

Student Entry Procedure

For VET FEE-HELP Loan Eligibility

Australis College Pty Ltd
RTO Number 31518

1. PURPOSE

- 1.1** To ensure all students enrolling in courses under VFH loan agreements abide by the eligibility conditions set in the Higher Education Support Amendment (VET FEE-HELP Reform) Bill 2015 from the 1st January 2016. This legislation seeks to ensure that students enrolling into VET qualifications at a Diploma level or higher are suitable for the AQF level of course they are enrolling into. This is demonstrated by providing Australis College a copy of their Australian Senior Secondary Certificate of Education in completion of Year 12, or successfully completing an approved Government skills assessment at an Exit Level 3 or higher in the Australian Core Skills Framework.
- 1.2** This procedure must be used in conjunction with the Enrolment Policy (POL_TA_EP1) and Pre-enrolment Application Procedure (PRO_TA_EP1).

2. SCOPE AND APPLICATION

- 2.1** Applies to all Australis College employees (Course Consultants, Student Support and Student Services teams) who communicate to students applying for VET FEE-HELP loan assistance the applicable entry requirements, core skills assessment information and the processing of student applications and enrolments for those students.

3. ABBREVIATIONS

- 3.1** ASQA – the Australian Skills Quality Authority.
- 3.2** ACSF – Australian Core Skills Framework.
- 3.3** ACER – Australian Council of Educational Research.
- 3.4** CSPA – Core Skills Profile for Adults (Government approved).
- 3.5** LLN – Language, Literacy and Numeracy.
- 3.6** VFH – VET FEE-HELP.
- 3.7** VET – Vocational Education and Training.
- 3.8** AQF – Australian Qualifications Framework.
- 3.9** SMS – Student Management System.
- 3.10** FFS – Fee for Service.
- 3.11** ATLAS – Australis Training, Learning and Assessment System.

Effective date	Review by date	SOP policy number	Version	Page number
13/07/2016	13/07/2018	PRO_TA_EP5	1.1	1
Student Entry Procedure for VFH Loan Eligibility_V1.1				

4. ENVIRONMENT, HEALTH AND SAFETY

- 4.1 Australis College is committed to ensuring employees and students work and learn in an environment that is safe and promotes their health and wellbeing.
- 4.2 All training will be conducted in adherence to workplace health and safety requirements.
- 4.3 All employees will be provided with appropriate resources to allow them to perform their job roles.

5. RESPONSIBILITIES

5.1 Chief Operations Officer (COO):

- Monitors the effectiveness of operating systems to support the application and assessment process for VFH students enrolling into Australis College VET qualifications.

5.2 National Marketing Manager (NMM):

- Ensures that the Enrolment Policy and this procedure are published on the Australis College website(s).
- This procedure must be published no more than two links from the main home page and only one link from the home page for each VET course.

5.3 Call Centre Team Leader (CCTL):

- Provides coaching and training to Course Consultants to ensure adherence to the Enrolment Policy (POL_TA_EP1), Student Entry Procedure for VFH Loan Eligibility (PRO_TA_EP5) and Pre-enrolment Application Procedure (PRO_TA_EP1).
- Provides a point of escalation for any issues and approvals in relation to student enrolment applications.

5.4 Course Consultants (CC):

- Conducts the initial assessment interview/discussion during the pre-enrolment process to gauge the student's prior learning, work experience and commitment towards study.
- Makes an initial assessment on the student's language and communication skills during this discussion.
- Determines if the student is applying for a VFH loan, Certificate 3 Guarantee or Fee for Service in order to provide relevant information to each student.
- For students wishing to apply for VFH, the CC will document the student's Australian Senior Secondary Certificate of Education in completion of Year 12. If this cannot be provided the student will be given information and access to the online approved CSPA assessment test. Discussion notes will be recorded on the SMS.
- For students not applying for VFH, the CC records the outcome of the student interview and directs the student to either the Student Support team if LLN challenges are identified and, or proceeds with the enrolment as per the Enrolment Policy (POL_TA_EP1) and Pre-enrolment Procedure (PRO_TA_EP1).
- Ensures all relevant information and forms are received from the student and accurately completed for processing.

Effective date	Review by date	SOP policy number	Version	Page number
13/07/2016	13/07/2018	PRO_TA_EP5	1.1	2
Student Entry Procedure for VFH Loan Eligibility_V1.1				

5.5 Quality team:

- Ensures policies and procedures are implemented in accordance with governing legislation as listed in the Enrolment Policy (POL_TA_EP1).
- Communicates legislative requirements across departments to ensure compliance.

