

Application and Enrolment Policy and Procedure

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1. Purpose and Scope

This policy and procedure sets out the principles and framework that govern the Academy of Interactive Entertainment (AIE) when assessing and administering learners' applications and enrolments for admission into accredited AIE courses. This policy and procedure ensures AIE meets its obligations in under applicable regulations (see Section 6 Related Documents).

This policy and procedure applies to AIE marketing/admissions, administration, training, and executive staff who have direct oversight of the learner application and enrolment process. It applies to domestic learners at the Certificate, Diploma, Advanced Diploma, and Graduate Diploma levels.

2. The Policy

AIE is committed to the principles of access and equity to ensure that diversity is not a barrier to eligible learners accessing AIE accredited courses.

AIE implements a consistent, reliable and structured approach to the learner application and enrolment process to protect the rights and interests of learners.

AIE ensures that its application and enrolment processes meet the requirements of the *Standards for Registered Training Organisations (RTOs) 2015*.

3. Implementation

The Board of Directors is responsible for the approval of this policy after it has been drafted or reviewed by the National Compliance Officer.

The policy is to be implemented through induction and training of staff and distributed via the AIE intranet and other publications as required.

4. Procedure/s

4.1. Application Process

AIE will accept direct course applications for Diploma, Advanced Diploma and Graduate Diploma qualifications made online via the AIE website applications page.

AIE will accept applications for Diploma and Advanced Diploma courses for Year 12 school leavers in Victoria via the Victorian Tertiary Admissions Centre (VTAC).

AIE will accept applications for Diploma, Advanced Diploma and Graduate Diploma qualifications until course commencement. Late applications may be accepted at the discretion of the relevant Head of School (HOS) in line with the requirements of this policy.

AIE will accept a Certificate course direct enrolment form for learners who are enrolling into a Certificate course that is not part of a State-based Vocational Education and Training in Schools (VETiS) or VET Delivered to Secondary Students (VETDSS) program.

Where a Certificate course forms part of a State-based VETiS or VETDSS program, AIE will accept applications via the relevant State-based application process, where an application process is required.

Where no application process is required by the State, learners can enrol directly into the Certificate course via the AIE website and indicate on their enrolment form that they are intending on completing the qualification as part of a VETiS or VETDSS program.

Where a learner is enrolling into a Certificate qualification, AIE will accept enrolment forms up to the course commencement date. Late enrolments after the course commencement may be accepted at the discretion of the relevant HOS/DHOS.

4.1.1. Entry Requirements

AIE sets the following entry requirements for Diploma, Advanced Diploma and Graduate Diploma qualifications:

- a. Interview with an AIE trainer/assessor to determine applicant interest, enthusiasm, suitability and potential to complete the course
- b. Presentation of a portfolio of creative and related work at the interview to demonstrate creative ability, interest, and aptitude in the specific stream choice
- c. Evidence of academic suitability as demonstrated by prior or anticipated educational achievement (by course commencement).

AIE does not set any specific entry requirements for Certificate qualifications. However, learners enrolling under a state funding initiative may be forwarded a language, literacy, and numeracy (LLN) activity as part of the funding application process to meet state funding requirements.

4.1.2. Applicant Interview

Applicants for Diploma, Advanced Diploma and Graduate Diploma qualifications will book their interview at time of application via the website or via communication with the Admissions Team.

AIE will conduct interviews face to face on campus wherever possible, but may utilise video conferencing software if an applicant is regionally based, applying to the Online Campus, or in special circumstances.

Campus Events staff/Admissions staff will allocate appropriate trainers to interviews, including sending interview calendar invitations with interview details.

Applicants may forward their portfolio in advance or bring it with them on the day of the interview.

Interviewers will use the web-based AIE interview form to ensure consistency of interview questions, selection and course suitability criteria including consideration of LLN and learning support requirements. These interview forms can be accessed via MyAIE's Resource Hub.

Interviewers will explore the potential for recognition of prior learning (RPL) or credit transfer (CT) during the interview process if an applicant indicates they have relevant prior learning or previous qualification/s in a related field. Applicants will be directed to the RPL process in the AIE *Learner Handbook* as required.

Interviewers will ask applicants if they may require learning support for their selected course. If so, the interviewer will request additional details about the applicant's learning needs and how this may impact their intended study. Applicants are under no obligation to disclose this information.

