

## Policy and Procedure:

## Application and Enrolment

### Objective:

The Australian Institute of Fitness ('AIF') ensures that the enrolment of Students ('Warriors') and prospective Students ('Newbies') into AIF is to be conducted in accordance with the requirements of the Standards for Registered Training Organisations 2015 and all funded contractual requirements.

The AIF's application and enrolment processes enables Newbies and Warriors to make informed decisions about their training and assessment requirements and enter a training pathway that meets their specific needs.

This policy and procedure provides a basis for open, fair and transparent decision making regarding the selection of Newbies and Warriors, which are based on published clearly defined requirements. It also ensures that the in-bounding Student understands the qualification and program of study which they are entering and all AIF's Terms and Conditions.

### Effective Date:

**8 March 2024**

### Definitions:

Applicant means a prospective AIF Student.

ASQA means the Australian Skills Quality Authority.

Student means an enrolled learner that has agreed to use the services provided by AIF.

Recognition of Prior Learning (RPL) is the process that acknowledges the skills and abilities that an individual has built up via prior study, which includes both formal and non-formal learning, along with personal, work experience and volunteering. Through RPL on specific units, the individual may receive a qualification without having to repeat the same learnings already experienced.

RTO is a Registered Training Organisation which provides VET courses to students, resulting in qualifications or statements of attainment that are recognised and accepted by industry and other educational institutions throughout Australia.

USI means the Unique Student Identifier, which is a Student's individual education number for life and gives the Student an online record of their VET training undertaken in Australia.

VET Quality Framework refers to a set of standards and conditions used by the Australian Skills Quality Authority (ASQA) to assess whether a registered training organisation (RTO) meets the requirements for registration. It comprises the Standards for NVR registered training organisations, the Fit and Proper Person Requirements, the Financial Viability Risk Assessment Requirements, and the Data Provision Requirements.

VET means vocational education and training.

**VET Student Loan (VSL) Common Definitions:**

Approved courses are courses delivered only by an approved course provider that has been approved to offer that particular approved course.

CAN means the Commonwealth Assistance Notice which is issued after the Census date and includes information about the Student's enrolment, any HELP debt incurred or Student contribution amounts paid to date and any loan fee incurred.

Census Day is the day the student incurs financial liability for the unit of study. Students may cancel their enrolment by the census day without incurring tuition fees (or a HELP or VET Student Loans debt) for the course or the part of the course.

CHESSN is the Student ID issued as part of the Student's Commonwealth Assessment Notice (CAN).

Covered fees are the amount of the course tuition fees to be covered by a VET Student Loan and is set out on the Student's VET Student Loans Statement of Covered Fees.

Course loan cap means the total amount of loan an eligible student may access for a particular course.

Fee periods are the tuition fees for the course which are proportionately distributed across at least three sequential fee periods. Each fee period contains at least one Census Day. Therefore, there are at least three census days/three units over the course.

Gap fees are the difference between the covered fees and the total tuition fee for a course.

Genuine student is one that has been determined by the RTO as having demonstrated they are reasonably engaged in the course and have completed the student progression requirements.

HELP loan limit is the maximum amount a person can borrow over their lifetime for VET Student Loans, VET FEE HELP, FEE-HELP, and HECS-HELP. (Note, only HECS-HELP incurred after 1 January 2020 counts towards the HELP loan limit). The HELP loan limit is indexed annually on 1 January.

HELP balance is a person's HELP limit minus any VET Student Loans, VET FEE HELP, FEE HELP and HECS-HELP loans they have used.

Provider fee limit is the maximum dollar amount for VET Student Loans that can be paid to an approved course provider for a particular period of time and/or for a particular approved course(s).

Tuition fees are the total fees for the course (including the covered fees plus any gap fee).

Unit of study may comprise a group of units of competency or one unit of study may equal one unit of competency. Rules apply to providers in respect of units of study,

such as determining census days, publishing fees, issuing notices, reporting fees and completions, and withdrawal and penalty provisions.

VSL tuition protection levy is a risk-based annual levy, payable by leviable providers, to fund tuition protection arrangements for the VSL program.

**Policy:**

AIF aims to focus on learner protection by providing accurate and ethical information through its pre-enrolment communication and processes, ensuring that prospective Students:

- Make informed choices about their individual training needs and obligations, to ensure it meets their needs before they enrol
- Understand details about the course, such as how long the course will take, the study requirements and assessment methods
- Understand their own rights and responsibilities as well as the AIF's terms and conditions
- Are aware of costs, payment terms and conditions (including AIF's Refund policy and procedure).

**Responsibilities  
and  
Accountabilities:**

This version of the policy and procedure and any amendments to related documents, have been authorised by AIF's Chief Executive Officer (CEO). The Executive Team Member responsible for Corporate Governance, as delegated by the CEO, is responsible for ensuring this policy and procedure is implemented at all times across AIF and ensuring that all staff are fully trained in its operation.

AIF's Compliance Team is also responsible for ensuring this policy and procedure and related documents are maintained and up to date through an annual revision, as well as through any ongoing quality activities including audits and feedback.

