

Enrolment and Fee Payment Procedure

Contents

Enrolment and Fee Payment Procedure.....	1
Introduction.....	2
Purpose	2
Scope	2
Rationale	2
Principles/Statement	2
Policy.....	4
Procedure.....	5
A. Confirming details of the Application.....	6
B. Sighting of Evidence Documentation to Determine Compliance with Eligibility Criteria	6
C. Completion and lodgement of Request VET Student Loan Intention Form	7
D. Calculating Fees & Fee Payment Options	7
E. Concessions.....	8
F. Tuition fee waivers/exemptions	10
G. Receipting Payments	10
H. Enrolment Summary.....	11
I. Signature and Date on Enrolment form	11
J. Forwarding Documentation	11
K. Issuing ID numbers and cards.....	11
L. Change of personal details.....	11
Communication.....	12
Reference and Supporting Information.....	12
Definitions	12
Supporting Documents	13
Attachment A - 2018 Guidelines about Fees Skills First Program (V3.0) September 2018.....	13
Attachment B - Exemption from school attendance or enrolment Application Process	13
External Legislative Context.....	13
Internal Policy and Procedures	14
Responsibility	14
Document Version Control Table	14

Introduction

Purpose

This procedure describes the administrative processes for enrolments to ensure all staff are aware of TAFE Gippsland requirements and to ensure enrolments and fee payment arrangements are completed promptly and accurately and that students are informed of services and obligations prior to enrolment.

It also describes a number of considerations that impact on who and how TAFE enrolls and how it sets and collects fees.

Scope

This procedure covers an overview of the following actions.

- A. Confirming details of the Application
- B. Sighting of Evidence documentation to determine compliance with eligibility criteria
- C. Completion and lodgement of VET Student Loans Intention Form (Diploma & Advanced Diploma and Fee-for-Service Vocational Graduate Courses)
- D. Calculating Fees and Fee Payment options
- E. Concessions
- F. Tuition Fee Waivers/Exemptions
- G. Receipting Payments
- H. Confirmation of Enrolment
- I. Signature and date on Enrolment form
- J. Forwarding documentation
- K. Issuing ID numbers and cards
- L. Change of personal

Rationale

Principles/Statement

1. TAFE Gippsland will only convert an Application to an Enrolment when these steps are completed:
 - The enrolment form and where required, eligibility form is completed fully and correctly and signed and dated by the person seeking to enrol;
 - Documentation to support eligibility criteria has been sighted and signed off by a TAFE Gippsland representative;
 - A Pre-Training Review, and any required Foundation Skills Assessment, has occurred;

- An Intention to apply for a VET Student Loan form is completed (Diploma and above courses only);
- A completed Training Plan is supplied by the relevant Teaching Team signed by the student and teacher and Employer where the student is an Apprentice or Trainee;
- An Enrolment estimation has been provided to the student;
- Fees have been calculated in SMS;
- Fees have been paid or an authorised Payment Plan Arrangement is in place;

The form is checked, signed and dated by a CSO.

2. Under normal circumstances, **BEFORE COMMENCING A COURSE**, students **MUST** be enrolled in SMS with a signed / confirmed enrolment form scanned to their student file (in SMS) and a Fee Payment Arrangement in place.
3. If an enrolment form and eligibility form have not been signed by the end of their first class, students will not be permitted to attend a subsequent class or remain on campus, for insurance purposes.
4. If a person seeking to enrol is applying for a VET Student Loan the Intention to apply form must be completed and submitted by the Census Date set for the course. If a person is not enrolled on, or before the commencement date of the course, they will not be permitted to attend a subsequent class or remain on campus.
5. Any breach of the above constitutes a serious insurance risk. Those persons affected will not be permitted to remain on campus.
6. Batch enrolments can be forwarded to SAS staff at the completion of a short course provided that:
 - Templates have been constructed in SMS
 - Availabilities have been requested and created in SMS
 - All enrolment forms are completed in full and signed
 - Fee arrangements have been provided

Policy

TAFE Gippsland is a body corporate by operation of sections 3.1.12 of the Education and Training Reform Act 2006. There are a number of considerations that impact on who and how TAFE Gippsland enrolls and how it sets and collects fees.

