



## VET STUDENT LOAN COURSE ENROLMENT PROCESS AND EQUAL AND FAIR TREATMENT POLICY

### Policy Statement

Signature Training is committed to providing equal and fair treatment for students in their enrolment process and during their application for a VET Student Loan in line with the requirements of the VET Student Loans Act 2016. All Signature Training staff are responsible for ensuring that the policy is read, adhered to and publicised for all customers.

### Purpose

The purpose of this policy and procedure is, where a student chooses to apply for a VET Student Loan, that Signature Training ensures that the requirements of the VSL Act and the VSL Rules are met.

### Scope

The scope of this Policy applies to any individual who is seeking to enrol in a Diploma course with Signature Training and applies for a VET Student Loan.

### Underpinning Legislation and Contractual Requirements

This Policy is underpinned by the:

- VET Student Loans Act 2016
- VET Student Loans Rules 2016
- VET Student Loans | Manual for Providers

### Definitions

**Australian Qualification Framework AQF** is the national framework recognition and endorsement of regulated qualifications in Australian education and training

**Safe Work Resources LLN Assessment Tool (LLN Robot)** is an approved online skills review tool used to determine reading and numeracy levels within the Australian Core Skills Framework (ACSF).

**Secretary** is the Secretary of the Department

### Policy

It is a requirement that Signature Training confirm a potential student's eligibility for a VET Student Loan, including:

- Citizenship and residency requirements; and
- Academic suitability requirements

#### Parramatta Campus

📍 Suite 1, 191 Church Street Parramatta NSW 2150

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📍 Suite 2C L1, 1C Grand Avenue Camellia NSW 2142

#### International Students

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#### Domestic Students

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## Citizenship and residency requirements

In the order to confirm a student's eligibility for a VET Student, Loan Signature Training will collect information to confirm that the student is either:

- a. An Australian citizen; or
- b. The holder of a permanent humanitarian visa and usually a resident of Australia; or
- c. A qualifying New Zealand Citizen, who:
  - holds a special category visa; and
  - has been usually resident in Australia for at least 10 years; and
  - was a dependent child when he or she was first usually resident in Australia; and
  - has been in Australia for periods totalling 8 years during the previous 10 years; and
  - has been in Australia for periods totalling 18 months during the previous 2 years.

## Academic Suitability Requirements

Where a student meets the citizenship and residency requirements, Signature Training must assess the student's academic suitability to undertake the course. Signature Training must believe, on reasonable grounds, that a student is academically suited to undertake a course. A student will be academically suited to undertake a course if:

- a. They meet any specific entry requirements for the course; and
- b. Signature Training believes on reasonable grounds that a student is academically suited to undertake the course; and either
- c. They provide a copy of a Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of a State or Territory for the student's completion of year 12; or
- d. Both:
  - i. The student is assessed as displaying competence at or above exit Level 3 in the Australian Core Skills Framework in both reading and numeracy using an assessment tool approved in accordance with Section 82 of the VET Student Loan Rules (refer to part 4 of this policy); and
  - ii. Signature Training reasonably believes that the student displays that competence; or
- e. Both:
  - iii. Signature Training obtains a copy of a certificate (however described) or transcript showing that a qualification Level 4 or above in the Australian Qualifications Framework has been awarded to the student; and
  - iv. The course for the qualification was delivered in English.
- f. Where Signature Training needs to assess a student's competence in reading and numeracy, Signature Training uses the *Safe Work Resources LLN Assessment Tool (LLN Robot)*. See [Approved LLN Assessment Tools](#).
- g. Students will automatically receive the results of their LLN assessment via email upon completion.
- h. Signature Training will report the results of a student's LLN assessment to the Secretary in any form, manner, and in any timeframe, when requested by the Secretary.
- i. Signature Training will ensure that assessment of competence to meet academic suitability requirements, requires that process to be conducted with honesty and integrity. This means the conduct of the assessment and the result is valid and is the student's own work and that the RTO for their part, has administered the suitability testing equally for all participants, applying the same methodology.