In accordance with the AIF Code of Conduct, any breach of this policy is dealt with seriously and may result in disciplinary action including termination of employment, depending on the severity of the breach.

Where Team Members consider that significant departures from the principles of this policy have occurred, they are obligated to report it immediately to their Line Manager or iExec Team Member. Failure to do so constitutes a breach of this policy & AIF Code of Conduct.

**Procedure:****Provision of Information and Initial Informal Screening**

All prospective students, known as Newbies, regardless of their mode of contacting AIF, will receive a Discovery Call from an AIF course consultant, 'Career Advisor. The purpose of this call is to undertake an initial needs analysis of the individual's career goals, aspirations, personal circumstances and previous experiences to help guide the individual towards the most appropriate training option/s.

Through this conversation, a virtual or face to face or phone success planning session 'Chat' is organised, usually within 3 days of the Discovery Call at a mutually agreed time and date. For this Chat, the Career Advisor will prepare a Success Plan (Chat Deck) specific to the students context, taking into consideration the information gathered through the Discovery Call. The Chat includes explanation of program

specific and generic information (these can vary between courses and funding schemes) and where the Newbie is confirmed as meeting any criteria. A copy of the Success Plan (Chat Deck) is provided to the Newbie via electronic copy. Some important pre-enrolment information is also noted in the success plan which also offers a direct link to AIF's website which expands on the information provided in the Success Plan, including but not limited to:

- Program Entry Criteria (course specific)
- Academic Suitability Requirements (including Literacy, Learning and Numeracy)
- Age Requirements
- Entry criteria including any prerequisite Unit of Competencies, Class ('Squad') delivery details, including code, title and currency of the training product
- Program durations
- Program modalities
- Program locations
- Educational and non-academic support services AIF provides to learners (both internal and external), through reference to AIF's Student Support List, available in AIF's Learner Management System as well as the Student Handbook, available on AIF's website
- Work Placement requirements (if applicable) through the Course Snapshot
- AIF's obligations to the learner for the issuance of AQF certification documentation including AIF as the RTO with responsibility for the quality of the training services as well as issuing the certification documentation, through the Success Plan (Chat Deck)
- AIF's Terms and Conditions (separate document)
- Student's rights and obligations, including but not limited to AIF's operating arrangements, available on AIF's website and summarised in the Student Handbook, as outlined within its:
  - Complaints and Appeals policy and procedure
  - Variation to Enrolment policy and procedures, covering withdrawals, cancellations and deferrals and any relevant cooling off period (which is also specified in the AIF Enrolment Form)
  - Fees and Charges policy and procedure, covering tuition protection mechanisms in place
  - Refund policy and procedure
  - Privacy policy and procedure
- Equipment the learner must provide, via the Success Plan from their Career Advisor
- Opportunities for credit transfer (CT) and recognition of prior learning (RPL), summarised within the Student Handbook
- Customised Tuition Fees, Charges, Incidental Fees and related information, available through the on-line Enrolment Form, which are calculated based on the individuals' eligibility for any subsidised training and/or AIF promotions taken up by the individual (refer to Fees and Charges policy and procedure)
- Commonwealth Funding - information about the VET Student Loans arrangements (where applicable for Diploma level entrants) (available through a discreet and automated workflow of information emails about VSL - refer below to *VSL Program Additional Requirements section*)

- Specific information to eligible candidates for State-based subsidised courses, for example:
  - the formalisation of the training program and all related activities through the development of an Individualised Student Support Plan for all NSW Smart and Skilled Students and trainees, created and issued by the AIF Support Team via email to the individual for their approval
- Unique Student Identifier (USI), summarised in the Student Handbook with a link to the Commonwealth government's USI webpage and privacy Notice available through the Student Handbook.

### **Enrolment into an AIF Course**

Once the chat is complete, and the Newbie wishes to progress their consideration for enrolment into an AIF course, an Online Enrolment is commenced and completed by the Newbie for all full qualifications. A Self-Enrolment Form is completed for all short courses, for example First Aid, also online.

For all full qualifications, enrolment with AIF will only take place after the Chat and remains as an 'incomplete enrolment' until the Newbie completes the full AIF enrolment process including meeting AIF's suitability criteria and assessment of Language, Literacy and Numeracy (LLN).

Both Enrolment Forms contain all necessary declarations and other information to allow accurate data to be collected for the purpose of AVETMISS reporting and other state based or federal reporting requirements. It also confirms the Newbie's access to, reading and understanding of the information provided as part of the application process, including the preferred course information, AIF's terms and conditions and Student protection arrangements. All sections of the Enrolment Forms are required to be completed by the Newbie and any associated documentation is sighted and verified by the Guru and Admin Team in aXcelerate, AIF's Student Management System, through confirming receipt of the specific documentation on AIF's Waitlist Applicant Report.

### **Student Privacy of Information**

All AIF applicants and students are covered under AIF's stringent Privacy policy and procedure, which governs the way that it collects and uses student information. This includes information obtained through the application and enrolment process, with the students issued the NCVER issued Privacy Notice and access to AIF's Privacy policy and procedure as links from the Chat Deck as part of the application process, where each student is required to acknowledge that they have read and understand this policy and procedure through the Student Declaration in the Enrolment Form.