Applicants who are under 18 years of age at the time of the interview are asked to have a parent or guardian in attendance wherever possible. A HOS/DHOS is also required to be in attendance where an interview is for an applicant under the age of 18.

After the interview, the interviewer will determine the suitability of the applicant for the course they have applied for and record one of the following outcomes on the interview form:

- a. Highly Recommended
- b. Recommended
- c. Recommended with Reservations (interviewers must record on the interview form the specifics of their reservations regarding the applicant and discuss with the HOS/delegate who may also speak with the applicant directly)
- d. Not Yet Recommended.

An Administration Officer will meet with applicants post-interview to advise of the interview outcome and provide verbal advice on tuition fees, payment options, State-specific processes (such as VTAC), VET Student Loan (VETSL) eligibility requirements, and the enrolment process.

When the interview form is submitted by the interviewer, a copy is automatically sent to campus Administration staff and Admissions staff via email. Administration staff must upload this interview form to the Student Management System (SMS) for all enrolled learners.

4.1.3. Not Yet Recommended Applicants

The HOS will review the completed interview form and accompanying application documents to ensure Not Yet Recommended applicants are truly not suitable to enrol in the applied course. Where appropriate, the HOS may decide on a secondary interview by an experienced trainer that is not directly related to the trainer who provided the Not Yet Recommended determination and revise the determination.

The HOS/delegate will contact applicants who are Not Yet Recommended to discuss their interview outcome and appropriate next steps, which may include, but are not limited to:

- a. Advice on portfolio requirements (if not provided before or during interview), improvements suggested for portfolio if found to be lacking, or other development required prior to re-interviewing
- b. Provision of self-directed tutorials or website links to develop skills before re-interviewing
- c. Recommendations for Certificate course or non-accredited Beginner course options as learning pathways.

The Admissions Team will follow up Not Yet Recommended applicants to rebook a second interview or direct the learner towards Certificate or Beginner course enrolment options.

4.1.4. Recommended Applicants

AIE will advise in writing all recommended applicants of their interview outcome. Generally, this written advice will be provided in a *Letter of Offer* sent via email through the SMS. In the case of an early acceptance, AIE will provide an interim *Letter of Acceptance* sent via email through the SMS with advice on when the Letter of Offer is to be sent to recommended applicants.

AIE will provide Victorian VTAC applicants who are recommended with a VTAC Advisory Letter in the first instance. VTAC will provide formal course offers to recommended learners as per the VTAC calendar. AIE will provide recommended learners who have met the VTAC application requirements with a *Letter of Offer* sent via email through the SMS.

The *Letter of Offer* confirms that AIE is holding a place in the intake noted in the *Letter of Offer* on behalf of the applicant. The *Letter of Offer* is not a course enrolment.

The *Letter of Offer* will provide or link to the following information:

- a. Confirmation of successful course application
- b. Qualification/s code and title
- c. Course start date
- d. Tuition fees details
- e. Tuition fee payment options
- f. VET Student Loans (VETSL) overview and requirements
- g. Enrolment requirements such as personal identification, USI requirements
- h. State-specific funding advice
- i. Link to complete the web-based enrolment form
- j. Link to the AIE *Learner Handbook*
- k. Link to AIE policies and procedures available on the AIE website.

4.2. Enrolment Process

- a. AIE will accept learner enrolments for Certificate, Diploma, Advanced Diploma, or Graduate Diploma qualifications via the web-based enrolment forms, linked from the AIE website.
- b. AIE will not accept or process any enrolment that is not completed via the enrolment form.
- c. AIE will accept enrolment forms for Diploma/Advanced Diploma and Graduate Diploma qualifications until the course commencement. Late enrolments may be accepted at the discretion of the relevant HOS in line with the requirements of this policy. Please note that loss of access to funding may result from a late enrolment.
- d. AIE will accept enrolment forms for Certificate qualifications up to 2 business days before course commencement. Late enrolments for Certificate qualifications may be accepted at the discretion of the relevant HOS.
- e. The enrolment form will capture all Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data as required to meet current VET activity reporting requirements.
- f. All entry procedures must be conducted with honesty and integrity.

