

RTO	House of Learning (RTO ID 21583)
Type	Public
Applicable Standards	Standards for Registered Training Organisations 2015 Relevant State and Territory Funding Contracts and Eligibility Documents Victorian Skills First Quality Charter Australian Core Skills Framework (ACSF)
Authorised By	General Manager – Quality, Education and Compliance
Effective Date	8 June 2023
Version	V1.2

## Entry Procedure

---

### Overview

House of Learning (HOL) is committed to ensuring that each student who enrolls with us has equal opportunities to enrol into a course of their choice.

HOL markets its Vocational Education and Training (VET) training products with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or Training Program.

HOL will not state or imply that any Nationally Accredited Training Programs other than those on their scope of registration are recognised by the Australian Skills Quality Authority (ASQA).

HOL receives leads through a variety of marketing strategies as well as word of mouth. Leads are allocated to different Course Advisors who will complete a course consultation and a Pre-Training Review with the prospective student over the phone.

HOL completes enrolments for all eligible Skills First Funding Program Students in accordance with:

- a) Victorian VET Student Statistical Collection Guidelines including asking all mandatory standard enrolment questions;
- b) Standards for Registered Training Organisations 2015;
- c) Guidelines about Determining Student Eligibility and Supporting Evidence
- d) Guidelines about Fees
- e) 2022 Skills First VET Funding Contract
- f) 2022 Funded Programs Report
- g) Enrolment Form and Program Service Agreement- including asking all mandatory standard enrolment questions and advising prospective students of the possibility of receiving an NCVET Survey, receiving an invitation to participate in a Department endorsed project, receiving an invitation to participate in the Departments annual student outcome survey and being contacted by the Department for Audit, Review, or Investigation purposes.
- h) Pre-Training Review
- i) LLN Assessment
- j) Skills First Quality Charter
- k) Statement of Fees
- l) All applicable Regulatory Standards

Once the student has made an informed decision on the course, they wish to enrol into, the Course Advisor will commence the enrolment application process which is divided into four areas:

1. Assessment of Suitability - Registration and Pre-Training Review

2. Training Package Pre-requisites
3. Enrolment and Eligibility Requirements
4. Financial Obligations

## Authorised Delegates

All HOL Course Advisors and Enrolment Officers are Authorised Delegates. HOL's Authorised Delegates have been extensively trained on their individual responsibility as Authorised Delegates and annually sign a declaration of compliance, this ensures they are provided with the skills and knowledge required to conduct Skills First eligibility assessments and retain sufficient evidence.

Under the Skills First contract, HOL must ensure that authority is delegated to appropriately trained individuals for the purposes of undertaking the pre-training review and determination of eligibility. The eligibility for training subsidised through the Skills First program is subject to a range of different and complicated criteria. HOL's Authorised Delegates assess any individual's eligibility for Skills First funding prior to course commencement. All Students applying for a Skills First Program subsidised training place must have their eligibility assessed by one of these Authorised Delegates before commencing any classes.

## Assessment of Suitability - Registration and Pre-Training Review (PTR)

Prior to enrolment, HOL undertakes a number of checks to ensure course suitability, possible funding eligibility and payment options. These checks are collectively known as the 'Pre-Training Review' (PTR).

The Pre-Training Review is defined as the process undertaken between HOL and an eligible individual to determine the most suitable and appropriate training option for that individual. Skills First requires training providers to conduct a Pre-Training Review, consistent with the program's objective that eligible individuals can access high quality courses and qualifications that lead to jobs, further education and/or participation in training for disadvantaged learners.

Once a student has registered an expression of interest, they are referred to a Course Advisor or Staff member within Student Services who are trained to hold a PTR conversation.

Before enrolling a prospective Skills First Student, HOL's Course Advisor's will inform them that their enrolment is under the Skills First Program and will explain how their enrolment will impact their future Skills First Entitlement. The student will also declare this as part of their evidence of eligibility and student declaration form.

PTRs are undertaken to identify:

1. That the student has the academic level to undertake and successfully complete the course of choice or whether the student will need additional support to successfully complete the course.
2. That the course selected is suitable to the student and meets their needs and career goals.
3. Whether they are eligible to pay for part or all of their course via a Government Funded Subsidy, Fee for Service (FFS).
4. Assessment of eligibility for programs and initiatives that allow HOL to grant eligibility exemptions or Fee Waivers.

The purpose of these checks is to ensure that a student is fully informed and to ensure that HOL is meeting the quality requirements and obligations for each funding contract and student loan contract.

The Staff member will work through a PTR form for the course. The PTR form varies from state to state and payment options to payment option to allow for different funding subsidies and legislation requirements.

The PTR form is a series of questions which the students answer and is recorded in the form.

The PTR form for Victoria also includes the Victorian Skills First Eligibility and Student Declaration Form.