AIF informs all incoming students about use of their images and comments/testimonials for marketing purposes and seeks permission through the Online Enrolment Form. Students have the right to refuse, and it will be noted initially on the Online Enrolment Form through the Student's completion of an Image Consent Withdrawal Form, and in turn, on their student files in aXcelerate.

### **Applicant Formal Suitability Screening**

All Newbies seeking to enrol must meet language, literacy and numeracy (LLN) requirements for their intended course. Assessment of LLN is completed by either gathering evidence of competency via valid certificates and previous qualifications, or by completing a formal online quiz which incorporates questions to confirm their suitability to their preferred course. Digital Literacy is assessed via questions as part of the online enrolment process as well as during the Induction course prior to their course commencement. Academic suitability commences in the Discovery Call and is completed during the preliminary Induction Course.

This is an opportunity to identify if the Newbie may have any special needs, requiring additional support and to confirm the appropriateness of the course. Where a Newbie has self-identified, or been identified, as having a special need (e.g. physical disability or learning difficulty), the Training Manager or delegate reviews the enrollee's application to ensure barriers to enrolment are minimised. This review may identify the need for additional resources, reasonable adjustment or other special consideration (refer to AIF's Language, Literacy, Numeracy (LLN) and Other Learner Needs policy and procedure).

In the case that an applicant does not meet these requirements and it is the professional judgement of the Admin Team, in liaison with the designated Coach, that the applicant is not likely to succeed in this course, the Admin Team will advise the Career Advisor so that they may endeavour to assist them to understand their options, including referring the applicant to an alternative program, which may be with an alternative training provider.

### **Maximum Course Numbers**

Maximum enrolment numbers may be appropriate for some of the AIF's programs, particularly massage with limited numbers of massage beds. If maximum numbers are reached, further enrolments are only accepted if and when AIF can offer alternative options of study or when a place in the requested program becomes available and on approval of the delegated Executive Team Member responsible for Training.

All applicants under the age of 18 years require a parent or guardian to co-sign the Enrolment Form.

AIF Age Requirements – the age requirement for admission to a program is based on the Newbie's age on the first day of the program and is as follows:

<b>AGE</b>	<b>ADMISSION</b>
Under 16	No Admission
16 Years old	Certificate III in Fitness only
17 Years old	Certificate III and Certificate IV in Fitness only
18 years and over	All programs

With the exception of Massage related programs, the above table is a guide only. Admission into Massage related programs are restricted to enrollees who are 18 years of age or older.

An enrolment is entered into aXcelerate with a status of 'confirmed', when all enrolment paperwork is complete and correct, and the required payment is received. In accordance with AIF's Terms and Conditions, as stated on the Enrolment Form there is a 10 business day cooling off period, following the enrolment date.

### **Confirmation of Enrolment**

When a Student is deemed 'confirmed', they are issued with a Confirmation of Enrolment, detailing important dates and information related to their upcoming course by the Admin Team via email. This includes but is not limited to:

- Class Details - commencement date, end date, delivery location, Squad name
- Career Advisor contact details
- Ignite Login Details
- Entry Requirements (*if applicable*)
- Computer Requirements
- Class Dates Snapshot (Key Dates)
- Class Dates Outline (Detailed).

The Admin Team will never issue this Confirmation of Enrolment until all application documentation is received from the Student and checked for accuracy. This is confirmed on the AIF Waitlist Application Report by the Support Team.

### **Entry Requirements (Pre-Requisites)**

Where entry requirements are necessary for enrolment into a qualification, the prospective enrolment (Newbie) can complete / provide this via multiple avenues:

- Providing verified documentation evidencing the attained prerequisite Unit of Competency/s OR
- Complete a course/UOCs with the AIF prior to entry into the qualification OR
- Complete a course /UoCs with an alternative RTO and seek Credit Transfer as part of their AIF application process.

If a Student is providing documentation as evidence of prior attainment, the AIF Admin Team will ensure the document is an authentic and verified document as part of the Enrolment Process (refer to Recognition of Prior Learning and Credit Transfer policy and procedure).

If a Student is completing prerequisite entry requirements (UOCs) in a course with AIF, these must be met prior to the commencement of the second qualification. Prior to qualification commencement, AIF Trainer and Assessors ('Coaches') will complete the Enrolment Checklist (Training) Entry Requirements Form, confirming that the Students have met the requirements to progress to their next course. If a Student is determined to have not met the entry requirements, Coaches will advise next steps:

- Continue to work with Student in attaining UOCs, Student is not approved to continue in imminent cohort and a deferment of studies conversation is commenced to ensure Entry Requirement UOCs are complete prior to their new course start date
- If a Student has been Missing in Action ('MIA'), a Partial Complete Competency Log is completed and provided to the Support Team to commence MIA contact to determine if Student will continue studies with AIF or close enrolment.