4.2.1. Unique Student Identifier (USI)

Learners enrolling in any nationally recognised qualification are required to supply their USI to AIE.

AIE will not process a learner's enrolment unless their USI has been provided and verified, except where the learner has a USI exemption, as outlined in the *Student Identifiers Act 2014*.

4.2.1.1. USI Exemptions

Table 1: USI exemption reasons and codes.

Exemption Reason	Exemption Code
International students undertaking their entire VET course outside of Australia (also known as offshore training).	INTOFF
Student is enrolled to complete a short course taking place over a single day or less.	SHORT
Students who have applied for and obtained an individual exemption in writing from the Student Identifiers Registrar because they have a genuine personal objection to being assigned a USI.	INDIV
Students who have completed their VET training prior to 1 January 2015 but have not yet been issued with a qualification or statement of attainment for that training.	No code required

Learners who have a USI exemption are informed prior to their commencement via the Learners Handbook that their training outcomes will not be recorded on their USI account and will not appear on any authenticated VET transcripts prepared by the Student Identifiers Registrar.

4.2.2. Learner Identification

Learners enrolling in any nationally recognised qualification are required to supply their USI to AIE as a means of identification.

Victorian learners are required to provide their Victorian Student Number.

4.2.3. Academic Suitability – Language, Literacy and Numeracy (LLN)

Learners enrolling in Diploma, Advanced Diploma or Graduate Diploma qualifications are required to provide evidence of academic suitability, or the language, literacy and numeracy (LLN) skills necessary to successfully complete the qualification. Evidence must be provided to AIE by the first day of the course.

4.2.3.1. Diploma Qualifications

AIE will accept scans, high resolution photos or verified copies of one of the following as evidence of academic suitability:

- a. Year 12 Certificate (State Government-issued certificate, not school-issued graduation certificate)
- b. VET qualifications at AQF4 or higher (including higher education qualifications)
- c. Exit Level 3 score within the Australian Core Skills Framework achieved in both reading and numeracy through an approved LLN assessment provided by bksbLIVE

- I. Assessment results will be available to the learner through the bksbLIVE portal immediately following completion of the assessment
 - II. Results must be uploaded to the learner profile in the SMS to be available to be reported to the Secretary in the form, manner and by the time requested by the Secretary.
- d. International Baccalaureate Diploma Programme (IB) diploma.

4.2.3.2. Advanced Diploma Qualifications

AIE will accept scans, high resolution photos or verified copies of one of the following as evidence of academic suitability:

- a. VET qualifications at AQF5 or higher (including higher education qualifications)
- b. Exit Level 3.2–4.1 score within the Australian Core Skills Framework achieved in both reading and numeracy through an approved LLN assessment provided by bksbLIVE
 - I. Assessment results will be available to the learner through the bksbLIVE portal immediately following completion of the assessment
 - II. Results must be uploaded to the learner profile in the SMS to be available to be reported to the Secretary in the form, manner and by the time requested by the Secretary.

4.2.3.3. Graduate Diploma Qualifications

AIE will accept scans, high resolution photos or verified copies of the following as evidence of academic suitability:

- c. VET qualifications at AQF6 or higher (including higher education qualifications).

4.2.4. Learners Requiring Support

AIE will directly contact a learner who discloses via the interview process or enrolment form that they have a disability, long term condition, learning difficulty, or other situation that means they may require additional support to effectively participate in their course. This includes learners who indicate LLN concerns.

AIE will determine if it is reasonable and practicable to provide the learner with the necessary level of support and assistance indicated. See *Learner Access, Equity and Equality Policy and Procedure* for more information. Where practicable, AIE will develop a learner support plan, including provisions for reasonable assessment adjustments.

If the level of support required is determined to be impracticable, the learner may be referred to external support services.

AIE will document the learning plan and/or referral outcome on the learner's file in the SMS.