5.6 Student Services Manager (SSeM):

- Provides coaching and training to Student Services Officers to ensure adherence to the Enrolment Policy (POL_TA_EP1), Student Entry Procedure for VFH Loan Eligibility (PRO_TA_EP5) and Pre-enrolment Application Procedure (PRO_TA_EP1).
- Provides a point of escalation for any issues and approvals in relation to student enrolment applications.

5.7 Student Services Officer (SSeO):

- Ensures students applying for VFH assistance are not sent the Request for VET FEE-HELP Loan Form until after the cooling off period of two (2) business days.
- Quality-checks enrolment information when processing to ensure it meets eligibility criteria.

5.8 Student Support Manager (SSuM) and Student Support Officer (SSuO):

- Emails students with the results of their Government-approved Core Skills Assessment if applying for VET FEE-HELP assistance loan. Contacts them with constructive feedback if the student does not meet the Exit Level 3 criteria for entry into a Diploma or higher VET qualification.
- Documents results from Core Skills Assessment and discussions with the student on their student file in ATLAS and the SMS.
- Determines support and assistance required to guide students to positive learning outcomes.
- Liaises with the Chief Operations Officer and the National Quality Manager on the effectiveness of this procedure.

6. INSTRUCTIONS

6.1 COURSE CONSULTANT PROCEDURE.

- 6.1.1** The CC will conduct an initial assessment interview/ discussion with the potential student during the pre-enrolment process to gauge their prior learning, work experience and commitment towards study. This information is used as an initial assessment on the student’s language, communication skills any perceived barriers to study.
- 6.1.2** The CC will determine if the student is applying for a VFH loan, Certificate 3 Guarantee or Fee for Service in order to provide and obtain relevant information to each student and assess their eligibility and entry into their chosen course.
- 6.1.3** For students wishing to apply for VFH for entry into a VET Diploma of higher qualification, the CC will request the student to provide their Australian Senior Secondary Certificate of Education in completion of Year 12. If this cannot be provided the student will be given access to the CSPA link and login details with ACER along with information on the test such as compatible operating systems and browsers, expected duration of completion (1 ½ hours but no time limit imposed) and timeframes for a response and feedback from our Student

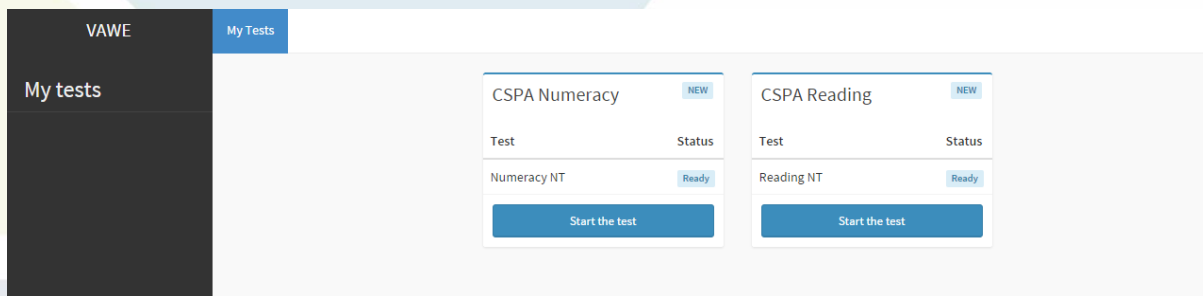
Effective date	Review by date	SOP policy number	Version	Page number
13/07/2016	13/07/2018	PRO_TA_EP5	1.1	3
Student Entry Procedure for VFH Loan Eligibility_V1.1				

Support team. Information on the CSPA LLN skills assessment is also made available to students on the Australis College website.

- 6.1.4 If the student is not applying for VET FEE-HELP assistance, the CC will either direct the student to Student Services for enrolment processing or direct the student to the Student Support Team to complete an internal Core Skills Assessment depending on their ability to address the Australis College criteria outlined in the Enrolment Policy (POL_TA_EP1). Students applying for VET FEE-HELP assistance that provide evidence of an Australian Senior Secondary Certificate of Education may still be referred to Student Support to complete the internal Core Skills Assessment if the CC still identifies a barrier to learning and successful study outcomes.
- 6.1.5 The CC must record the outcome of the student interview and ensures the Australian Senior Secondary Certificate of Education, Request for a VET FEE-HELP Loan form and Parental Consent forms are completed accurately and retained for compliance purposes.
- 6.1.6 If the student is less than eighteen (18) years of age, the parent or guardian must co-sign the Request for a VET FEE-HELP loan. They must also sign an Australis College Parental Consent form. Students that are considered independent under the Social Securities Act 1991 and wish to be exempt from this requirement must produce evidence from Centrelink confirming their state of independence. This evidence must also be retained.