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### Application for the Loan

- a. Where student eligibility and academic suitability is confirmed, the student will be required to complete the electronic Commonwealth Assistance Form (eCAF) to apply for a VET Student Loan.
- b. Signature Training requires that a student submit their eCAF prior to the first census date for which they wish to access a VET Student Loan
- c. Signature Training will seek approval from the Department to use a paper eCAF form in exceptional circumstances only and will do so on a case-by-case basis.
- d. As part of the application for a VET Student Loan Signature Training may require:
  - The Student's Tax File Number, or a certificate from the Commissioner that the student has applied for a Tax File Number;
  - Proof of identity and proof of age; and
  - If the student is under 18:
    - a signature from a responsible parent of the student; or
    - evidence they have received Youth Allowance on the basis that they are independent (as per Part 2.11 of Social Security Act 1991)
- e. Signature Training will retain all records collected during the student enrolment and VET Student Loan application process for at least five years.
- f. Signature Training will provide documents to the Secretary as requested.

### Equal and Fair Treatment

Signature Training encourages fairness, dignity, courtesy and respect amongst all members of its learning community. In meeting its obligations, Signature Training will at all times:

- Foster a supportive environment that is free from discrimination, harassment and bullying.
- Encourage cultural understanding and sensitivity.
- Promote appropriate standards of conduct.
- Encourage reporting of inappropriate behaviour and provide an effective procedure for resolving complaints in a sensitive, confidential, fair and timely manner.
- Seek to ensure that practices are non-discriminatory and pay due consideration to the needs of all groups.
- Evaluate all educational processes to ensure they are inclusive and value students from a diverse background.
- Ensure all policies and procedures are non-discriminatory.
- Provide students with information about access and equity issues.

Signature Training will treat fairly all students and potential students seeking to enrol and who are eligible for VET Student Loans.

Signature Training is committed to treating all of its students fairly. The application of fair treatment does not require that all students are treated the same. Fairness must be considered in the context of the relevant circumstances. There will be situations in which the fair treatment of students may result in varying circumstances being treated differently.

All students and members of the community are treated with dignity, courtesy and respect by Signature Training. As a VET provider, Signature Training has open, fair and transparent procedures that are based on merit for making decisions about students undertaking, and persons applying for, courses.

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### **Application of Merit**

The application of merit in decision-making processes will involve Signature Training considering each application on a case-by-case basis and not applying inflexible policies that preclude eligible participants from having their application considered.

### **Student Selection**

Signature Training has open, fair and transparent procedures, based on merit for making decisions about:

- a. the selection, from among potential students; and
- b. the treatment of Students.

The above paragraph does not prevent Signature Training taking into account, in making decisions mentioned above, educational disadvantages that a particular student or potential student has experienced or the fact that the student or potential student may be enrolled via a VET restricted access arrangement.

Selection is undertaken in a fair and transparent manner, based on a demonstration of the ability to successfully participate in a VET Unit of Study and the completion of any prerequisites that may apply to a VET Unit of Study