4.2.5. Learner Declarations

Learners are required to complete the enrolment declarations that verify:

- a. The information they have provided is true and correct
- b. They have read and agree to be bound by the Terms and Conditions of Enrolment
- c. They have read and agree to be bound by the Terms and Conditions of Intellectual Property
- d. They have the financial capacity to meet all course tuition fees as they are due (where relevant)
- e. They have read and agree to the conditions, code of conduct, policies, and learner information as set out in the *Learner Handbook*
- f. They have read and agree with the Refund Policy
- g. They have read and understand the *VET Student Loans Information for Students* booklet (where relevant)
- h. They consent to AIE contacting any persons, institutions, companies or entities mentioned in the enrolment and/or application form in order to verify claims they have made
- i. They understand their enrolment cannot be processed without the provision and successful verification of their USI
- j. They consent to the collection, use, and disclosure of personal information in accordance with the Privacy Notice, as outlined under 'Disclosure of Information' (see Terms and Conditions above)
- k. They have been requested by AIE to provide their consent to being included in the Student Outcomes Survey (permission does not have to be granted by the learner).

Learners must complete the signature panel on the enrolment form. AIE will accept a digital signature where appropriate.

Learners who are under 18 years of age must have a parent or guardian countersign the enrolment form by completing the required signature panel.

4.3. Tuition Fee Payment Process

Learners enrolling in Diploma/Advanced Diploma or Graduate Diploma qualifications will be required to indicate how they intend on paying the tuition fees for their qualification.

Learners may:

- a. Request access to VETSL to cover all of the tuition fee (or access the maximum allowed cap for the relevant qualification/s, whichever is greater)
- b. Request access to VETSL to cover part of the tuition fee
- c. Advise they will be paying directly, not accessing VETSL.

This information will be obtained via a web-based *Tuition Fee Payment Options Form* which the learner completes after they have completed the enrolment form.

As a result of this process learners will be enrolled into all the Unit/s of Study indicated on their *Tuition Fee Payment Options Form* relevant to their qualification/s.

Refer to Learner Tuition Fee payment policy for further details regarding tuition fee payment options.

4.3.1. VET Student Loans

AIE is an Approved Vet Student Loans Provider.

AIE will only offer VETSL to eligible learners who enrol in a VET Student Loans Approved Course that AIE has on its scope of registration and that is listed as Active for VETSL on HITS.

AIE will ensure any learner who applies for VETSL meets the eligibility criteria as specified by the *VET Student Loans Act 2016*, the *VET Student Loans Rules 2016*, and the current edition of the *VET Student Loans Manual for Providers*.

To be eligible for VET Student Loans, a learner must meet the following requirements:

- a. Be studying an approved course
 - I. Be studying with an approved course provider
 - II. Apply to the government using the approved form (eCAF) and include all relevant information
 - III. Confirm his or her engagement and continued progression to access the loan throughout the course, when required to do so by the department
 - IV. Has a HELP balance that is more than \$0 (that is, has not used up all their HELP loan limit)
- b. Meet the citizenship and residency requirements:
 - I. Be an Australian citizen or
 - II. A qualifying New Zealand citizen or
 - III. A permanent humanitarian visa holder, who is usually resident in Australia.
Permanent humanitarian visas are defined in the *Migration Regulations 1994*.
- c. Meet the academic suitability requirements: the student must have been assessed by AIE as academically suited to undertake the approved course on the basis of either:
 - I. Providing an Australian Year 12 Certificate or
 - II. Providing their International Baccalaureate Diploma Programme (IB) diploma or
 - III. Providing evidence of successful completion of a qualification that has been delivered in English and:
 - i. Was at level 4 or above in the Australian Qualifications Framework (that is Certificate IV or higher qualification), or
 - ii. Has been assessed by a federal, state or territory government agency which assesses overseas qualifications as equivalent or comparable to: a qualification at level 4 or above in the Australian Qualifications Framework, or

- IV. Displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test (AIE employs approved LLN assessments provided through bksbLIVE) and
 - V. In addition, AIE must reasonably believe the student is academically suited to undertake the course; and the student must meet any other specified entry requirements for the course
- d. Meet the enrolment and loan application requirements:
- I. Be enrolled with an approved course provider in an approved course
 - II. Be undertaking the course primarily at a campus in Australia
 - III. Have applied for a VSL for the course in accordance with the loan application requirements. An application for VSL must:
 - i. Meet the Tax File Number requirements
 - ii. Include the learners Unique Student Identifier
 - iii. Have been submitted by 11:59pm AEST on or before the census day for the first unit of the course for which the learner is requesting a loan, and no less than 2 business days after enrolling
 - iv. Be in the form approved by the Secretary for the loan – which is an electronic Commonwealth Assistance Form (eCAF)
 - v. Where a student is under 18 years old, must:
 - 1. Have a parental consent form signed by a responsible parent of the learner, or
 - 2. Have evidence of the assessment of receipt of youth allowance on the basis the learner is independent within the meaning of Part 2.11 of the *Social Security Act 1991* through the provision of the learners Centrelink Income Statement

