime limit on commencements at the same level (the 2 at level lifetime limit), the following commencements are not taken into account:

- a. the Victorian Certificate of Education; Victorian Certificate of Applied Learning (Intermediate or Senior); International Baccalaureate Diploma; and senior secondary school certificates from other Australian jurisdictions;
- b. qualifications listed in the Foundation Skills List (Attachment 1 to these Guidelines);
- c. any VET certificates undertaken as part of a senior secondary qualification (including School Based Apprenticeships/Traineeships);
- d. where an individual is transitioning from a superseded qualification to the current version of the same qualification; and
where an individual is recommencing training in the same qualification (at either the same or a different provider).

Eligibility for accredited courses with the title 'Course in...'

A number of courses with the title 'Course in...' are accredited. These are nationally recognised training products providing skills recognition leading to a Statement of Attainment, rather than the award of a qualification recognised within the Australian Qualifications Framework (AQF). They are not aligned with the AQF.

- 1.5. Enrolment in a 'Course in...' is subject to the same Victorian Training Guarantee eligibility requirements as other enrolments.
- 1.6. To address 'upskilling' requirements, an individual who holds a qualification no higher than Certificate IV is to be considered eligible to enrol in a 'Course in...' (subject to meeting other eligibility criteria).
- 1.7. Qualifications at Diploma level or higher are considered higher than courses with the title 'Course in...'
- 1.8. An individual is eligible to commence a maximum of two government subsidised accredited courses with the title 'Course in...' in their lifetime (subject to meeting other eligibility criteria).

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Eligibility for courses and qualifications on the Foundation Skills List

- 1.9. An individual is not eligible for government subsidised training under the VET Funding Contract in courses and qualifications on the Foundation Skills List (Attachment 1 to these Guidelines) if the individual is:
- The holder of a qualification issued by an Australian VET or higher education provider that is at AQF level 5 (Diploma) or higher.
 - Enrolled in the Commonwealth Government's 'Skills for Education and Employment' program.

SECTION 2 ELIGIBILITY CRITERIA FOR INDIVIDUALS REFERRED UNDER PARTICULAR INITIATIVES OR EXTENSION OF ELIGIBILITY PROVISIONS

Individuals referred to training under the particular initiatives or provisions set out below may not be required to meet particular aspects of the eligibility criteria detailed in Clause 2 of Schedule 1 of the VET Funding Contract.

Asylum Seekers and Victims of Human Trafficking Initiative

- 2.1. Individuals referred to training under the Asylum Seekers and Victims of Human Trafficking Initiative must meet all Victorian Training Guarantee eligibility criteria except the citizenship/residency requirements set out at Clause 2.6(a) of Schedule 1 of the VET Funding Contract.

Retrenched employees

- 2.2. Retrenched employees must meet all Victorian Training Guarantee eligibility criteria except the 'upskilling' requirement set out at Clause 2.6(b)(v) of Schedule 1 of the VET Funding Contract.
- 2.3. Individuals referred to training under this extension of eligibility provision must present the RTO with a Training Referral Letter dated from 1 January 2015 onwards issued by the Department of Education and Training (the Department, formerly the Department of Education and Early Childhood Development) and a copy of a notification of employment separation. This notification may take the form of:
- a separation certificate; or
 - a letter of separation from their previous employer/receiver on company/receiver letterhead; or
 - a statement of service including the date of cessation of employment; or
 - a letter specifying that retrenchment will occur on a nominated date from their current employer on company/receiver letterhead; or
 - a Centrelink Employment Separation Certificate provided that the reason for separation falls within the following categories: 'shortage of work', 'unsuitability for this kind of work', or 'redundancy'.
- 2.4. Referred individuals must commence training within twelve months of the date shown on the Training Referral Letter issued by the Department.
- 2.5. The RTO must retain the Training Referral Letter and a copy of the notification of employment separation for audit or review purposes.
- 2.6. Individuals referred under this extension of eligibility provision that do not meet the 'upskilling' requirement must be reported to the Department through the use of the Eligibility Exemption Indicator field in the monthly Student Statistical Reports to be provided under the VET Funding Contract.

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Young People Transitioning From Care Initiative

2.7. Individuals referred to training under the Young People Transitioning From Care Initiative must meet all Victorian Training Guarantee eligibility criteria.

Automotive Supply Chain Training Initiative

2.8. Automotive supply chain employees must meet all Victorian Training Guarantee eligibility criteria except the 'upskilling' requirement set out at Clause 2.6(b)(v) of Schedule 1 of the VET Funding Contract.