### **Enrolling into an Online Course**

AIF ensures that all inbound Students who are enrolling into an on-line course meet the following criteria:

- Basic computer literacy skills
- Access to IT technology and equipment including computer, smart phone, a printer, speakers, broadband internet connection and browser
- Access to a safe study environment including appropriate study environment, desk and chairs
- Appropriate skills to study independently via an online platform.

This is achieved through the Student's self-declaration on their Online Enrolment Form, as well as confirmed through the preliminary sessions (Orientation in the Learner Management System) by the assigned Coach for all full qualification courses.

Should a Student not meet AIF's criteria, the relevant AIF staff member dependent of the timing of the discovery, will discuss their concerns with the Training Manager or delegate in preparation for a conversation with the Student for the purposes of resolving the deficits with AIF supports (refer to LLN and Other Learner Needs policy and procedure).

### **Training Plan**

Some local government funding schemes (i.e. Smart and Skilled Program) as well as the Commonwealth traineeship program, require an Individualised Training Plan to be completed for each enrollee. This formalises the training program as well as provides a clear 'roadmap' of the expected course of study, including details such as the designated Coach, learning strategies and the unit expected duration (refer to AIF's Training Plan template and Quality Training and Assessment policy and procedure).

A Training Plan is generated by the Training Team and finalised by all parties (i.e. Enrollee, the employer (where relevant) and an AIF representative). This will be administered through the Student's inbound activities, which may be as part of the enrolment process or any time up to 2 weeks of the course commencement, however a Student remains 'waitlisted' until the Training Plan is completed and signed off. The Training Plan development provides the opportunity for AIF to verify any previous study for the purposes of recognition as well as commence the conversation with an individual about any learning needs that will require additional intervention and support. Initial strategies are listed in the Training Plan and will be carried over to the



Student's Individual Learning Plan, in line with AIF's LLN and Other Learner Needs policy and procedure.

The Training Plan must be approved by both the Student and the AIF representative through a signature and date and the original provided to the Student with a copy placed on the Student's e-file on aXcelerate. Should the Student's study needs change during the program, the Training Plan will be adjusted in liaison with the Student and an updated and signed and dated copy provided to the Student as well as placed on the Student's e-file.

All other students enrolled into a full time qualification, receive a Success Plan, which contains similar course information.

### **Re-Enrolments**

Depending on individual circumstances, a student may have opted to withdraw from their enrolled course or AIF has initiated a cancellation (refer to Variation of Enrolment policy and procedure). In all circumstances, except an approved deferral of no more than 6 months, the Student is required to re-enrol, with the Support Team ensuring all Student documentation is current through administering the (Admin) Re-Enrolment Checklist.

### **Student Feedback on In-bounding Experience**

The collection and use of student feedback is important to AIF. After the initial 2 weeks in a full qualification, students are requested to complete and submit a Questionnaire, focussing on their in-bounding experiences, issued through the HubSpot. The Head of Operations or their delegate, analyses the feedback which is presented to both AIF's Executive as well as AIF's Quality Advisory Committee (QAC) on a quarterly basis (refer to Commitment to Quality policy and procedure) for the purposes of discussing the outcomes of the feedback and considering any service improvements.

### **Appealing AIF Application Decision**

Where a Newbie is not granted entry into a program they may appeal the decision, and are referred to AIF's Complaints and Appeals policy and procedure.

## **NSW Smart and Skilled Program - Additional Requirements:**

In addition to applying its standard application and suitability assessment procedures to determine the appropriateness of a candidate, AIF's Career Advisors never direct applicants towards certain Smart and Skilled approved qualifications to best suit AIF. In turn, AIF ensures that there are training places available for appropriate and eligible candidates against its Smart and Skilled approved qualifications.

### **Information to Make an Informed Decision**

In accordance with its Marketing policy and procedure, AIF ensures that all Students considering enrolling in Smart and Skilled subsidised training receive access to, in either hard or electronic copy including via AIF's website, comprehensive information about, as a minimum but not limited to:

- The approved qualifications and fee arrangements
- Smart and Skilled eligibility and information requirements
- AIF's application and enrolment procedure
- AIF's terms and conditions including expectations of a Student
- AIF's consumer protection policies, officer contact details and procedures.

### **Student Eligibility**

AIF applies the Smart and Skilled eligibility criteria for all applicants, in accordance with the most current NSW Smart and Skilled Student Eligibility Policy (applicant and stakeholder access to this departmental issued document is made available on AIF's website).

Through AIF's application process, including from the personal information submitted on the Online Enrolment Form by the applicant, AIF's Career Gurus determine whether an applicant meets the eligibility criteria for a Smart and Skilled subsidised training place, specifically:

- have left school and
- live or work in NSW and
- are an Australian citizen or a permanent resident or humanitarian visa holder or a partner visa holder whose sponsor is a humanitarian visa holder or a New Zealand citizen or
- an Aboriginal or Torres Strait Islander who lives in an approved border area.

Evidence of the applicant's circumstances in line with the NSW Smart and Skilled Student Eligibility Policy is collected and tracked by AIF's Support team on the internal Smart and Skilled Tracking Checklist, for both submission and verification.