AIE will maintain copies of all documentary evidence provided by the learner in the SMS as evidence of eligibility for VETSL in accordance with the requirements of the *VET Student Loans Act 2016*, the *VET Student Loans Rules 2016*, and the current edition of the *VET Student Loans Manual for Providers*.

Refer to *Privacy Policy and Procedure* and *Information and Records Management Policy and Procedure* for further information relating to the secure storage, access and destruction of learner records.

4.3.1.1. Eligibility Documentation

AIE will only accept documentation specified in the *VET Student Loans Act 2016*, the *VET Student Loans Rules 2016*, and the current edition of the *VET Student Loans Manual for Providers* to confirm a learner's eligibility for VET Student Loans.

AIE will maintain copies of all documentary evidence provided by the learner in the SMS for at least 5 years as evidence of eligibility for VETSL in accordance with the requirements of the *VET Student Loans Act 2016*, the *VET Student Loans Rules 2016*, and the current edition of the *VET Student Loans Manual for Providers*.

AIE will maintain a VET Student Loans Checklist within the SMS as part of the underpinning VETSL administration process to oversee implementation and ensure required documentation has been provided by all learners accessing VSL. This checklist is reviewed and updated annually as required in line with legislative changes or amendments.

Australian Citizenship:

ONE of the following:

- e. A current Australian passport
- f. The learners full birth certificate issued by an Australian Registry of Births, Deaths and Marriages (RBDM), where the birth certificate clearly displays that at least one of the learner's parents was born in Australia and was born before 20 August 1986
- g. The learners full birth certificate issued by an Australian RBDM, accompanied by one parent's full birth certificate issued by an Australian RBDM
- h. An Australian citizenship certificate or extract of citizenship certificate
- i. A citizenship by descent extract

Permanent Humanitarian Visa Holders:

- a. Visa eligibility confirmed through Home Affairs' Visa Entitlement Verification Online (VEVO)

New Zealand Citizens:

ALL of the following:

- b. Special Category Visa
- c. New Zealand passport
- d. International movement record, provided by Department of Home Affairs

Academically Suited:

ONE of the following:

- a. Senior Secondary Certificate of Education (issued by an Australian state or territory agency or authority)
- b. International Baccalaureate Diploma Programme
- c. Exit Level 3 or higher reading and numeracy assessments through a tool approved by the Secretary and published on the department's website
 - I. AIE's reading and numeracy assessments for the purposes of assessing eligibility for VET Student Loans are provided through bksbLIVE
 - II. Assessment results will be available to the learner through the bksbLIVE portal immediately following completion of the assessment
 - III. Results must be uploaded to the learner profile in the SMS to be available to be reported to the Secretary in the form, manner and by the time requested by the Secretary
 - IV. Results must be retained in the SMS for at least 5 years

- d. Qualification at level 4 or higher in the Australian Qualifications Framework (that is, Certificate IV or higher qualifications), or an equivalent level in the framework that preceded the AQF
 - l. If the original qualification certificate is not available, the learner can provide an authenticated transcript from the Student Identifiers Register as proof, provided it evidences completion of the relevant qualification.
- e. A letter or certificate issued by a federal, state or territory government agency which assesses overseas qualifications, that evidences that the students qualification has been assessed by that agency and determined to be equivalent or comparable to a qualification in the AQF at level 4 or above, or an equivalent level in the framework that preceded the AQF

4.3.2. Skills First Funding

AIE is a contracted Skills First Funding (SFF) provider with the Victorian Government.

AIE will only deliver government subsidised training to eligible learners in Victoria who enrol in a SFF Funded Course that AIE has on its scope of registration.

AIE will ensure any learner who applies for SFF funding meets the eligibility criteria as specified by the VET Funding Contract and the current version of the *Guidelines about Determining Student Eligibility and Supporting Evidence* and the *Guidelines about Fees*.

