Student Entry Procedure for VET FEE-HELP Eligibility

VISION

To be Australia’s most trusted RTO.

MISSION

To provide exceptional industry-relevant training that creates real employment outcomes for our students.

VALUES

Student-focused  |  Innovation  |  Courage  |  Quality  |  Learning  |  Accountability  |  Health & Wellbeing

PURPOSE

To ensure all students enrolling in courses under VET FEE-HELP (VFH) loan agreements abide by the eligibility conditions set in the Higher Education Support Amendment (VET FEE-HELP Reform) Bill 2015 to take effect on the 1st January 2016. This legislation seeks to ensure that students enrolling into Diploma or higher VET courses 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.

This procedure must be used in conjunction with the Enrolment Policy (POL_TA_EP1) and Pre-enrolment Application Procedure (PRO_TA_EP1).

SCOPE

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.
1. RESPONSIBILITIES

1.1. Chief Executive Officer/Managing Director (CEO):

- Ratifies Australis College’s policy in accordance with governing legislation.
- Ultimately responsible for ensuring that Australis College complies with the VET Quality Framework.

1.2. General Manager of Operations (GMO):

- Monitors the effectiveness of operating systems to support the application and assessment process for VFH students enrolling into Australis College VET qualifications.
- Ensures policies and procedures are implemented in accordance with governing legislation as outlined in the Enrolment Policy.

1.3. General Manager of Marketing (GMM):

- Ensures that Australis College websites are updated with the Enrolment Policy and this procedure so students are able to easily access this no more than two links from the main home page and only one link from the each home page for each VET course.

1.4. Call Centre Team Leader (CCTL):

- Provides coaching and training to Course Consultants to ensure adherence to the Enrolment Policy, Pre-enrolment Application procedure and this procedure.
- Provides a point of escalation for any issues and approvals in relation to student enrolment applications.

1.5. Course Consultants (CC):

- Conducts the initial assessment interview/discussion during the pre-enrolment process to gauge student prior learning and 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 Course Consultant will and 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 Course Consultant 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.

1.6. National Quality Manager (NQM):

• Ensures policies and procedures are implemented in accordance with governing legislation as listed in the Enrolment Policy.

• Communicates legislative requirements across departments to ensure compliance.

1.7. Student Services Manager (SSeM):

• Provides coaching and training to Student Services Officers to ensure adherence to the Enrolment Policy, Pre-enrolment Application procedure and this procedure.

• Provides a point of escalation for any issues and approvals in relation to student enrolment applications.

1.8. Student Services Officer (SSeO):

• To ensure students applying for VFH assistance are not enrolled until after the cooling off period of two (2) business days.

• To quality check enrolment information when processing to ensure it meets eligibility criteria.

1.9. Student Support Manager (SSuM) 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 of higher VET qualification.

• Documents results from Core Skills assessment and discussions with the student on their student file in the SMS.

• Determines support and assistance required to guide students to positive learning outcomes.

• Liaises with the General Manager of Operations and the National Quality Manager on the effectiveness of this procedure.
2. INSTRUCTIONS

2.1. Course Consultant Procedure

2.1.1 The Course Consultant 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 and use this information as an initial assessment on the student’s language and communication skills any perceived barriers to study.

2.1.2 The Course Consultant 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.

2.1.3 For students wishing to apply for VFH for entry into a VET Diploma of higher qualification, the Course Consultant 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 together 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 Support team. Information on the CSPA LLN skills assessment is also made available to students on the Australis College website.

2.1.4 If the student is not applying for VET FEE-HELP assistance the Course Consultant will either direct the student to Student Services for enrolment processing, or direct the student to the Student Support Team depending on them meeting the Australis College support criteria outlined in the Enrolment Policy (POL_TA_EP1). This also applies to students applying for VET FEE-HELP assistance if they meet the Australian Senior Secondary Certificate of Education conditions however the Course Consultant still identifies a barrier to learning and successful study outcomes.

2.1.5 The Course Consultant must record the outcome of the student interview and ensures the Australian Senior Secondary Certificate of Education, Course declaration and Parental consent forms are completed accurately and retained for compliance purposes.

2.1.6 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.

2.2. Testing Process (Acer Core Skills Profile for Adults Assessment)

2.2.1 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/](http://vawe.acer.edu.au/).
2.2.2 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.

![CSPA Numeracy and CSPA Reading](image)

2.2.3 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.

2.2.4 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.

2.2.5 The results will be sent by email to the Student by Student Support. Continue to 2.3.

2.2.6 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.

2.3. Student Support Procedure

2.3.1 A Student Support Officer will email the student their CSPA result within twenty four (24) hours of receiving their assessment results.

2.3.2 Students that successfully complete the CSPA testing will be forwarded to Student Services to have their enrolment processed and finalised.

2.3.3 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.

2.3.4 If the Student Support Officer 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 Student Support Officer feel progress and improvement has been made in the reading and numeracy gaps that were identified in the initial assessment.

2.3.5 The Student Support Officer ensures all results are recorded on the SMS together with discussion notes.