TAFE Gippsland is:

- a Registered Training Organisation (RTO), and as such is allowed to deliver nationally recognised training in accord with its Scope of Registration. In this capacity it is regulated by the Australian Skills Quality Authority (ASQA) in accord with the VET Quality Framework and especially the Standards for RTOs 2015. TAFE Gippsland's scope can be accessed from Training.gov.au.
- contracted to the Victorian Department of Education (the Department), and as such is allowed to deliver government subsidised training to eligible individuals. The Department is TAFE's major funding body and defines and manages conduct through a Funding Contract, which set out the terms and conditions under which the Department will make available, and TAFE Gippsland will accept, funding for subsidised courses.
- registered with the Victorian Registration and Qualifications Authority (VRQA) as a senior secondary education provider in accord with the Education and Training Reform Act 2006 (Act) and on the Education and Training Reform Regulations 2007 (Regulations 2007), Schedule 7. This registration allows TAFE to deliver the Victorian Certificate of Education (VCE) and the Victorian Certificate of Applied Learning (VCAL). Delivery must be in accord with the Minimum standards for registration to provide an accredited senior secondary qualification.
- an approved VET student Loan provider. VET Student Loans is an income contingent loan scheme for the vocational educational and training sector that assists eligible students to pay for part or all of their VET tuition fees while studying an eligible course at TAFE Gippsland. VET Student Loans apply the following AQF levels of study: VET accredited Diploma, Advanced Diploma, Graduate Certificate, and Graduate Diploma courses.

TAFE Gippsland is committed to the public good and takes its community service obligations very seriously. TAFE strives to provide members of the community a safe, equitable, inclusive and respectful learning environment. However there are circumstances in which TAFE Gippsland will be required not to enrol a prospective student in a particular course, or where it will exercise its right to refuse to enrol someone:

- TAFE Gippsland reserves the right to refuse to enrol a prospective student if they behave inappropriately when engaging with TAFE, as per the Student Code of Behaviour Policy
- Enrolments from prospective students who have previously been expelled from TAFE Gippsland, or its predecessor organisations (GippsTAFE, Advance TAFE, East Gippsland Institute of TAFE), will not be allowed except by successful appeal, as per the Managing Inappropriate Student Behaviour Procedure
- TAFE Gippsland reserves the right to refuse an enrolment from a prospective student if they have had a record of persistent non-attendance in previous enrolments with TAFE Gippsland, or its predecessor organisations (Federation Training, GippsTAFE and Advance TAFE, East Gippsland Institute of TAFE)
- TAFE Gippsland is required to refuse an enrolment in cases where it determines that the intended course of enrolment is not suitable or appropriate for the prospective student, as per the VET Funding Contract 2017, and the VTG Quality Charter

TAFE Gippsland provides training primarily to Victorian-based students. It is not a CRICOS provider and does not provide courses to overseas students studying in Australia on student visas.

As a provider of Vocational Education and Training within an adult-learning environment, TAFE only provides training to students 15 years or older.

Exceptions to this rule may occur. If a teacher is seeking to enrol students under 15 years of age they must follow the DEECD Exemption from School Attendance or Enrolment Application Process.

Refer TL 002 Attachment B – Exemption from school attendance or enrolment Application Process

Procedure

Note: The teacher / trainer **must** provide a Training Plan so that an enrolment can be processed. No certificate or government subsidised enrolments will be processed if a Training Plan is not provided, or not completed in full.

To guarantee an availability will be created and ready for enrolment, the Education Manager must have the units required for the enrolment template in SMS, at least 10 days prior to the anticipated enrolment date.

A. Confirming details of the Application

When an application has been received, the Pre-Training Review will be conducted by a trainer with the Learner (refer to Policy TL 040 – Pre-Training Review and Foundation Gap Analysis Procedure) and a Learning, Literacy and Numeracy Assessment will be conducted.