During the PTR conversation, the following will be discussed with the prospective student:

1. Their career goals and rationale for wanting to undertake this course
2. Their recent work history
3. Their education
4. A self-assessment of their computer literacy
5. If they have any special requirements that HOL may need to be aware of (these include physical, medical, learning, or other needs that we may need to be aware of)
6. Whether they can commit to the duration of the course and the number of classes per week
7. The amount of work they are required to undertake outside of class hours
8. Payment options and subsidies
9. Confirmation of their eligibility to study as a Domestic Fee for Service Student.
10. Whether they are eligible for a government funded subsidy:
  - a. Whether this will pay for the full or partial cost of their tuition fees
  - b. How completing the course under a government subsidy (if eligible) may affect their eligibility for future funded courses
  - c. If they are eligible to have the partial cost subsidised, whether they are eligible for a concession or fee waiver
11. Whether they are eligible for programs and initiatives that allow HOL to grant eligibility exemptions or Fee Waivers.
12. Verification of identity
13. Whether they already have a USI or not and whether they give us verbal permission to create a USI for them (all calls are recorded)
14. Whether they would like to purchase printed copies of resources (if their course material is available online)
15. Whether they may be eligible for Credit transfer or would like to apply for Recognition of Prior Learning (RPL).

At the end of the PTR conversation and when the LLN assessment has been completed, the Student Support Officer conducting the PTR will answer a series of questions about the students' oral communication.

## Language, Literacy and Numeracy (LLN) Evaluation

The term 'Language, Literacy and Numeracy' (LLN) refers to the Australian Core Skills Framework (ACSF) Five Core Skills, these being Learning, Reading, Writing, Oral Communication and Numeracy. These Five Core Skills have been identified by the ACSF as the essential skills for individuals to hold to participate effectively in society including the workplace and Education Sector.

Core Skills are critical to almost all areas of work. This is particularly true in many vocations where Language, Literacy and Numeracy skills influence the performance of workplace tasks such as comprehending written work instructions. Further information available at the following two sites:

<https://www.education.gov.au/australian-core-skills-framework>  
[www.precisionconsultancy.com.au/acs\\_framework](http://www.precisionconsultancy.com.au/acs_framework)

The LLN Assessment will assess the Five (5) Core Skills in the ACSF following areas.

- Reading
- Writing
- Numeracy
- Oral Communication
- Learning

The LLN Assessment used by HOL is generated by LLN Robot. LLN Robot is the first assessment tool approved by the Federal Department of Education and Training after reviewing its accuracy in determining Student LLN levels as part of the Vet Student Loans implementation process. Using trigger word and phrase analysis software developed by The Learning Resources Group, LLN Robot have determined the ACSF profile of every current national unit of competency from Certificate 1 to Diploma. The ACSF scores for units/qualifications are sourced directly from publications provided by training package owners (SSO/former ISC), otherwise they are calculated by the LLN Robot system.

LLN Robot, is an online system that combines ACSF testing, Course profiling and LLN Support into one easy to use package. HOL evaluates the Language, Literacy and Numeracy (LLN) skills of students prior to formally accepting their enrolment into a qualification.

LLN evaluations are done to indicate whether a student:

1. Has the LLN skills to be able to successfully complete the course.
2. Needs additional coaching or support to successfully complete the course.
3. Does not have the sufficient LLN skills to successfully complete the course.

HOL determines a recommended LLN level for each course we deliver based on the Australian Core Skills Framework (ACSF). HOL will generally accept students with one LLN entry level lower than recommended for that course. However, students with lower levels may be accepted and this is evaluated on a case-by-case basis. Please refer to the Language, Literacy and Numeracy Policy (LLN) for more information.

The student is sent a copy of the PTR and the Program Services Agreement (PSA) which confirms that the student is academically suitable for the course and provides details of the course. Upon return of the agreed and signed document, the Authorised Delegate will verify all documentation and complete the signing of the Skills First Eligibility Declaration form. Where the Authorised Delegate is not available to do so, a secondary Authorised Delegate will review the application and sign the Skills First Eligibility Declaration form in their absence.

## Training Package Pre-Requisites

All prospective students must meet the relevant training package prerequisites where applicable. This will be communicated during the Pre-Training Review. In some cases, for superseded training packages students will be required to fill out a transition form.

## Skills First Funding Eligibility Requirements

Where a student is seeking enrolment into a program on HOL's Funded Program List, HOL will assess their eligibility for Victorian Skills First Funding. Students who are not eligible for funding or who are applying for a non-funded program may continue with an enrolment as a Fee for Service (full fee paying) student. HOL will identify students who are not eligible to study as a domestic Fee for Service student and advise them on suitable CRICOS programs available (offered under Builders Academy Australia).

Students accessing the Victorian Skills First Funding Program must meet all eligibility criteria including the following:

- Citizenship/Residency requirements
- the '2 in a year' limitation;
- the '2 at a time' limitation;
- Previous/current enrolments requirements
- Students must be physically present in the state of Victoria at all times at which they are undertaking the training and assessment.

Students will be required to provide proof of meeting the above eligibility criteria in accordance with the Skills First Eligibility Guidelines.

Prior to enrolment HOL will check for eligibility exemptions, eligibility for special initiatives, fees waivers, concessions that may apply to an individual student.

