VET FEE-HELP and Domestic Client Admission
Policy and Procedure

SCOPE:
This policy applies to all Domestic persons who meet the below criteria for enrolling under identified VET courses of study or individual Units of Competency at Shafston House College Ltd trading as Service Skills Academy and Mary McConnel School of Early Childhood, irrespective of whether or not the person has chosen to access VET FEE-HELP assistance for their tuition fees or has chosen to pay their tuition fees upfront.

PURPOSE:
The purpose of this policy is to provide a set of guidelines and rules surrounding the application and enrolment of Domestic students for VET units of study, and in particular students seeking the assistance of VET FEE-HELP.

EXCEPTIONS
This policy does not apply to students who are not classified as Domestic and students who are enrolled in courses that are not full fee paying and not VET FEE-HELP eligible. This policy does not apply to courses that are all/part government funded or which are funded as Fee for Service.

RESPONSIBILITY:
This policy is the responsibility of all Service Skills Academy staff dealing with Domestic full fee paying and VET FEE-HELP students or prospective persons. It is the responsibility of Service Skills Academy to make this policy public and advise all prospective persons seeking to enrol as Domestic full fee paying and VET FEE-HELP students of its existence.

POLICY:

Pre-enrolment
All potential students are provided with course information, including detail of the accredited course, code, VET units of study, Units of Competency, course length, course cost and vocational outcomes. Course information is accompanied by general study information (or details of access through Service Skills Academy website) providing:
- course options and outcomes
- fees, charges and refund policy
- fair treatment, equal benefits and opportunities processes
- provision for language, literacy and numeracy assistance
- learning strategies and methods
- grievances, complaints and appeals processes
- disciplinary processes
- student General Code of Conduct
- access and equity
- recognised prior learning processes
- privacy and legislative requirements
- course start dates
- course lengths
- stage/Vet Unit of Study start dates
- stage/Vet Unit of Study Census Dates
- VET FEE–HELP Information Handbook
ADMISSION PROCEDURES:

VET FEE-HELP Student Enrolment Eligibility

- you meet citizenship or residency requirements;
  - a) **Australian citizen**; or
  - b) are a New Zealand Special Category Visa holder who meets long-term residency requirements; or
  - c) are a permanent humanitarian visa holder (resident in Australia for the duration of the unit) AND
  - d) have not exceeded the FEE-HELP limit; AND
  - e) you are enrolling in an eligible VET unit of study on or before the Census Date for the unit of study and remain enrolled in the unit of study at the end of the Census Date; AND
  - f) meet the tax file number (TFN) requirements

- holders of permanent visas eligible to enrol at the Domestic fee rate as upfront Full Fee Paying Students

For visa and Australian citizenship information contact the Department of Immigration and Border Protection (DIBP)

VET FEE-HELP Requirements for Students

- You meet the above Enrolment Eligibility.
- Students who do NOT meet the eligibility for VET FEE-HELP assistance may pay course fees upfront.
- You are enrolling in a Vocational Education and Training (VET) accredited course that’s course outcome is at the Diploma level and is approved for VET FEE-HELP assistance.
- You have completed and submitted the SSA Application Form either online or paper based and understood and agreed to the Terms and Conditions of Enrolment.
- You have been issued a ‘Confirmation of Enrolment Letter’ detailing your enrolment, start date, course length and the applicable course fees.
- You have read and understood the VET FEE-HELP Information Handbook.
- If you are not applying for VET FEE-HELP assistance you will be required to pay in full your first VET unit of study fees on or before the Census Date; or
- If applying for VET FEE-HELP assistance you have completed, signed and submitted a valid ‘Request for VET FEE-HELP assistance form’ on or before the Census Date for the full course of study or the course of study which the unit forms a part of.
- you have not exceeded your FEE-HELP limit or available balance.
- Students who have completed the *Request for VET FEE-HELP assistance form* will be notified within 28 days of the Census Date in writing via a *Commonwealth Assistance Notice* that their application has been received and the details relating to their VET FEE-HELP Debt.

Full Fee Paying Students

- A full fee-paying student is a student enrolled in a VET course of study for which the provider does not receive any funding from a State, Territory or the Commonwealth in relation to the student’s enrolment in that course.
Subsidised students

- A subsidised student is only eligible for VET FEE-HELP assistance for a VET unit of study where:
  - the unit forms part of a VET course of study that leads to an award of a VET Diploma or a VET Advanced Diploma; and
  - the student is enrolled in the unit in the subsidising State or Territory; and
  - the subsidising state or territory is a Reform State or Territory.

VET FEE-HELP Eligible course of study and unit of study

- To be able to apply for VET FEE-HELP assistance, students must enrol in an eligible Vet unit of study or unit of competency which is part of a course of study leading to a VET award at the Diploma or Advanced Diploma level.
- If a Certificate II, Certificate III or Certificate IV course of study holds Units of Competency required for the Diploma or Advanced Diploma Level course, students will need to enrol in the Diploma or Advanced Diploma Level course and first successfully complete any pre-requisite Units of Competence.
- VET FEE-HELP is not applicable for any course under the level of Diploma or Advanced Diploma.