Career Gurus check for an applicant's eligible for one of the limited Smart and Skilled Fee Free Scholarships against the criteria of:

- Aged between 15 and 30 (inclusive) at the start date for training and eligible for a concession fee
- Meet the Out-of-Home Care definition at the time of enrolment and/or
- Where the applicant advises that they are aged 15 and over and either they or their dependents have experienced or are experiencing domestic and family violence and have a letter of recommendation from a support agency.

Should a Student declare their status after enrolment as from an Aboriginal or Torres Strait Islander background, with a disability, long term unemployed or concession holder, AIF's Support team will organise to collect and sight the relevant evidence within 28 days and in turn, follow the process outlines within the Declaring Student Status After Enrolment Policy (v2) available within the STS online system to apply for a fee concession.

Applicants are advised as part of the initial Discovery Call that they will be required to:

- Submit evidence of their circumstances\* as part of their application and are referred to the Smart and Skilled Student Eligibility Policy on the AIF website as well as AIF's Student Handbook for further details of what to provide
- Complete a Student Consent to Use and Disclosure of Personal Information Form so that their information may be shared with the department and the NCVET for the purposes of enrolment, reporting and auditing
- Provide a Unique Student Identifier (USI)
- Declare their personal information and circumstances on AIF's Online Enrolment Form (and are referred to AIF's Student Handbook for further details).

\* This consists of:

- *Living in NSW*: any Commonwealth or NSW government issued document which provides evidence of living location eg driver's licence
- *If the Student does not live in NSW*: an employer document confirming employment in NSW
- *Australian Citizenship*: Australian Birth Certificate or Australian passport or Certificate of Citizenship or green Medicare Card
- *New Zealand Citizenship*: New Zealand Birth Certificate or New Zealand passport or green Medicare Card
- *Permanent Resident*: a Certificate of Resident Status (CERS) or use the Department of Immigration and Border Protection's (DIBP) Visa Entitlement Verification Online (VEVO) facility and checking of passport or green Medicare Card
- *Humanitarian Visa Holder and Partner Visa Holder*: relevant visa documents or ImmiCard
- *Bridging Visa Holder*: the applicant must present a letter from DIBP stating that the applicant's visa is linked to a humanitarian visa application
- *Home Schooling*: copy of current registration for home schooling which outlines period of homeschooling
- *Date of Birth*: USI
- *If under 17 years*: ensuring applicant signs the declaration on AIF's Online Enrolment Form that student has met leaving school requirements
- *Postcode for an Aboriginal or Torres Strait Islander*: ensuring applicant signs the declaration on AIF's Online Enrolment Form in regards to accuracy of information provided
- *Long term Unemployed*: a letter from an employment service provider
- *Previous versus First Qualification*: ensuring applicant signs the declaration on AIF's Online Enrolment Form in regards to accuracy of information provided.

### **Eligibility for a Concession**

AIF's Career Gurus will ask for evidence of a student's eligibility for a concession or fee-free (fee exemption) place in line with the evidence outlined in Appendix 2, Smart and Skilled Fee Administration Policy. This includes for applicants who have identified on their Online Enrolment Form as:

- Aboriginal or Torres Strait Islander
- A person with a disability or their dependent/s
- A refugee or asylum seeker
- In out-of-home care
- Experiencing domestic or family violence or their dependent/s
- Long-term unemployed

- A Centrelink/concession card holder or a dependent child, spouse or partner of someone on a government allowance/benefit (with the list of allowances and benefits available in Appendix 3, Smart and Skilled Fee Administration Policy).

### **Notification of Enrolment Process**

AIF's Career Gurus apply the following procedure:

- Issue and ensure the return of a completed Student Consent to Use and Disclosure of Personal Information Form
- Enter Student information recorded on the Form into the STS online system, ensuring that the applicant is informed about the evidence required to be submitted to confirm the enrolment (the Student remains as 'waitlisted' until its submission and verification)
- Use the online Provider Calculator to validate the Student's information, add any RPL and Credit Transfer details
- Complete the Notification of Enrolment process by downloading a hard copy or electronic copy of the Notification of Enrolment Report (Provider copy) and checking the fees generated, which are made up of the fee chargeable and the applicable subsidy together with any applicable loadings. An Enrolment Agreement is created and issued to the applicant based on this fee information, with a Commitment ID also created by the system and also included on the Enrolment Agreement.

Applicants receive access to the Smart and Skilled Fee Administration Policy through a link on the Online Enrolment Form and AIF makes reference to its relevant policies and procedures, through the Career Advisor Chat. The information is summarised in the Student Handbook and made available on AIF's website, with the applicant confirming their access and understanding through the Student Declaration section of the Online Enrolment Form. These are:

- Eligibility criteria and evidence required from each applicant including for concessions (within the Student Handbook, summarised from this policy and procedure)
- Withdrawal period without penalty (within the Variation to Enrolment policy and procedure)
- Repeat attempts to complete a Unit of Competency (within the Student Handbook, summarised from AIF's Quality Training and Assessing policy and procedure)
- Levying of Student fees, refunds and fee recovery (within AIF's Fees and Charges policy and procedure and Refunds policy and procedure).