Learner eligibility criteria may include but is not limited to:

- a. Australian/New Zealand citizenship or residency requirements
- b. Age
- c. Academic history relating to upskilling requirements and/or 2-2-2 rule
- d. Suitability for course, such as interest, career aspirations, LLN considerations, learning preferences
- e. Current funding initiatives affecting eligibility exemptions
- f. Eligibility for fee concession.

AIE will maintain copies of all documentary evidence provided by the learner in the SMS as evidence of eligibility for SFF in accordance with the requirements of the VET Funding Contract and the current version of the *Guidelines about Determining Student Eligibility and Supporting Evidence* and the *Guidelines about Fees*.

Refer to *Privacy Policy and Procedure* and *Information and Records Management Policy and Procedure* for further information relating to the secure storage, access, and destruction of learner records.

AIE will maintain a *Skills First Program – Evidence of Eligibility and Student Declaration Form* for each learner as part of the underpinning SFF administration process to oversee implementation. This form will be reviewed and updated annually as required in line with legislative changes or amendments.

Please see the *Victorian Skills First Program Eligibility and Fee Policy and Procedure*.

4.3.3. Skilled Capital Funding

AIE has a Funded Training Initiative Agreement with the ACT Government to deliver subsidised training under Skilled Capital.

AIE will only deliver government subsidised training to eligible learners in the ACT who enrol in a Skilled Capital Qualification (or Skill Set) that AIE has on its scope of registration.

AIE will ensure any learner who applies for Skilled Capital funding meets the eligibility criteria as specified by *ACT Standards for Delivery of Subsidised Training* and the current version of the *ACT Standards Compliance Guide for Skilled Capital*.

Learner eligibility criteria may include but is not limited to:

- a. Australian/New Zealand citizenship, residency or visa requirements
- b. Residential and/or work location
- c. Age
- d. Secondary school/college enrolment status
- e. Suitability for course such as interest, career aspirations, LLN considerations, learning preferences.

AIE maintains copies of all documentary evidence provided by the learner in the SMS as evidence of eligibility for Skilled Capital as per the requirements of the *ACT Standards for Delivery of Subsidised Training* and the current version of the *ACT Standards Compliance Guide for Skilled Capital*.

Refer to *Privacy Policy and Procedure* and *Information and Records Management Policy and Procedure* for further information relating to the secure storage, access and destruction of learner records.

AIE will maintain a Skilled Capital Eligibility Checklist within the SMS as part of the underpinning Skilled Capital administration process to oversee implementation. This checklist is reviewed and updated annually as required in line with legislative changes or amendments.

4.4. Tuition Fee Payment Process – Certificate

Learners enrolling into Certificate qualifications have the following payment options:

- a. **Upfront payment:** Full payment directly via the AIE website or invoice request. Full fee payment is required before the course commencement date.
- b. **Deposit payment:** Payment of deposit via the AIE website. Learner is issued with a follow up invoice for the balance. Full fee payment is required before the course commencement date.
- c. **Third party payment:** Learners may indicate on the AIE website that a third party is paying the fee. This may include a job search agency, school, insurance company or other approved organisation. Learner will be issued with an invoice to forward to the third party. Full fee payment is required before the course commencement date.
- d. **Payment plans:** Learners may request a payment plan agreement to pay their fees in instalments. The payment plan is interest free. It requires an upfront payment followed by regularly scheduled payments. The upfront payment must be paid before the course commencement date.

4.5. Processing Enrolments

4.5.1. Processing Non-VETSL Dip/AdvDip/GradDip Enrolments

AIE campus administration will process learner enrolments via the SMS within 5 business days of receipt, providing all enrolment, identification, funding eligibility and related documentation (if relevant) has been received and is correct and complete.

Administration will raise and forward learner tuition fee invoices to correctly enrolled Diploma, Advanced Diploma and Graduate Diploma learners.

Administration will forward a *Welcome Letter* to correctly enrolled learners in Diploma, Advanced Diploma or Graduate Diploma qualifications via the SMS within 7 business days of the course start date. The *Welcome Letter* must list any required resources the learner is expected to provide.

AIE maintains enrolment processes in the *Administration Handbook*.