## Impact of Age on Eligibility:

### Students Under 18 Years of Age

Students under 18 at the time of enrolment need Parent/Guardian Approval. HOL obtains parent/guardian approval during the enrolment process. Parent/Guardian details are obtained from the student. Enrolment paperwork is sent to the parent/guardian for signature as well as the student.

### Students Under 17 Years of Age

All children and young people in Victoria aged from 6 to 17 years are legally required to be at school unless they have been granted an exemption from school attendance (the 'exemption').

Depending on the student's circumstances, exemptions are granted by a school principal or the Department of Education and Training (the Department's) Regional Director.

NOTE: An exemption only applies to the specific training provider and program listed on the exemption letter or certificate.

HOL cannot ask for an exemption on a student's behalf. The exemption process must be managed by the student's school and should involve the student and their parents/carers. HOL can give a student a letter of offer to support their exemption process. Students can attach this letter to their Exemption from School Application Form.

HOL can undertake all or part of a Pre-Training Review with the student so that we can issue a letter of offer that explains why the training would be suitable and appropriate for the student. This will help the school principal or Department Regional Director decide whether enrolment in training is in the student's best interests. They may decide not to grant an exemption until they have seen a letter of offer.

An exemption can only be approved if the training is:

- on a full-time basis of at least 25 hours a week; or
- a combination of training and employment for an average of at least 25 hours a week.

**The below table explains what exemption documents HOL must check, sight, and retain before enrolling a student under 17.**

	If the student:	The Training Provider must sight and retain:	And ensure that it:
a)	<b>has</b> completed year 10	a copy of the signed and completed endorsement page from the 'Exemption From School Application Form';  <b>OR</b>  correspondence or a certificate signed by the School Principal or a Department Regional Director.	identifies the Training Provider and the training to be undertaken;  <b>OR</b>  identifies the relevant employer if the student is to undertake an Apprenticeship / Traineeship.
b)	<b>has not</b> completed year 10	correspondence or a certificate signed by the Department Regional Director.	
c)	<b>is not currently, or has never been, enrolled in a Victorian School</b> (for example, students enrolled in home schooling, or students who have moved to Victoria from interstate or overseas)	correspondence or a certificate signed by the Department Regional Director.	

As part of the enrolment and Pre-Training Review process, HOL will sight and retain this evidence required as above.

HOL will provide advice to the student regarding the above requirements, however, are not responsible for obtaining the exemption. The Youth Pathways and Transitions Team at the relevant Department Regional Office listed below can provide the student and school with assistance to arrange the Exemption from School evidence.

**Youth Pathways and Transitions Team (Regional Office Contacts):**

North East [pathways.transitions.nev@education.vic.gov.au](mailto:pathways.transitions.nev@education.vic.gov.au)

North West [pathways.transitions.nwv@education.vic.gov.au](mailto:pathways.transitions.nwv@education.vic.gov.au)

South East [pathways.transitions.sev@education.vic.gov.au](mailto:pathways.transitions.sev@education.vic.gov.au)

South West [pathways.transitions.swv@education.vic.gov.au](mailto:pathways.transitions.swv@education.vic.gov.au)

HOL must notify the student's previous school and the relevant Department Regional Office (refer to above list of regional contacts) if a student under 17 makes any changes to their enrolment, such as disengaging or exiting, changing to part-time, or reducing program hours to below 25 hours a week.

- The Student Engagement team will alert the Training Manager and General Manager, Quality, Education and Compliance of a disengaging or exiting, changing to part-time, or reducing program hours to below 25 hours a week.
- The Individual Learning Needs and Student Welfare Coordinator will advise the Training Manager and General Manager, Quality, Education and Compliance if they become aware of a student's non-attendance or disengagement from their studies.
- The General Manager, Quality, Education and Compliance will notify the student's previous school and the relevant Department Regional Office if a student under 17 makes any changes to their enrolment, such as disengaging or exiting, changing to part-time, or reducing program hours to below 25 hours a week.

## Proving Citizenship/Permanent Residence

The Department accept these documents as proof of citizenship/permanent residence:

If the student is:	You can accept ANY of these:
an Australian citizen	<ul style="list-style-type: none"> <li>✓ Australian birth certificate (not birth extract)</li> <li>✓ current Australian passport</li> <li>✓ Australian citizenship certificate</li> <li>✓ current green Medicare card</li> <li>✓ Australian certificate of registration by descent</li> </ul>
a New Zealand citizen	<ul style="list-style-type: none"> <li>✓ current New Zealand passport</li> <li>✓ New Zealand birth certificate</li> <li>✓ New Zealand citizenship certificate</li> <li>✓ current green Medicare card</li> </ul>
a permanent resident	<ul style="list-style-type: none"> <li>✓ current green Medicare card</li> <li>✓ formal confirmation of permanent residence granted by the Department of Home Affairs <b>AND</b> the student's foreign passport or ImmiCard</li> </ul>
an asylum seeker enrolling under the Asylum Seeker VET program	<ul style="list-style-type: none"> <li>✓ a 'Referral to Government Subsidised Training - Asylum Seekers' form from the Asylum Seeker Resource Centre or the Australian Red Cross</li> <li>✓ confirmation through the Visa Entitlement Verification Online (VEVO) system that the student has a valid visa type that we accept for participation in the program</li> </ul>
in exceptional circumstances	<ul style="list-style-type: none"> <li>✓ a proxy declaration signed by the training provider CEO or a government or community services provider, approved by the department</li> </ul>

Refer to the section *Sighting, Verifying and Retaining Evidence of Eligibility* for the mechanisms for HOL to obtain verification of student eligibility documents.