A Training Plan is also negotiated and accepted by an inbound Smart and Skilled subsidised Student (refer Quality Training and Assessment policy and procedure). AIF's Support team are responsible for confirming all documentation and evidence has been submitted by the Student and that all aspects of AIF's standard application and enrolment procedures have also been completed by both parties. This is confirmed through the Smart and Skilled Enrolment Tracking Checklist which is kept up to date for each applicant. Only once this is fully completed, the Student will convert to an AIF 'confirmed Student' and may proceed with their training.

The Admin team ensures that the initial Training Activity Data for the enrolled Student is submitted within 28 days of the actual Student start date (refer to Student Data and Records Management policy and procedure).

AIF has an internal Student and Government Contribution How to Guide which is used to support the determination of a student's eligibility and their fee contribution as well as an Enrolment Tracking Sheet to ensure all evidence is collected and verified prior to a Student transferring from 'waitlisted' to a 'confirmed' Student.

### **VET Student Loans (VSL) - Additional Requirements:**

Staff follow the AIF VET Support Loans (VSL) Enrolment Process business flow (available in a separate flowchart document), which includes all pre-enrolment requirements.

In summary, applicants follow AIF's standard application procedures, with the following inclusions:

- An individualised Success Plan (Chat Deck), with information and links to VSL program information, including government issued documents and information
- Complete an On-line Enrolment Form exclusive for VSL applicants
- Receive customised Waitlist and Confirmation of Enrolment emails, with links to further VSL specific information
- Once confirmed as a completed enrolment, receive their initial e-CAF.

#### **Applicant Eligibility Criteria**

Through the Career Guru Discovery and Career Chats with an applicant, AIF determines whether an applicant is suitable and eligible to be supported with a VSL.

In turn, the applicant is required to confirm their specific circumstances through completion of AIF's Online Enrolment Form (VSL). Across both processes, the following are checked and confirmed - the applicant:

- Is only interested in studying AIF's HLT52021 Diploma of Remedial Massage, an approved VSL course
- Accepts applying to the government using the approved form and include all relevant information (refer below for further details)
- Agrees to confirm his or her engagement and progression to continue to access the loan throughout the course, when required to do so by the department
- Has a HELP balance that is more than \$0 (that is, has not used all their HELP loan limit)
- Meets the academic suitability requirements, where the applicant has been assessed as academically suited to undertake the approved course on the basis of either:
  - providing their Australian Year 12 Certificate\* **OR**
  - providing their International Baccalaureate Diploma Programme (IB) diploma **OR**

- providing evidence of successful completion of a qualification that has been delivered in English and was at level 4 or above in the Australian Qualifications Framework (i.e. Certificate IV or higher qualification), or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, **OR**
- has been assessed by a Federal, State or Territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to: a qualification at level 4 or above in the AQF, or a qualification at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, **OR**
- Displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through completion of the LLN Robot assessment tool and on assessment of the outcomes, it is the professional judgement of AIF that the applicant displays the required competence and academic suitability to progress and complete their course, **and for all the above.**
- The above qualifications must not be issued by the Educational Authority no longer than ten (10) years from the date of the candidates AIF enrolment application, excluding a higher education degree that may have been completed at any time.
- The applicant meets any other specified entry requirements for the course.

#### **Commitment to Administer the LLN Assessment**

AIF is committed to the delivery of the LLN assessment with honesty and integrity.

#### **Sharing of Applicant's LLN Analysis Results**

If an applicant is required to take the LLN assessment as part of confirming academic suitability, the AIF ensures that the results of the LLN assessment undertaken as part of the pre-enrolment process are reported to the applicant as soon as possible after the assessment has been completed. In addition, AIF is committed to also reporting these results to the Secretary as required and in the form, manner and by the requested time as specified by the Secretary.

- Meets the enrolment and loan application requirements:
  - be enrolled with AIF as the approved course provider and only in HLT52021 Diploma of Remedial Massage, the approved VSL course,
  - be undertaking the course primarily at a campus in Australia.

\* For students that have attained a Victorian Certificate of Applied Learning (VCAL) – only the VCAL Senior and VCAL Intermediate levels meet this requirement.

- Meets the Program's citizenship, visa and residency requirements, specifically are only:
  - Australian citizens

- permanent humanitarian visa holders who are usually resident in Australia, or
- New Zealand citizens who hold a Special Category visa and meet certain qualifying requirements.