Following this, the applicant will be offered a place and admitted into the applicable course in SMS. Refer to SMS 'How to' documentation.

Enrolment forms should be checked for:

Completion of student details

- Existing ID number
- Total hours enrolled.
- Client signature
- All AVETMISS details
- Concession details
- Payment method
- Training plan
- USI – Unique Student Identifier

The Enrolment Officer must complete the "Office Use Only" section, and attach any supporting information to the enrolment form. Copies of the supporting information must also be scanned into student documents in SMS.

If a completed Training Plan is not presented, or completed in full with enrolment documentation, or if required student details are missing from the enrolment form and cannot be immediately supplied, or the availability is not present in SMS, the enrolment form must be retained and entered into SMS as 'offered'. Wherever possible, incomplete documentation should be resolved as a matter of urgency by contacting the Teacher for immediate clarification.

B. Sighting of Evidence Documentation to Determine Compliance with Eligibility Criteria

The Eligibility of the applicant under the Victorian Training Guarantee will need to be confirmed by TAFE Gippsland CEO authorised delegates. This will include the following steps:

- Does the student satisfy the eligibility criteria
- Has evidence been sighted
- Has the student signed the Declaration, including awareness of ramifications of enrolments under the VTG and two course rule
- Completed the Eligibility checklist

C. Completion and lodgement of Request VET Student Loan Intention Form

Prior to completion of a VET Student Loan Intention to Apply Form customer service officer's must provide the prospective student with a VET Student Loan Applicant Booklet and VET Student Loan additional student information flyer. The estimated course cost, Loan Cap amount and estimated time to complete fields must be completed by a customer service officer.

If a student is enrolling in a Diploma, Advanced Diploma, Vocational Graduate and specific certificate IV qualification, they may be entitled to apply for a VET Student Loan to defer their tuition fees. The student is required to complete and sign a VET Student Loan intention to apply form as part of their enrolment process. This form **MUST** be received two weeks prior to the Census Date to allow for students to complete an e-caf and fee notice. Students who enrol in more than one course must complete a separate form for each course. Students who change their course are required to complete a new form if they wish to apply for a VET Student Loan for that course.

The request for VET Student Loan Intention form should be checked for:

- Completion of student details
- Tax File Number
- Form has been signed and dated.
- Academic Suitability
- Proof of Citizenship

The details should then be entered into SMS and the student copy given back to the Student and the provider copy forwarded to Student Administration.

D. Calculating Fees & Fee Payment Options

A Statement of Fees must be provided to a student prior to enrolment. This can be done manually via the 'Enrolment Estimate Form' or via the fee quote option in SMS. Enrolment estimations must contain the following information;

- Student ID or Full Student Name
- Course Code, Course Description and Currency of the Course
- Total potential enrolled hours
- Tuition fee hourly rate
- Estimated duration
- Mode of delivery
- Practical or Work placement arrangements
- Full breakdown of all other associated fees (services, materials)
- Total course costs

Government contribution to the course if the course is government subsidised

The student must be advised about Fee Payment options as per 'Fee Payment Options' flyer.

VET Student Loans – TAFE Gippsland will not charge a student other fees than tuition, unless a statement of fees is provided prior to enrolment. Additional charges may be incurred for materials or excursions, but will not include an application or assessment fee to determine academic suitability.

If the student wishes to pay by Direct Debit or Centrepay deductions the **Student Instalment Arrangement Application** is to be provided

If a person seeking to enrol is applying for VET Student Loan (Diploma or above) the Request for VET Student Loan assistance form VET Student Loan booklet and additional student information flyer is provided.

If the person seeking to enrol is under 18 the signature of a Parent or Guardian must be obtained on both the Payment Plan and VET Student Loan Intention to apply form.

The minimum deposit should be paid and receipted, but when a person cannot immediately pay the complete deposit, the outstanding amount can be added into their student loan calculations for their first Direct Debit or Centrelink Deduction.