### **Student's name on their document used for eligibility evidence and their USI must match**

Where the student is unable to provide evidence with their name matching the name as per their USI, they will be required to update either their USI or their identity documents before verification can be completed.

## Ways To Sight And Retain Evidence – Guidance From Skills First



There are **6** ways to sight and retain evidence of eligibility so you can help students in different circumstances:

🔍 SIGHT:	📁 RETAIN:
1. An original document, presented in person	A photocopy or electronic copy
2. An <b>original</b> certified copy of the document, presented in person or sent by post	A photocopy or electronic copy
3. Confirmation the student's details are verified to match a current and valid document in the Document Verification Service (DVS)	A transaction record showing the document was verified in the DVS
4. A green Medicare card displayed on a Digital Wallet through the Express Plus Medicare mobile app	A written declaration that includes the authorised delegate's name and the date they sighted the card, the card number and the card holder's name.
5. An email or pdf document the student has obtained from the VEVO system that confirms they hold a permanent visa  <b>AND</b>  An original or certified copy of the student's foreign passport or ImmiCard	Electronic or paper copies of both documents
6. Your own VEVO check on the student's behalf, that shows they hold a permanent visa and that the details on the VEVO check match the details on their foreign passport or ImmiCard	A VEVO transaction record that shows the student's details and permanent visa status

## Requirements to Enrol as a Fee for Service Student (Domestic)

If the student does not meet the Skills First eligibility requirements they can enrol as a domestic Fee for Service Student provided they have met the citizenship requirements or are a holder of an Australian Temporary Resident or Bridging Visa Holder (excluding Student Visa) in which case HOL would need to sight the student's foreign passport AND Confirmation through the Visa Entitlement Verification Online (VEVO) system that the student has study rights and sufficient visa duration.

## Proving age

HOL **only** need to collect proof of age if

- the document used to prove citizenship/residence doesn't include it
- age is relevant to eligibility, for example, if the student is under 20 years of age and you need to show they don't need to meet the upskilling requirement.

We can accept these documents as proof of age:

- ✓ current drivers licence
- ✓ current learner permit
- ✓ Proof of Age card
- ✓ 'Keypass' card
- ✓ Current foreign passport.

Refer to the section *Sighting, Verifying and Retaining Evidence of Eligibility* for the mechanisms for HOL to obtain verification of student eligibility documents.



## GreenID – A Gateway Service Provider

A Document Verification Service (DVS) is a Commonwealth Government service. It's a national online system that allows organisations to compare an individual's identifying information with a government record. To use the DVS, HOL has engaged a Gateway Service Provider (GreenID). This is an organisation authorised by the Commonwealth Government to match information requests to and from the DVS.

GreenID will use the details supplied by the student to verify their full name, date of birth and document number. GreenID will not store any of the identifiers provided, it will only use this data to verify identity. HOL will retain the transaction record showing the document was verified in the DVS.

To verify student's identifying information via the DVS, HOL must obtain permission from the student to use GreenID. This must be received during the enrolment process.

### **Sighting and Retaining Evidence – Skills First Eligibility Evidence**

As per the Guidelines about Eligibility, when we use the DVS, we don't have to sight and retain a copy of the student's document. Instead, we sight confirmation from the Gateway Service Provider that the details on the student's document match a current and valid record in the DVS database.

We must retain a transaction record that shows the student's name and date of birth if applicable and the type of document checked, and that they were verified to match a valid and current document in the DVS. We don't need to print this – we can retain a secure electronic version that can't be easily altered.

### **If a document can't be verified by GreenID**

If a student's evidence can't be verified through the DVS or the student does not give permission to use GreenID, we need to give them the opportunity to provide the evidence in another way before making a final decision about their eligibility. Students could instead provide a certified copy of the required ID during the enrolment process.

For further information, refer to the section *Sighting, Verifying and Retaining Evidence of Eligibility*.

## Proof of Physical Presence in the State of Victoria (Skills First Funded Students Only)

As part of the Skills First Funding Contract Evidence of Eligibility, students are required to be physically present in the State of Victoria at all times at which they are undertaking the training and assessment. HOL therefore requires that all Skills First Funded Students provide proof of physical presence in the State of Victoria to be either verified by the DVS GreenID and a transaction record retained by HOL, or a copy of the evidence below submitted during the enrolment process (this is dependent on the identification used as GreenID does not have the ability to verify all types of identification) .

The forms of ID that we accept are:

- Current Victorian Drivers Licence – this ID can be verified using GreenID, therefore HOL do not need to retain a copy of the ID on file. A DVS transaction record will be retained;
- Current Victorian Learners Permit- this ID needs to be sighted and a copy collected from the student during the enrolment process;
- Proof of Age Card (must have a Victorian address)- this ID needs to be sighted and a copy collected from the student during the enrolment process;
- 'Keypass' Card (must have a Victorian address)- this ID needs to be sighted and a copy collected from the student during the enrolment process.