For Australian citizens and permanent humanitarian visa holders as specified above, evidence of a current Australian passport is collected as part of the Online Enrolment Form (VSL). Where the applicant does not possess a current passport, they are required to provide, for those:

- **born in Australia before 20 August 1986** must provide their full birth certificate issued by an Australian Registry of Births, Deaths and Marriages
- **born in Australia on or after 20 August 1986** must provide their full birth certificate issued by an Australian RBDM OR for **Applicants born in Australia on or after 20 August 1986 and one of their parents was an Australian citizen at the time of their birth:** If the applicant's full birth certificate shows at least one of their parents was born in Australia, and the parent was born before 20 August 1986, this is sufficient evidence to prove the applicant's Australian citizenship. If neither parent was born in Australia, the applicant can provide a parent's Australian Citizenship certificate to prove at least one of their parents was a citizen at the time of their birth, to meet this requirement. If their parent was born in Australia on or after 20 August 1986, the parent's full birth certificate issued by an Australian RBDM, or the parent's citizenship certificate, is also required OR for
- **Applicants born in Australia on or after 20 August 1986 and one of their parents was a permanent resident of Australia at the time of their birth:** Applicants in these circumstances without a current Australian Passport must provide their Australian citizenship certificate. OR for
- **Applicants born in Australia on or after 20 August 1986 and neither parent was an Australian citizen or an Australian permanent resident and they spent the first 10 years of their life in Australia:** Applicants in these circumstances without a current Australian Passport must provide their Australian citizenship certificate OR for
- All applicants who cannot provide these documents, may apply for evidence of Australian citizenship by lodging [Form 119 Application for evidence of Australian citizenship](#) with certified copies of the required documents and the application fee with Home Affairs.
- **Aboriginal and Torres Strait Islander applicants not registered at birth by the relevant State/Territory authority** without a current Australian Passport may submit a Statutory Declaration as provided on the department's [Information for VET Student Loans Approved Providers page under 'Forms'](#)
- **Born overseas** must provide one of the following:

- a current Australian Passport
- an Australian citizenship certificate
- a Citizenship by Descent extract OR if they cannot provide one of these documents, may:
- apply for evidence of Australian citizenship by lodging [Form 119 Application for evidence of Australian citizenship](#) with certified copies of the required documents and the application fee with Home Affairs.
- **Applicant or their parent was born in Papua New Guinea** A citizenship certificate is accepted as evidence that the applicant is an Australian citizen if the evidence of citizenship was **issued on or after 1 Jan 2009 regardless of the acquisition date or date of birth.**
- **Applicant or their parent was born in Papua New Guinea prior to 16 Sep 1975** must provide evidence of citizenship was issued before 1 Jan 2009 and the applicant was born in PNG prior to 16 Sep 1975\*; or citizenship was acquired by descent before 1 Jan 2009 where the parent(s) was born in PNG before 16 Sep 1975.

\*citizenship status of applicants born in PNG prior to 16 Sep 1975 is checked and verified with Home Affairs. The applicant is referred to Home Affairs to obtain evidence of Australian citizenship by lodging [Form 119 Application for evidence of Australian citizenship](#) if:

- evidence of citizenship was issued before 1 Jan 2009 and the applicant was born in PNG prior to 16 Sep 1975; or
- citizenship was acquired by descent before 1 Jan 2009 where the parent(s) was born in PNG before 16 Sep 1975.
- **A New Zealand (NZ) citizen is eligible if they hold a Special Category visa and:**
  - Usually been resident in Australia for at least 10 years and
  - Was a dependent child aged under 18 years of age when he or she first was usually resident in Australia and
  - Has been in Australia for periods totalling eight years during the previous 10 years and
  - Has been in Australia for periods totalling 18 months during the previous two years.

If necessary where no other evidence is available, NZ applicants can obtain copies of their international movement records from the [Department of Home Affairs](#) by lodging a *Request for International Movement Records* form.

- **Permanent humanitarian visa holders:** To confirm if the visa class held is a permanent humanitarian visa, AIF will access the Department of Home Affairs' Visa Entitlement Verification Online (VEVO) to check visa details and conditions, including information of the visa type and expiry date.
- **Acquiring Australian citizenship part way through a course,** AIF enrolled Students may become eligible for a VET Student Loan for parts of a course not yet completed, for which the Census dates have not passed. This



includes for parts of a course in which the student is currently enrolled. The Student must submit an eCAF after acquiring Australian citizenship and prior to the next Census day for their course.

- Has applied for a VET Student Loan for the course in accordance with the loan application requirements, specifically:
  - Meets the Tax File Number (TFN) requirements – that is, include the student's tax file number or a certificate from the Commissioner stating that the student has applied for a tax file number on the Online Enrolment Form
  - Includes the student's Unique Student Identifier (USI) unless the student is otherwise exempt on the Online Enrolment Form
  - The Student submits their eCAF by 11:59 pm AEST on the Census day for the first unit of the course for which the Student is requesting a loan, and no less than two business days after enrolling.

### **Waitlisted Student and Verification of Documentation**

Once a Student's Online Enrolment Form (VSL) is submitted and the applicant has completed the suitability assessment, AIF's Support team verifies the details and documents supplied by the Student. The Student receives a notification via email that informs of receipt of the Form and that the Student is currently 'waitlisted' until all information and documentation is verified. This includes:

- Confirmation of identification and residency status
- Suitability assessment outcomes including from the administered LLN assessment tool
- Accumulated VSL debt.

AIF's Support team systematically complete the VSL Enrolment Checklist for each Student.