2.9. Individuals referred to training under this extension of eligibility provision must present the RTO with an Automotive Supply Chain Training Initiative Eligibility Letter issued by the Department of Education and Training (the Department, formerly the Department of Education and Early Childhood Development) and evidence of their current or recent employment in the automotive supply chain. This evidence may take the form of:

- a. a separation certificate; or
- b. a letter of separation from their previous employer/receiver on company/receiver letterhead; or
- c. a statement of service including the date of cessation of employment; or
- d. a letter specifying that retrenchment will occur on a nominated date from their current employer on company/receiver letterhead; or
- e. a Centrelink Employment Separation Certificate provided that the reason for separation falls within the following categories: 'shortage of work', or 'redundancy'; or
- f. a payslip.

2.10. Referred individuals must commence training within twelve months of the date shown on the Automotive Supply Chain Training Initiative Eligibility Letter.

2.11. The RTO must retain the Automotive Supply Chain Training Initiative Eligibility Letter and a copy of the evidence of their current or recent employment in the automotive supply chain, for audit or review purposes.

2.12. Individuals referred under this extension of eligibility provision that do not meet the 'upskilling' requirement must be reported to the Department through the use of the Eligibility Exemption Indicator field in the monthly Student Statistical Reports to be provided under the VET Funding Contract.

SECTION 3 EVIDENCE OF ELIGIBILITY FOR THE VICTORIAN TRAINING GUARANTEE

3.1 Evidence of an individual's eligibility for the Victorian Training Guarantee is to be sighted and retained by the RTO for each Eligible Individual, prior to commencement in training, in accordance with these Guidelines.

Evidence to be retained by the RTO for individuals referred under particular initiatives

3.2 Prior to commencement in training, individuals referred to training under initiatives specified in Section 2 of these Guidelines must present the relevant Referral Form to the RTO. The RTO must retain a copy of the relevant Referral Form for audit or review purposes.

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Evidence to be retained by the RTO for Eligible Individuals

- 3.3 Prior to the commencement of training, for each individual that the RTO assesses as eligible for the Victorian Training Guarantee, the RTO must:
- a. complete in hard copy or electronically, the information and declarations specified in the Evidence of Eligibility and Student Declaration form at Attachment 3 to these Guidelines; and
 - b. sight and retain the evidence of eligibility specified in the Evidence of Eligibility and Student Declaration form by:
- 3.5 A certified photocopy is a photocopy of an original document which has been certified as being a true copy by a person listed at Attachment 4 to these Guidelines.
- 3.6 Certified photocopies that are scanned or faxed are not acceptable forms of evidence for the purpose of Clause 3.3(b)(ii).
- 3.7 The Evidence of Eligibility and Student Declaration form must be completed by an authorised delegate of the RTO.
- 3.8 An authorised delegate of the RTO is defined as:
- a. an employee/s of the RTO who has been formally delegated this function from the CEO or equivalent and written evidence of such a delegation is available at audit, or
 - b. a duly authorised agent of the RTO, and a legally binding agreement between the RTO and the agent is in place and available at audit.
- 3.9 The Evidence of Eligibility and Student Declaration form does not replace existing eligibility assessment processes or student enrolment forms. Completion of the Evidence of Eligibility and Student Declaration form alone does not constitute a comprehensive eligibility assessment.
- 3.10 Eligibility assessment processes must involve informative discussions with applicants, as well as comprehensive assessments of the circumstances against the eligibility requirements of the VET Funding Contract, including any variations to that VET Funding Contract.
- 3.11 Where an individual's response to the Evidence of Eligibility and Student Declaration form indicates that the individual is not eligible but the RTO deems them eligible based on a comprehensive discussion, the RTO must evidence the reason it found the student to be eligible and retain this evidence.
- For example: an individual (who has met all other eligibility criteria) responds to the form indicating they have completed a Bachelor degree. This would suggest the individual is not eligible for the Victorian Training Guarantee. However, the RTO gathers, through a discussion with the individual, that the Bachelor degree declared is an overseas qualification that has not been formally recognised as equivalent. The RTO may therefore enrol the individual in suitable government subsidised training, but must retain evidence for why the upskilling requirement is not applicable.
- 3.12 The RTO must make available to the Department (or persons authorised by the Department) for audit or review purposes, the information and copies of evidence specified in Clause 3.3(a) and (b).