Entry Requirements

- Students must show that they meet the required language, literacy and numeracy skills. All new students will be required to declare their previous education or employment history on their application form.
- The college will conduct an LLN Skills assessment prior to the confirmation of enrolment.
- Alternatively students may provide a copy of their Senior Secondary Certificate of Education as proof of academic level and suitability for enrolment in a Diploma level qualification.
- LL&N skills indicator is conducted to identify a student’s academic level and suitability for enrolment in a Diploma level qualification.
- Courses with pre-requisite entry requirements will require prospective students enrolling in these courses to provide supporting documents proving eligibility.
- SSA may contact previous education providers to verify results submitted for the purpose of Credit Transfer or RPL.
- Students enrolling with previous work experience as meeting entry requirements will be required to submit a current resume including contact details for relevant previous places of employment. Service Skills Academy may contact listed work history contacts to verify works completed.
- Students with previous Tertiary Education can still enrol into eligible units of study and students must submit their completed RPL or Credit Transfer application prior to the first course census date to have their previous tertiary study assessed for result allocation.
- Students are advised to request RPL or Credit Transfer at time of enrolment.
- Students being offered a place in a course of study will not be determined on financial suitability but on merit and number of seats available.
Enrolment Process

- Using the Service Skills Academy Website and VET student support staff, students will decide which course is best for them.
- Students must complete their own SSA Application Form either online or paper based, read and agree to the terms and conditions of enrolment.
- Students applying via the online SSA Application Form must have a valid and secure email address at time of application.
- Submit the completed SSA Application Form to the Admissions Office for processing.
- Submit information that supports student’s identity and Unique Student Identifier.
- Submit supporting documentation that reflects any prior education undertaken if applying for RPL or Credit Transfer.
- Submit supporting documentation for any pre-requisites if required.
- Submit Senior Secondary Certificate of Education or complete the LL&N assessment.
- Read Conditional Letter of Offer and accept offer of a place.
- The Service Skills Academy admissions officer will assess the application based on the published entry requirements for the VET course of choice.
- If accepted the client will receive a Confirmation of Enrolment Letter from Service Skills Academy.
- This letter will include the course start and end dates and related course fees.
- Online students will receive their unique eLearning username and password to their nominated email account.
- Acceptance by the student of their confirmation of enrolment letter is formalised by their participation at orientation for blended courses or phone induction and commencement using their unique student portal login for online courses.
- Two business days after offer acceptance, the student will receive a link to apply for VET FEE-HELP assistance. This may be done either online with a unique student enrolment code issued by SSA directly to the student or via the paper based form.
- The VET FEE-HELP Admissions Officer will establish a record file on each student, will enter essential information in that file, will maintain its up-to-date status, and will ensure necessary privacy considerations are met. Files will be established subsequent to the decision to admit the client.

Payment options for Students

- Paying some or all of their tuition fees up-front; and/or
- Submitting a Request for VET FEE-HELP assistance form (on or before the census date of the first unit(s) for which they want to access VET FEE-HELP assistance) to obtain a loan for some or all of their tuition fees through VET FEE-HELP. The Australian Government will pay the amount of the loan to the provider on the student’s behalf.
- You can submit a Request for VET FEE-HELP assistance form and still pay all or part of your tuition fees up-front.
- Students must understand that the Commonwealth will charge a loan fee of 20% and this fee will be applied to the amount of VET FEE-HELP assistance provided and this fee will be included in your VET FEE-HELP debt. The loan fee does not increase your FEE-HELP balance.
- Students seeking to apply for VET FEE-HELP must first read and understand the VET FEE-HELP Information Handbook.
- Service Skills Academy treats fairly all students eligible for VET FEE-HELP assistance. This is regardless of whether they pay their tuition fees up-front or defer their tuition fees through VET FEE-HELP. Service Skills Academy has not set a separate date for students to pay their tuition fees and a separate date for students to submit their Request for VET FEE-HELP assistance form.
Eligible students have until COB on the census date to make the choice whether to pay their tuition fees up-front or defer their tuition fees through VET FEE-HELP.

Students who pay their VET Unit of Study upfront will be eligible to apply for full refund of their fees if they formally withdraw on or before the Census Date. Students are advised to refer to the Terms and Conditions they received at point of enrolment.

Withdrawals and Refunds

- Service Skills Academy’s VET Tuition Fee Refund Policy is published on the Service Skills Academy public website.
- Students are also advised of Service Skills Academy’s refund terms and conditions at point of enrolment application and are required to read, understand and agree to these when submitting their enrolment application.
- Withdrawal from VET units of study or change of enrolment are also outlined in the Refund Policy VET FEE-HELP.
- For students to not incur tuition fee liability they must formally withdraw from study on or before the Census Date.
- To formally withdraw from study students must do so in writing to enrol@ssa.edu.au using the VET Student Withdrawal Form.
- VET Student Withdrawal Forms are available on the website or from VET Student Services.
- VET Student Refund Forms for upfront fee paying students are available on the Service Skills Academy public website or from VET Student Services on campus.
- Application to Re-credit FEE-HELP Forms for students who have submitted a VET FEE-HELP assistance form are available on the Service Skills Academy public website or from VET Student Services on campus.
- Students wishing to submit any of the above mentioned forms must first access and read the corresponding Policy and Procedure available on the Service Skills Academy public website.

Unsuccessful Applicants

- Prospective students who have not been successful with their enrolment application will be notified in writing detailing the reason the application has not be successful if requested.
- Students will be advised in the written notification that they may request a free consultation with a trainer or student support officer to discuss their further study options.
- Students will also be advised of their right to appeal the decision and directed to Student Grievance and Appeals Policy and Procedure and the Student Formal Grievance and Appeal Form.