6.2 TESTING PROCESS (ACER CORE SKILLS PROFILE FOR ADULTS ASSESSMENT).

- 6.2.1 The student will be provided with a username and password to log in to the CSPA system to complete the Core Skills Profile for Adults. <http://vawe.acer.edu.au/>.
- 6.2.2 The student will need to create a new password for security reasons. After logging on the following screen will appear – CSPA Numeracy and CSPA Reading. To commence the assessment, the student will need to click on Start as shown in the red below.



- 6.2.3 The assessment will take approximately 1 ½ hours but there is no time limit for completion. The student is able to attempt questions, save answers and come back to review their attempt later.
- 6.2.4 The results are used to determine the reading and numeracy level that is required (minimum Exit Level 3) for entry into Diploma and higher courses when applying for VET FEE-HELP.

Individual Student Report for Professionals
Core Skills Profile for Adults

	Date: 05 January 2016
	Unique ID: N/A
	Group: DIPLOMA Group January 2016
score estimate: 127	ACSF level estimate: working at level 4 / exit level 3

- 6.2.5 The results will be sent by email to the Student by Student Support. Continue to [6.3](#).
- 6.2.6 Results of the CSPA LLN assessment are retained for a period of at least five (5) years. The student will be provided with the result if they decide to enrol into another course or to transfer to another training provider.

6.3 STUDENT SUPPORT PROCEDURE.

- 6.3.1 A SSuO will email the student their result within twenty-four (24) hours of receiving their assessment results.
- 6.3.2 Students that successfully complete the CSPA testing will be forwarded to Student Services to have their enrolment processed and finalised.
- 6.3.3 Students that do not reach the minimum level Exit Level 3 will be contacted by Student Support to discuss the unsuccessful result. If it is determined that external factors contributed to the unsuccessful result at the time of the assessment, the student will be invited to re-sit the test.
- 6.3.4 If the SSuO believes there are gaps in the student’s language, literacy and numeracy skills they will discuss other course or pathway options for consideration (Refer to the Core Skills Review Support Conversation Script) or suggest re-sitting the CSPA test at a later date when the student and SSuO feel progress and improvement has been made in the reading and numeracy gaps that were identified in the initial assessment.
- 6.3.5 The SSuO ensures all results are recorded on the SMS together with discussion notes.

7. COMMUNICATION, TRAINING AND RECORDKEEPING

- 7.1 *For internal use only* - refer to the Communication, Training and Recordkeeping Procedure (PRO_SM6).

8. REFERENCES/SUPPORTING DOCUMENTS/DEFINITIONS/LEGISLATIVE CONTEXT

- 8.1 [Standards for Registered Training Organisations \(RTOs\) 2015.](#)
- 8.2 [National Vocational Education and Training Regulator Act 2011.](#)
- 8.3 [Commonwealth Privacy Act 1988.](#)
- 8.4 [Privacy Amendment \(Private Sector\) Act 2000.](#)
- 8.5 [Australian Privacy Principles.](#)
- 8.6 [Student Identifier Act 2014.](#)
- 8.7 [Higher Education Support \(VET\) Guideline 2015.](#)
- 8.8 [Higher Education Support Amendment \(VET FEE-HELP Reform\) Bill 2015.](#)
- 8.9 [Student Identifiers Bill 2014.](#)
- 8.10 [Social Security Act 1991.](#)
- 8.11 Enrolment Policy (POL_TA_EP1).
- 8.12 Pre-enrolment Application Procedure (PRO_TA_EP1).
- 8.13 Core Skills Assessment Policy (POL_TA_PA1).

Effective date	Review by date	SOP policy number	Version	Page number
13/07/2016	13/07/2018	PRO_TA_EP5	1.1	5
Student Entry Procedure for VFH Loan Eligibility_V1.1				

- 8.14 Core Skills Assessment Procedure (PRO_TA_PA1).
- 8.15 Core Skills Review Support Conversations.
- 8.16 ACER Core Skills Profile for Adults Assessment Overview acer.edu.au/cspa.
- 8.17 Request for VET FEE-HELP Loan Form.

APPROVAL AND AUTHORISATION

Completion of the following signature blocks signifies who is responsible for the creation, implementation, review and approval of this procedure.

	Name	Job title	Date
Prepared by	Sharleen Ejlertsen	Quality Officer	05/01/2016
Owned by	Marshall Newton	Chief Operations Officer	19/01/2016
Approved by	Andrew Hetherington	Managing Director	19/01/2016

SUMMARY OF REVISIONS

Australis College is committed to maintaining systematic control over its documentation. This includes the accurate recording of amendments and versions of documents through the Version Control Register SmartSheet.

This procedure will be reviewed two (2) years from its effective date or sooner as required.

Date	Name	Job Title	Version Number
19/01/2016	Sharleen Ejlertsen	Quality Officer	1.0
13/07/2016	Lisa Street	Quality Auditor	1.1