Once the Instalment Application is approved the SMS Repayment Schedule is produced and signed by the CSO and given to the student.

If a student later wishes to change their Direct Debit payment the changes are made directly into the SMS and a revised payment schedule is produced. Where the student has made changes over the phone, the revised copy is emailed or posted to the student to sign and return to the CSO.

Concessions

Concessions on student fees must be allowed for in accordance with Section 3 of the 2019 Guidelines about Fees Skills First Program Attachment A ('the Guidelines'). The concession fee must be 20 per cent of TAFE's published standard tuition fee (as per the 2019 Tuition Fee Schedules on the TAFE Gippsland website).

In summary, to be eligible for a concession the student must be enrolling in a Certificate IV level program or below, must be eligible for a government-subsidised place and hold a valid and eligible concession. Current eligible concession cards are:

- Commonwealth Health Care Card; or
- Pensioner Concession Card; or
- Veteran's Gold Card.

These concessions also apply to the dependent spouse and dependent children of the card holder. Concession can be applied to the enrolment of government-subsidised students only and cannot be applied where a VET Student Loan is available.

Prior to the commencement of training, TAFE Gippsland must sight and retain (electronically or in hard copy) copies of all documentation demonstrating an individual's eligibility for the fee concession granted by the RTO for audit or review purposes and to meet the record keeping requirements set out in Section 6 of the Guidelines.

Indigenous Completions Initiative

Concession fees also apply to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent.

Under the Indigenous Completions Initiative, Indigenous students will pay 20% of what the provider would have charged a non-concession student. To access this initiative, you must be eligible for a government supported place. It applies to all course levels, including Diplomas and Advanced Diplomas.

Asylum Seeker Vet Program

Under the Asylum Seeker VET program, for enrolments in courses at the Certificate IV level and below, TAFE Gippsland will charge the applicable concession fees to an asylum seeker or trafficked person enrolled on or after the 1st of July 2016.

Evidence of eligibility for concession that must be sighted and retained is;

- A. a validly endorsed referral form – Referral to Government Subsidised Training – Asylum Seekers from the Asylum Seeker Resource Centre; or
- B. a validly endorsed referral form – Referral to government Subsidised Training – Asylum Seekers from the Australian Red Cross Victims of Human Trafficking Program; or
- C. where a TAFE Institute or Learn Local Organisation has confirmed a student's eligibility for the Program, evidence the individual holds a valid Visa type obtained by using the Commonwealth Visa Entitlement Verification Online.

THIRD PARTY OR EMPLOYER PAYMENTS

If an employer or another party is paying the student's fees, the enrolment must be accompanied by one of the following:

- A letter or Purchase Order from that party, stating the student's name, course and the amount of fees which the other party will be responsible for paying.
- A signed **Authority to Invoice Employer for Student Fees**
- A copy of the signed and dated Fee Schedule from the Partnership/RTO Agreement, clearly showing client name and an AR (accounts receivable) invoice number

Where enrolment fees have been invoiced and paid through Finance through AR, on enrolment in SMS, the concession category COMDEBTOR must be used to reverse any fees charged in the system and to recognise the AR account has been processed. This process can be used for Fee for Service enrolments only. No government subsidised enrolments can have a COMDEBTOR concession applied.

E. Tuition fee waivers/exemptions

Tuition fee waivers/exemptions are provided for in accordance with Section 2 of the Guidelines (Attachment A).

Prior to the commencement of training, TAFE must sight and retain copies of all documentation demonstrating the individual's eligibility for the tuition fee waiver/exemption granted by the RTO for audit or review purposes.

Any tuition fee waivers/exemptions granted must be reported to HESG in accordance with the current Victorian VET Student Statistical Collection Guidelines.

Judy Lazarus Transition Centre

Students from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the Corrections Act 1986) will not be charged a tuition fee for enrolment.

A copy of written confirmation from the management of the Judy Lazarus Transition Centre that the individual meets these requirements must be maintained.