4.5.2. Processing Certificate Enrolments

Administration will forward a *Confirmation of Enrolment* to correctly enrolled learners in Certificate qualifications via the SMS.

Administration will forward a *Welcome Letter* to correctly enrolled learners in Certificate qualifications via the SMS within 7 business days of the course start date. The *Welcome Letter* must list any required resources the learner is expected to provide.

Administration will raise and forward learner tuition fee invoices to correctly enrolled Certificate learners as required.

4.5.3. Processing VETSL Dip/AdvDip/GradDip Enrolments

Diploma, Advanced Diploma and Graduate Diploma enrolments will indicate if they are, or are not, intending to access VETSL to cover part or all of their tuition fee in the *Tuition Fee Payment Options Form*.

AIE campus Administration will follow up with learners for whom the VETSL information, identification, funding eligibility, or related documentation is found to be inaccurate or incomplete.

VETSL enrolments will be finalised a minimum of 16 business days prior to census date where possible.

Late enrolments may be processed at the discretion of the Head of School.

AIE campus Administration will forward a *Confirmation of Enrolment* notification to correctly enrolled learners in Diploma, Advanced Diploma or Graduate Diploma qualifications via the SMS.

4.5.3.1. Statement of Covered Fees

AIE will provide a Statement of Covered Fees (SOCF) to all VETSL eligible learners enrolled in an Approved Course regardless of whether the learner is accessing VETSL or not. The SOCF will show the amounts of the tuition fees that will, and will not, be covered by VETSL. The SOCF will be individualised to show each learner's VETSL access request.

AIE will ensure the SOCF meets the document requirements as specified by Section 56 of the *VET Student Loans ACT 2016*, Section 129 of the *VET Student Loans Rules 2016* and the current edition of the *VET Student Loans Manual for Providers*.

The SOCF will be issued via the SMS after the learner has been correctly enrolled and prior to the first census date.

4.5.3.2. Electronic Commonwealth Assistance Form for VET Student Loans (eCAF)

AIE will create a learner enrolment record in the eCAF system via the SMS once all required eligibility documentation has been provided by the learner and uploaded to the SMS by Administration.

Learners are required to wait 2 business days before submitting their eCAF. Administration will check that the enrolment date in the SMS is accurate before creating the learner enrolment record. This will ensure when the learner enrolment record is created in the eCAF system that the eCAF system does not allow the learner to submit their eCAF until 2 business days after the learners enrolment date.

AIE will only create an eCAF for correctly enrolled Diploma/Advanced Diploma and Graduate Diploma learners who have indicated they wish to access VETSL.

4.5.4. Skills First Funding Enrolments

Victorian learners who have enrolled in a SFF Funded Course and are eligible for SFF funding will be processed via the SMS within five (5) business days of receipt. This is providing all identification, funding eligibility, or related documentation is correct and complete.

AIE campus Administration will follow up with learners for whom SFF information, identification, funding eligibility, or related documentation is found to be inaccurate or incomplete.

SFF enrolments will be finalised 2 business days prior to course commencement. Administration will raise and forward learner tuition fee invoices.

4.5.5. Skilled Capital Enrolments

ACT learners who have enrolled in an Approved Skilled Capital course will be processed via the SMS and forwarded a Skilled Capital funding application form within 3 business days of receipt. This is providing all identification, funding eligibility or related documentation is correct and complete.

AIE campus Administration will follow up with learners for whom Skilled Capital information, identification, funding eligibility or related documentation is found to be inaccurate or incomplete.

Skilled Capital enrolments will be finalised 2 business days prior to course commencement where possible. Administration will raise and forward learner tuition fee invoice.

4.6. Enrolment Denial

AIE may, at its discretion, deny a learner enrolment to an accredited course if at any time during the application or enrolment process the learner's behaviour is found to be in breach of the Code of Conduct or they engage in gross misconduct.

The relevant HOS will action an enrolment denial.

Learners may appeal this decision following the Complaints and Appeals process in the *Learner Handbook*.

The CEO will make the final decision to deny a learner enrolment.