During the enrolment process and PTR, HOL also obtains confirmation from the student that they understand the physical presence requirement and will not proceed with an enrolment if the student does not agree. See the example Physical Presence Declaration below:

### **Physical Presence Declaration**

I declare that I currently have a physical presence in the State of Victoria and understand that this presence must remain in Victoria at all times while I am undertaking Training and Assessment with HOL. I also understand and agree that if my circumstances change and I no longer reside in Victoria during my Training and Assessment, I will inform HOL as soon as this practically occurs. I am aware that this will impact my on-going eligibility for Skills First Funding.

Once a student is enrolled with HOL, those studying programs that have attendance taken confirm the following at every attendance “that where I have been deemed eligible under the: Victorian Skills First Program for Government Subsidised training, I am residing in Victoria whilst studying this qualification and that I am physically present in Victoria at this time.”

Students enrolled in a HOL Apprenticeship or Traineeship program do not have attendance taken as their training is workplace based. A HOL Trainer completes physical training on their work site and a Student Contact Record (SCR) listing the student’s training location is signed. This is evidence that the student is physically present in the State of Victoria at all times at which they are undertaking the training and assessment.

### **Other Identity Document Options**

If a student does not have a valid form of Photo ID as per the list above, the matter will need to be referred onto the Student Admissions and Engagement Coordinator for approval before the enrolment can be finalised.

Other Identity Documents that may be considered:

- Victorian Marine Licence photo card.
- Victorian Firearm Licence photo card.
- Victorian Security Guard/Crowd Controller photo card.
- Australian Police Force Officer photo identity card.
- Utility Bill in Student’s name
- Lease
- Bank Statement
- Rates Notice

The PTR provides guidance to HOL Authorised Delegates as to the type of ID required.

## Eligibility Exclusions:

HOL will not provide a funded place if an eligibility exclusion applies to a student seeking funding.

An individual is not eligible for Skills First subsidised training if they are

- a) enrolled in a school (unless they are a School Based Apprentice or Trainee). This includes:
  - i) any government, non-government, independent or Catholic school; or
  - ii) a student registered for home schooling in Victoria;
- b) a prisoner held at a prison within the meaning of the *Corrections Act 1986* (Vic);
- c) detained under the *Mental Health Act 2014* (Vic), the *Crimes (Mental Impairment and Unfitness to be Tried) Act 1997* (Vic) or the *Sentencing Act 1991* (Vic) at the Thomas Embling Hospital; or
- d) detained (other than on weekend detention) under the *Children, Youth and Families Act 2005* (Vic) or the *Sentencing Act 1991* (Vic) or held on remand in a youth justice facility.

The exclusions described above **do not apply** to individuals who are:

- a) either:
  - i) young people on community-based orders made under the *Children, Youth and Families Act 2005* (Vic); or
  - ii) individuals held in Judy Lazarus Transition Centre; and
- b) able to physically access training outside of a custodial setting without supervision.

## Eligibility Exemptions - Skills First Initiatives

HOL checks whether a student might be eligible for a Skills First Initiative. Students referred to training under a special government initiative may not need to meet certain criteria to be eligible for a Victorian government-subsidised place.

### Asylum Seeker Vet Program

[Asylum Seeker VET Program Initiative](#) — subsidised study for eligible asylum seekers in courses at foundation, Certificate I to IV and Diploma level.

- Citizenship or permanent residence eligibility may be exempt
- The student must have been referred by the Asylum Seeker Resource Centre or the Red Cross Victims of Human Trafficking Program, or self-declaration with a VEVO check.

## Fee Waivers

HOL will grant applicable Fee Waivers in accordance with Section 2 of the Guidelines about Fees.

HOL, in accordance with the Victorian VET Student Statistical Collection Guidelines or as otherwise instructed by the Department, will offer eligible Skills First Funded Students Tuition Fee Waivers. HOL

will report all Fee Waivers it grants in accordance with the Victorian VET Student Statistical Collection Guidelines, or as otherwise instructed by the Department.

HOL will sight and retain copies of any evidence (where required) of a student's entitlement to the Fee Waiver prior to the commencement of training. The following Fee Waivers will apply:

Fee Waiver Description	Fee Waiver Applicable	HOL to Sight	HOL to Retain
<b>Judy Lazarus Transition Centre</b>	The student is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the <i>Corrections Act 1986</i> ).	Written confirmation from the management of the Judy Lazarus Transition Centre.	A copy of the written confirmation from the management of the Judy Lazarus Transition Centre.
<b>Young people on community-based orders</b>	The student is required to do training under a community-based order made under the <i>Children, Youth and Families Act 2005 (the CYF Act)</i> .	Written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Community Safety that the student is required to do training under a community-based order made under the <i>Children, Youth and Families Act 2005 (the CYF Act)</i> .	A copy of the written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Community Safety.

## Fee Concessions

Students may be eligible for a concession to help reduce the amount of fees they pay.