Young people on community based orders

Students who are required to undertake training pursuant to a community based order made under the Children, Youth and Families Act 2005 will not be charged a tuition fee for enrolment.

A copy of written confirmation from the relevant Youth Justice Unit of the Victorian Department of Human Services that the individual meets these requirements must be maintained.

Program X (TAFE, Learn Local Organisation or the Centre for Adult Education or AMES only)

TAFE Gippsland will not charge a tuition fee for enrolment by an individual referred to them with a validly endorsed referral form from either the Department of Health and Human Services, the Department, the Department of Justice and Regulation, or a referring agency (a referring agency is a an organisation that is contracted by the Department of Health and Human Services or the Department of Justice and Regulation to deliver child protection or youth justice support services)..

A copy of the original referral form must be retain on file, and a return copy must be sent to the relevant referring agency.

F. Receipting Payments

Upon payment, the CSO will issue an SMS Tax Invoice & receipt to the student.

If the student's fees are to be paid by internal funds transfer, the original completed and signed **Department Transfers form** is to be attached to the enrolment form and forwarded to the COS staff for processing in SMS.

In the absence of SMS, the fees section is completed and the enrolment form is signed and dated by the CSO. A manual receipt is processed and reference to the manual receipt must be recorded on the enrolment form. Manual receipts must then be processed in SMS within 24 hours in accordance with TAFE's **Cash Handling Policy**.

Inconsistency with TAFE Gippsland's fees and charges

Where the fees stated on the Enrolment form are not consistent with TAFE Gippsland documented Fees and Charges the matter should be resolved as a matter of urgency by contacting the teacher or Education Manager for immediate clarification. If the matter cannot be immediately resolved over the phone, the documents will be returned to the Teacher / Education Manager for further action.

The responsibility to verify fee discrepancies rests with the Teacher / Education Manager, in consultation with Student Administration and Finance staff.

Under no circumstances are fees to be reversed or overridden in the SMS if there is a discrepancy. Authority to override or reverse fees in SMS can only be done by the Manager Student Administration or Finance Manager.

G. Enrolment Summary

An Enrolment summary can be printed out and given to the student on request and completion of enrolment.

H. Signature and Date on Enrolment form

The hardcopy Enrolment form and where required the Eligibility Form is only to be signed and dated when all details are correct and a valid fee payment arrangement is in place.

Signing the completed Enrolment Forms indicates that the enrolment has been processed and finalised.

I. Forwarding Documentation

All enrolment documentation must be scanned and kept on the student's file in SMS. The hard copy documentation must then be forwarded to Student Administration for filing.

J. Issuing ID numbers and cards

Fee payment arrangements must be in place before Student Identification cards are provided.

Lost or damaged ID cards can be requested via the **Request for Replacement Services form** for a fee of \$10.00.

An Enrolment Summary can be used by the student for identification purposes pending receipt of their card.

K. Change of personal details

Students need to complete change of personal details on-line, or use the **Change to Personal Details**

Communication

This Policy and Procedure is available on the TAFE Gippsland website and is also included in the Teaching and Learning Induction and General Induction.

This Policy and Procedures are communicated to students and parents at the time of Interview and then again at the time of enrolment.

The community are able to access this information via our website.

Reference and Supporting Information

Definitions

Term	Definition
Appropriate	Means the training and assessment is delivered to regulatory and industry standards, uses delivery modes and durations optimised for the individual's needs and includes reasonable support to facilitate the individual's participation and attainment (VET Funding Contract V3 4.1)
CSO	Customer Service and Support Officer – a staff member who has been trained in the enrolment procedure and is authorised through delegation on the TAFE Gippsland list of Authorised Delegates to assess eligibility and to complete and sign enrolments.
Batch Enrolments	Multiple enrolments for the same unit/course, received in a single batch by staff.
CAN	Commonwealth Assistance Notice – issued to each student who has requested VET Student Loan assistance
CHESSN	Commonwealth Higher Education Student Support Number – unique identifier that is allocated to a student when enrolling in a higher education course.
Non-SMS Receipt	The manual receipting process is to be used when the SMS is not available. This includes occasions of unreasonable waiting times in peak enrolment periods. A separate process is to be followed in these situations at all times
FMIS Payment Plan	TAFE Gippsland Finance Package If entering into an instalment arrangement, documentation of payment dates will be printed from SMS.
SMS	TAFE Gippsland Student Management System
SAS	Student Administration Services
Suitable	The RTO must ensure the student's training program is suitable, where suitable means the training program: <ul style="list-style-type: none"> a. Individualise: meets the individual's needs; b. Link to Outcomes: links to likely job, participation and/or further study opportunities; and