### **Accessing an Applicant's Accumulated VSL Debt**

Through the Online Enrolment Form, applicants are required to inform AIF of the amount of their allocated VSL which they may have already consumed through another provider or approved course. AIF will never create an enrolment record in eCAF for a Student without checking their accumulated debt against their HELP loan limit and VET Student Loans approved courses in the eCAF system.

By entering a student's Commonwealth Higher Education Student Support Number (CHESSN) in the eCAF system, the AIF Support team retrieves the student's HELP loan limit and total HELP consumption and the student's VET course debt amount for the specified course and cross-references it against the amount stated by the Student in their Online Enrolment Form (VSL). This information is accessible via the eCAF Application Programming Interface (API) as well as the web interface.

### **Under 18 Year Old Students**

AIF only accepts VSL Students who are 18 years of age at the time of commencement of their studies. Where a Student wishes to enrol and be on a wait list until they turn 18 years of age, the Online Enrolment Form is signed by the

Student's parent/guardian and a departmental issued Parental Consent Form (VSL) is also complete.

### **Complete Enrolment**

Only once the Support team is satisfied that all documentation and evidence is complete and accurate, they will issue a Confirmation of Enrolment notification email to the Student, usually within 48 hours of a complete and confirmed enrolment.

An eCAF is issued no less than 2 days after the confirmation of a complete enrolment, with advice that the Student must submit this eCAF no later than 11:59 pm AEST on the Census day for the first unit of the course for which the Student is requesting a loan to confirm their acceptance of the loan arrangement.

### **Students Enrolling at AIF as a VSL Replacement providers**

In the event that AIF accepts VSL Students as a result of another provider default, it will:

- Enrol the Student/s in the replacement course as soon as practicable
- Grant course credits for parts of the original course successfully completed by the student, as evidenced by:
  - A statement of attainment or other Australian Qualifications Framework certification documentation issued in accordance with the Australian Qualifications Framework; or
  - An authenticated VET transcript prepared by the Registrar (within the meaning of the Student Identifiers Act 2014)
- Not charge the student tuition fees for the replacement component of the replacement course if tuition fees have been paid for the affected part of the original course.

**Publication:** This Policy and Procedure is available through the iHub.

**Related documents:**

- Online Enrolment Form
- Online Enrolment Form (VSL)
- Parental Consent Form (VSL only)
- Online Enrolment Form (VETiS only)
- Self-Enrolment Form (short course)
- Success Plan (Chat Deck) Template
- Training Plan Template (Smart and Skilled only)
- Student Consent Form (Smart and Skilled Only)
- AIF Terms and Conditions Sheet
- Image Consent Withdrawal Form
- Enrolment Agreement Template
- Confirmation of Enrolment Email Template
- New Deal Template
- RPL/Credit Transfer Application Form
- Student Support List
- Individual Learning Plan Template

**Related documents:**

Course Guide/s  
 Course Flyer/s  
 LLN Assessment Tool  
 Schedule of Incidental Fees  
 Entry Requirements - Enrolment Checklist  
 Enrolment Tracking Checklist (Smart and Skilled and VETIS only)  
 AIF VSL Enrolment Process  
 Success Plan (Chat Deck) (VSL only)  
 Eight Important Things You Need to Know (VSL only)  
 VSL Information Booklet (gov issued)  
 VSL Student Obligations (gov issued)  
 Schedule of Fees (VSL only)  
 Waitlisted Notification Email Template (VSL only)  
 Confirmation of Enrolment Email Template (VSL only)  
 (Administration) All FFS Enrolment Checklist  
 (Admin) Re-Enrolment Checklist  
 VSL Enrolment Checklist  
 Online Orientation Checklist - may not use  
 Student Handbook  
 Privacy Notice  
 Waitlist Applicant Report

**Associated Policies and Procedures:**

Complaints and Appeals policy and procedure  
 Access and Equity policy and procedure  
 Student Feedback policy and procedure  
 Fees and Charges policy and procedure  
 Student Support & Progression policy and procedure  
 Variation to Enrolment policy and procedure  
 Marketing policy and procedure  
 Privacy policy and procedure  
 Reasonable Adjustments policy and procedure  
 Recognition of Prior Learning and Credit Transfer policy and procedure  
 LLN and Other Learner Needs policy and procedure  
 USI Policy and Procedure  
 Student Data and Records Management policy and procedure  
 Commitment to Quality policy and procedure

**Amendments:**

<b>Version</b>	<b>Date</b>	<b>Descriptor</b>
V3	21 May 2021	Introduces a Training Plan for all NSW Smart and Skilled enrolled students
V4.1	22 February 2022	VSL additional requirements section - Commitment to administer the LLN Assessment and Sharing of Applicant's LLN Analysis Results

V5	08 March 2022	Updated with new 2022 SA VET for Schools requirements
V5.1	7 September 2022	Updated position from Training Team Leader to General Manager
V5.2	1 March 2023	Updated to reflect AIF business structure
V5.3	27 July 2023	Updated HLT52015 to HLT52021
V6.0	8 March 2024	Updated LLN requirements, removal of VETiS

**Authorised by:****Title:** Head of Corporate Governance**Date Authorised:** 8 March 2024