HOL in accordance with the Victorian VET Student Statistical Collection Guidelines or as otherwise instructed by the Department, will offer eligible Skills First Funded Students Tuition Fee Concessions. HOL will report all Concessions it grants in accordance with the Victorian VET Student Statistical Collection Guidelines, or as otherwise instructed by the Department.

HOL will charge a concession student no more than 20% of your published standard tuition fee. The standard fee is the amount HOL charges a non-concession student in the same program at the same time.

Subject to some restrictions, students can get a concession on their tuition fees if they

- hold a current and valid Health Care Card, Pensioner Concession Card, or Veteran's Gold Card
- are the dependant spouse or child of a card holder
- self-identify as being of Aboriginal or Torres Strait Islander descent
- are referred under the Asylum Seeker VET Program.

### **Card Holders:**

HOL will give a Skills First student a concession on their tuition fees for training at a Certificate IV level or below and in skill sets if they hold a current and valid:

- ✓ Health Care Card issued by the Commonwealth
- ✓ Pensioner Concession Card
- ✓ Veteran's Gold Card.

### **Dependants:**

A student who is a dependant spouse or dependant child of a card holder is also entitled to a concession on their tuition fees for training at a Certificate IV level or below.

HOL will note this information in the PTR with the card evidence.

### **Other Concession Entitlements Under Particular Government Initiatives:**

Even if they don't have a concession card, a student is entitled to a concession if they:

- ✓ Self-identify as being of Aboriginal or Torres Strait Islander descent, for training at any level
- ✓ Enrolled under the Asylum Seeker VET Program for training at Certificate IV level or below or in skill sets.

### **Verifying Concession Cards:**

HOL will check a student's concession card before their training starts. This is usually done at the time of enrolment. HOL will apply Fee Concession in accordance with Section 3 of the Guidelines about Fees. For all HOL Apprenticeship students where their fees are paid yearly, HOL will re-check the student's concession entitlement when an invoice is issued to the student for the new fees.

**Note: It doesn't matter if the Concession Card will expire before the training starts or during the training, as long as it's current when you check it as part of enrolment.**

HOL will report all Fee Concessions it grants in accordance with the Victorian VET Student Statistical Collection Guidelines.

HOL will sight and retain copies of evidence of a student's entitlement to a Fee Concession prior to the commencement of training as per Clause 3.9 of the Guidelines about Fees. Evidence will be kept in a way that enables the Department to confirm the student's Fee Concession entitlement for audit or review

purposes will meet the record keeping requirements set out in Clause 5.3 of these Guidelines (refer to HOL's Records Management Policy.)

### **Original Documents**

#### **Sight:**

The original card, or correspondence from the card issuer confirming a concession is granted to the individual and they may commence claiming their entitlement.

#### **Retain:**

A copy of the original card or correspondence, indicating the date it was sighted

Remember to make sure that your copy shows the:

- concession holder's name
- card number
- 'valid from' or card start date
- expiry date of the concession entitlement

### **Digital Card – Digital Wallet – Centrelink Express Plus Mobile Application**

#### **Sight:**

The concession card displayed on a Digital Wallet through a Centrelink Express Plus mobile application on the cardholder's mobile device. The digital card may not be sighted via a screen shot of the card that is e-mailed or otherwise reproduced.

A concession card displayed in the digital wallet is current and valid unless:

- EXPIRED appears across the card
- the card no longer shows up in the digital wallet.

#### **Retain:**

A written declaration attached to the student's file stating that the digital concession card has been sighted:

You'll need to prepare a written declaration in the student's PTR that shows the:

- name of the authorised delegate who sighted the card
- date the card was sighted
- concession holder's name
- card number

### Centrelink Confirmation eServices

**Sight:**

The equivalent record of a concession card as extracted from Centrelink Confirmation eServices by the Training Provider.

**Retain:**

An extract from Centrelink Confirmation eServices showing the:

- date the extract was made;
- concession holder's name; and
- card number.

Note: HOL does not have access to this system

### Document Verification Service (DVS) - GreenID

**Sight:**

- Confirmation from a Gateway Service Provider that it has connected to the Commonwealth Government's Document Verification Service (the DVS) and verified that an individual's name and concession card number match a current and valid record of concession entitlement in the DVS; and
- Information from the student about the type of concession card they hold, to confirm it is a type accepted by the Department

Note :When you use the DVS - GreenID, you don't have to retain a copy of the student's physical card.

**Retain:**

- A transaction record generated by securely logging in to the administrative platform provided by the Gateway Service Provider, that shows:
  - o the individual's name; and
  - o that their name and concession card number were verified to match a current and valid concession entitlement in the DVS; and
- a record of the type of concession card the student holds, attached to the student's file.

Note: You'll need to retain a transaction record that shows:

- the concession holder's name
- that the name and card number were verified to match a DVS record.

Note: The DVS doesn't show what type of concession card the student holds or doesn't display the start date of the card , so you need to ask the student to give you this as part of your enrolment process. You will need to indicate the card type on the PTR to verify it's a type of card accepted and list the start date of the card.

If the student is a dependant spouse or dependant child of the concession card holder and the concession is verified for the primary card holder, also make a note on the student's PTR describing the student's relationship to the card holder.