5. Definitions

The following definitions apply to this policy:

Term	Definition
Accredited Course	A vocational education and training (VET) accredited course that has been assessed by ASQA as compliant with the Standards for VET Accredited Courses 2012 and the Australian Qualifications Framework . It includes Certificate, Diploma, Advanced Diploma and Graduate Diploma qualifications.
Application	A formal request to be considered for a position in an accredited qualification.
Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS)	The national data standard that ensures consistent and accurate capture and reporting of Vocational Education and Training (VET) information about learners. RTOs must comply with AVETMISS reporting requirements.
Electronic Commonwealth Assistance Form (eCAF)	The online system by which learners request a vet student loan and complete an application for commonwealth assistance.
Enrolment	To be officially recognised as a learner in an accredited qualification.
Letter of Offer	The formal offer of a place in the learner's selected qualification. The Letter of Offer contains information and advice about the course and details about how to enrol. It does not constitute course enrolment.
Skilled Capital	The ACT Government funded training initiative that provides eligible individuals with services and access to government subsidised training in ACT, delivered by contracted registered training organisations (RTO).
Skills First Funding (SFF)	The Victorian State Government program that provides eligible individuals with access to government subsidised training in Victoria, delivered by contracted registered training organisations (RTO).
Statement of Covered Fees	A statement issued to a learner that provides details of the total course fee they have enrolled in and how much will be covered by the VETSL loan amount.
Tuition Fees	The amount specified by AIE as the course fee for a particular course. Tuition fees do not include monies paid for third party services, consumables, application fees, etc.

VET Student Loans (VETSL)	The Australian government program that assists eligible students pay tuition fees for approved higher-level (diploma and above) vocational education and training (VET) courses, when studying at VET Student Loans approved course providers.
VET in Schools (VETiS)	The learning pathway which enables learners to gain a nationally recognised qualification as part of their school studies.
VET Delivered to Secondary Students (VETDSS)	An Australian government framework to prepare secondary students for work by training them in VET courses.
Victorian Tertiary Admissions Centre (VTAC)	The system that processes the applications of suitably qualified learners for tertiary courses in the state of Victoria. VTAC informs learners of the preferred course/s they have been offered.

6. Related Documents

The following internal documents are related to this policy:

- a. Access, Equity and Fairness Policy and Procedure
- b. Administration Handbook
- c. Information and Records Management Policy and Procedure
- d. Learner Handbook
- e. Privacy Policy and Procedure
- f. Skilled Capital Eligibility Checklist (administration process)
- g. SF Program – Evidence of Eligibility and Student Declaration Form (administration process)
- h. State based VETiS applications processes (NSW, Victoria, SA, ACT administration processes)
- i. VETSL Eligibility Checklist (administration process)
- j. Victorian Training Guarantee VET Funding Contract (Victorian learners only)
- k. VTAC application process (administration process).

The following legislation and standards are related to this policy:

- a. ACT Standards Compliance Guide for Australian Apprenticeships (ACT learners only)
- b. ACT Standards Compliance Guide for Skilled Capital (ACT learners only)
- c. ACT Standards Compliance Guide for Skilled Capital – JobTrainer Fund (ACT learners only)
- d. ACT Standards for Delivery of Subsidised Training (ACT learners only)
- e. JobTrainer Policy (SA learners only)
- f. Standards for Registered Training Organisations (RTOs) 2015
- g. VET Delivered to Secondary Students Training Contract (NT learners only)
- h. VET for School Students – Guidelines for Training Providers (SA learners only)
- i. VET Student Loans Act 2016
- j. VET Student Loans Manual for Providers
- k. VET Student Loan Rules 2016.

7. Review

This policy will be reviewed annually by the National Compliance Officer.

8. Revision History

This policy has undergone the following revisions:

Version No.	Version Description	Contributor(s)	Approval Authority	Date Revised/ Approved
1.0	Approved by Board of Directors and published on MyAIE.	-	BOD	29 March 2021
2.0	Updated to reflect legislative changes in several states; updated eCAF for VETSL procedures.	Linda Burrows (National Compliance Officer) Charlotte Pichelmann (National Compliance Administration Support)	BOD	28 January 2022
3.0	Updated to provide clearer guidance on VETSL eligibility criteria and evidence guidelines.	Linda Burrows (National Compliance Officer) Charlotte Pichelmann (National Compliance Administration Support)	COO	13 April 2022
3.1	Typographical corrections; style/formatting update.	Nick Markesinis (Intranet Content Coordinator)	-	30 August 2022