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- c. Add Value: minimises duplication of the individual's existing competencies, as:
 - d. Document: determined and documented through a thorough and individual Pre-Training Review; and
 - e. Ultimately, reflected in the Training Plan. (VTG Quality Charter – Principle 3)
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Rejected Enrolment An enrolment that is unable to be finalised due to outstanding information/documentation, where the most practical solution, for all parties, is to return all documentation for follow up.

Student ID No Identification number issued to student upon first entry of details into SMS. This number is unique to the student and will be their ID for all of their applications and enrolments at TAFE Gippsland.

Suspended Enrolment An enrolment that is unable to be finalised due to outstanding information/documentation

Training Plan Completed by teachers / trainers, a Training Plan identifies course units/modules available for students to enrol in. It identifies the course code, session, team, attendance mode, funding source, campus and time. It also incorporates the start and end dates of units/modules and materials fees.

VET Student Loans VET Student Loans is an income contingent loan scheme that is part of the Higher Education Loan Program (HELP). It is an extension of the higher education FEE-HELP arrangements. VET Student Loans assists eligible students to pay for all or part of their VET tuition fees when studying one or more of the following accredited VET courses of study:

- Diploma;
- Advanced Diploma
- Vocational Graduate qualifications (fee-for-service only)
- Selected Certificate IV qualifications

VET Student Loan Fee Notice An Invoice Notice providing notification including unit of study tuition fees to be incurred.

Supporting Documents

From the Department of Education and Training (DET):

2018-2019 TAFE VET Funding Contract Skills First Program extended to Dec 2020

Attachment A - 2019 Guidelines about Fees Skills First Program (V1.0) October 2018

Attachment B - Exemption from school attendance or enrolment Application Process

External Legislative Context

Higher Education Support Act 2003

VET Student Loans Act 2016

VET Student Loans Rules 2016

VET Student Loans (Consequential Amendments and Transitional Provisions) Act 2016

VET Student Loans Provider Manual , VET Provider Guidelines

Internal Policy and Procedures

Student Eligibility Procedure TL 035

Pre-Training Review and Foundation Gap Analysis Procedure TL 040

VET Student Loans Student Entry Procedure TL046

Cash Handling, Banking & Receipting Procedure FIN 001

Student Code of Behaviour Policy TL 014

Managing Inappropriate Student Behaviour Procedure TL 012

Forms and Templates

Receipt/Repayment Schedule – Tax Invoice Produced from SMS

Enrolment Summary Produced from SMS

Training Plan Produced from SMS

Enrolment Form

Eligibility Form

VET Student Loans Intention to Apply Form

Student Instalment Arrangement Application

Request for Replacement Services

Change to Personal Details

Authority to Invoice Employer for Student Fees

Department Transfer

Responsibility

Director, Academic Governance

Document Version Control Table

Item	Summary of Update	Version Control	Revised Date
1	Original Policy Document	V1.0	10/02/2014
2	<ul style="list-style-type: none"> Procedure updated to reflect 2018-2019 Vet Funding Contract Skills First Program including Vet Student Loan, updated 2018 Guidelines about Fees 	V1.1	08/08/2018
3	Rebranded from Federation Training to TAFE Gippsland <ul style="list-style-type: none"> Federation Training added as a predecessor organisation (pg. 4) 	V2.0	16/07/2019