### Grace Period

HOL collects concession evidence during enrolment in most instances, however we recognise that there may be circumstances where a student is unable to provide their concession details until after their training starts and in such cases, we may approve concession within a grace period.

Where concession evidence is provided after a student has started training and no more than 30 days after their enrolment date (as per VETtrak), the Student Admissions and Engagement Coordinator can approve acceptance of the concession evidence within the grace period.

We must ensure that the concession was valid at the time the student started their training. The start date or 'valid from' date of the concession card must be no later than the date the student started training and the end date or 'valid to' date must be no earlier than the date the student started training.

We can receive this concession evidence via either of the following:

- physical concession card (sighted or Certified Copy)
- Express Plus Centrelink mobile app via its digital wallet

Note: Green ID verification of concession card details is not sufficient as this will not confirm if the card was valid at the time the student started training.

Invoicing will be adjusted to accommodate any reduction in fees that are applicable. Where the student has already paid tuition fees, the student will be eligible for a refund if the total tuition fees paid exceeds the total tuition fees due. Where a payment plan has been set up for the student, any adjustment required to future payments will be arranged.

The student's VETtrak record will be updated to reflect the student's concession status. Notes will be included on VETtrak confirming the late granting of concession. The concession start date or 'valid from' date and the concession end date or 'valid to' date must be recorded in the notes. If the student is a dependent of the card holder and not listed on the card, their relationship to the card holder must be included in the notes.

### Evidence of Fee Concession Entitlement Under Particular Government Initiatives

Under the:	a student can receive a Fee Concession for:	if they:	HOL must sight and retain:
Indigenous Completions Initiative	an enrolment in a program at any level.	<ul style="list-style-type: none"> <li>• self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the 'Indigenous Status Identifier' field of the Student Statistical Report).</li> </ul>	<ul style="list-style-type: none"> <li>• a copy of the enrolment form on which the individual self-identified as indigenous.</li> </ul>

Under the:	a student can receive a Fee Concession for:	if they:	HOL must sight and retain:
Asylum Seeker VET Program	An enrolment in a program at Certificate IV level and below.	<ul style="list-style-type: none"> <li>are referred to training by the Asylum Seeker Resource Centre or the Australian Red Cross.</li> </ul>	<ul style="list-style-type: none"> <li>a validly endorsed Referral to Government Subsidised Training – Asylum Seekers form from the Asylum Seeker Resource Centre; or</li> <li>a validly endorsed Referral to Government Subsidised Training – Asylum Seekers form from the Australian Red Cross Victims of Human Trafficking Program.</li> </ul>
		<ul style="list-style-type: none"> <li>are seeking to enrol at any training provider.</li> </ul>	<ul style="list-style-type: none"> <li>confirmation the student holds a valid Visa type obtained by using the Commonwealth Visa Entitlement Verification Online.</li> </ul>

### Reporting Requirements to Obtain The Concession Contribution

The Department pays a concession contribution to HOL where eligible students have been granted concession on their tuition fees. The two key reporting fields for reporting concession are the: fee concession/exemption type identifier, which identifies the relevant fee concession or fee waiver you granted the client tuition fee, which records in cents, the hourly fee charged to the student – that is, the concession amount you charged them.

### Indigenous Students

To get a concession contribution for students who self-identify as being of Aboriginal or Torres Strait Islander descent, report:

- the indigenous status identifier category indicated by the student
- fee concession/exemption type identifier 'O' - other (where they don't have another concession card).

### Asylum Seekers

To get a concession contribution for your students who are Asylum Seekers, report them against funding source identifier 'ASP' or 'ASL.'

If they're enrolled in a program where you need to report a different funding source identifier (for example, identifier 'GSP' for skill sets), report the fee concession/ exemption type identifier, 'A' – Asylum Seeker.

## Course Costs

During the PTR, students will be provided with an estimated outline of course costs through a Statement of Fees. All relevant course fees are available on the HOL website including Fees and Charges and Refund Policy.

## Funding Subsidies

If a student is eligible for a government subsidy, the student will also be required to complete a government form and declaration.

## Fee for Service Students

Fee for Service Students must meet Citizenship/Visa requirements. HOL will check that students on a Visa have the right to study in Australia.

Students will be required to provide proof of meeting the above criteria.

Students on a student Visa or requiring a student Visa cannot apply via this entry procedure (Refer to International Policies and Procedures on the HOL website).

## Sighting, Verifying and Retaining Evidence of Eligibility

Students must provide evidence of eligibility, prior to completion of the enrolment process, as specified according to the relevant program they are accessing.

HOL collects and verifies identification documents as evidence of a student's eligibility for Skills First Funding, eligibility to study as a Fee for Service (domestic) student and eligibility to apply for a VET Student Loan.

Where any section above indicates a document must be sighted or verified, please use the table below to determine sighting and verifying options.

**Below are the mechanisms for HOL to obtain verification of student eligibility documents:**

<b>MECHANISM</b>	<b>ID VERIFICATION</b>	<b>PROCESS</b>
<b>Over the Phone Enrolment: Green ID for Eligibility and Concession</b>	Students are asked verbal permission to undertake Green ID Online verification.	HOL verifies the student in Green ID. HOL then retain a transaction record showing the student's details were verified.
<b>In Person: Photo of ID for Eligibility and Concession</b>	Original ID is photographed by HOL staff member. (Copies of Green Medicare Cards must be in colour or they will not be accepted if reproduced in black and white).	Photo is printed out and HOL staff member signs and dates that they sighted original documentation.  Note: in relation to evidence of concession entitlement, HOL can sight and retain correspondence from the card issuer confirming that a concession is granted to an individual.
<b>In Person: Digital Wallet for Concession</b>	ID via Digital Wallet is provided by student.	Digital Wallet verification completed within Pre-Training Review process. This includes a declaration: <ul style="list-style-type: none"> <li>• name of the authorised delegate who sighted the card</li> <li>• date the card was sighted</li> <li>• document number of the card</li> <li>• name of card holder.</li> </ul>
<b>In Person: Express Plus Medicare Mobile application for Eligibility</b>	Green Medicare Card ID is provided by student via the Digital Express Plus Medicare mobile application.	Digital Express Plus Medicare mobile application verification completed within Pre-Training Review process. This includes a declaration: <ul style="list-style-type: none"> <li>• name of the authorised delegate who sighted the card</li> <li>• date the card was sighted</li> <li>• document number of the card</li> <li>• name of card holder.</li> </ul>

<p><b>Via Traditional Mail</b></p> <p>Student does not have ID with them in one of the above scenarios, feels uncomfortable with the Green ID process or Green ID verification is unsuccessful.</p>	<p>Original ID is photographed or photocopied by student and the copy certified by an Authorised Certifier*. (Copies of Green Medicare Cards and Photo ID must be in colour or they will not be accepted if reproduced in black and white).</p>	<p>Student forwards certified copy via traditional mail.</p>
<p><b>Evidence sighted and retained as part of a previous enrolment</b></p>	<p>Original evidence sighted and retained as part of a previous enrolment can be used as evidence of eligibility.</p>	<p>HOL can use original evidence sighted and retained as part of a previous enrolment can be used as evidence of eligibility</p>

\*Statutory Declarations Regulations 2018 - Schedule 2 for more information can be located at: <https://www.legislation.gov.au/Details/F2018L01296>

## Financial Obligations

- HOL can charge the student fees to undertake the program they are enrolling into. There is no minimum or maximum tuition fee however Fee Exemptions and Fee Concessions must be granted where applicable for Skills First funded students.
- Fees may include tuition fees and any other additional charges such as student services or materials.
- Prospective students accessing State Funding must adhere to their financial obligations as stated in the Statement of Fees provided during their application for enrolment. This Statement of Fees includes: The code, title and currency of the program, the total cost to the student for the program, taking into account Fee Concessions or Fee Waivers, the approximate value of the government contribution in dollars and any other applicable fees such as student services, amenities, goods, or materials.
- Prospective students paying their course fees without accessing State Funding, must adhere to their financial obligations as stated in the Schedule of Fees provided during their application for enrolment.

All relevant course fees are available on the HOL website including Fees and Charges and Refund Policy.

## Program Services Agreement and Training Plan

Upon completion of the PTR conversation, the PTR, enrolment form, training plan, government subsidy form and Program Services Agreement (PSA) are emailed to the student to electronically sign.

Students who are eligible for a Victorian Skills First funding subsidy are also provided with a link to the Victorian Skills First Quality Charter (within the enrolment form) as a commitment that HOL staff conduct themselves in line with the charter.

If a student has requested a Credit Transfer, HOL request access to their USI transcript to check and provide Credit Transfers or the student may provide a copy of their Record of Results or Statement of Attainment form their previous RTO. When a copy of results are provided students will be provided with

a form to authorise verification of their results. Their certification documentation will then be verified with the issuing RTO and any applicable credit transfers are then applied. Refer to the following policies for further information:

- Student RPL and Credit Transfer Policy
- Verification of Qualifications and Units Policy

Students are then sent their Training Plan electronically. The Training Plan outlines key information regarding their course and whether they have been granted any Credit Transfers for their units. The information contained in the Training Plan is complemented by other documents, as applicable, such as the Individual Learning Plan. This document addresses any needs identified during the Pre-Training Review process, and specifies how the needs will be managed between the student and the trainer/s. Individual Learning Plans may be created later in the course if the needs arise pass the enrolment process.

The Training Plan will vary from state to state.

The Program Services Agreement confirms in writing whether they are eligible for funding or not, it also shows the approximate Government subsidised funding that they will receive for the course, the location of their course, classes per week, amount of study time required outside of class time and the cost to the student and how they are paying for their course.

They are also sent terms and conditions for their course and a number of key policies relating to their enrolment. The student is not officially enrolled into their course until the PSA is returned signed.

Please note that all students must attend the orientation session scheduled for their particular intake. Failure to do so, may result in the cancellation of their enrolment.

## Change of Name

Where the student changes or updates their name prior to enrolment HOL will update this prior to finalising their enrolment.