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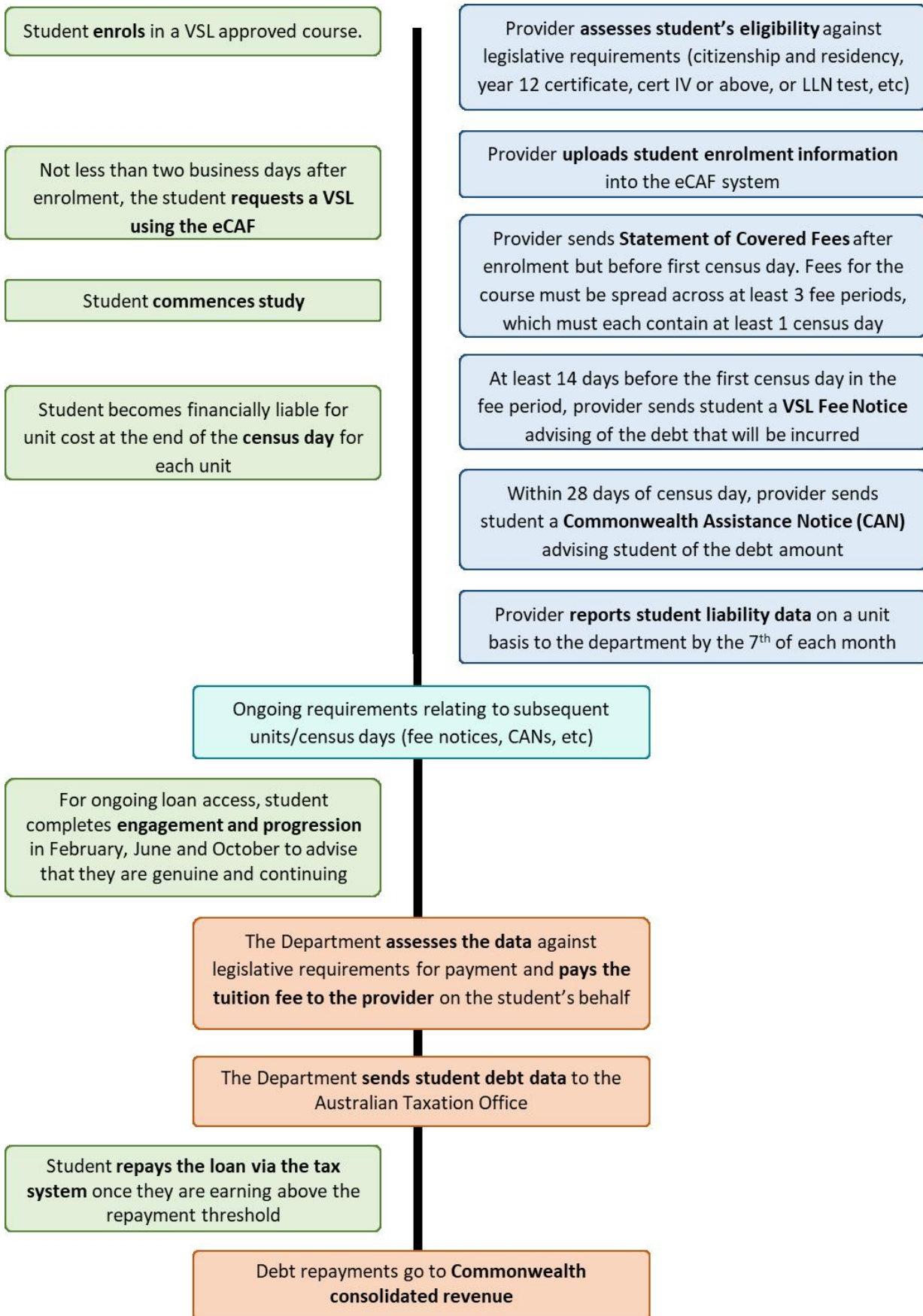
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## Student Application Procedure

Step	Action
<b>1</b>	<p>Student contacts Signature Training and is provided all upfront information on VSL, including the requirement to read the <a href="#">VET Student Loans Information Booklet</a> and to visit the Australian Government VSL webpage Information for <a href="#">VET Student Loans Students website</a> and the <a href="#">Signature Training VSL</a> webpage for RTO specific information.</p> <p>Student submits the general application form to Signature Training via <a href="mailto:vsl@signaturetraining.edu.au">vsl@signaturetraining.edu.au</a> or in person at a Signature Training campus.</p> <p><i>Proceed to <b>Step 2</b>.</i></p>
<b>2</b>	<p>Signature Training administration staff confirm student eligibility. Signature Training staff assess if the student meets the general eligibility requirements for the VSL program, aside from Academic Suitability. Complete the <i>VSL Application Assessment Form</i>, ensure the student signs the form. If the student does not meet eligibility requirements, proceed to Step 3a.</p> <p>If the student meets eligibility requirements, proceed to Step 3b.</p>
<b>3a</b>	<p>Signature Training staff contacts student. If the Signature Training staff assesses that the student does not meet the student eligibility requirements, they will check with the student to confirm whether any errors were made in the application and/or skills testing results.</p> <p>If no errors were made, Signature Training staff will advise the student they are ineligible for a VET Student Loan and may only participate in the course as 'Fee-for-Service'. <b>End Process.</b></p> <p>If the student made an error on the application, Signature Training staff will apply the necessary corrections, re-assess eligibility and proceed to <b>Step 3b</b>.</p>
<b>3b</b>	<p>Signature Training staff confirm student academic suitability. Signature Training assesses if the student holds a certificate/qualification that meets the academic suitability requirements for the VSL program of study. This involves requesting a copy of either:</p> <ul style="list-style-type: none"> <li>• A Senior Secondary Certificate of Education that has been awarded to the student by an agency or authority of State or Territory for the student's completion of year 12; or</li> <li>• A copy of their International Baccalaureate Diploma Program (IB); or</li> <li>• A copy of the Certificate, or transcript, for a Level 4, or higher, qualification in the Australian Qualifications Framework awarded to the student, or at a level in a framework that preceded the AQF that is equivalent to level 4 or above the AQF and where the course qualification was delivered in English.</li> </ul> <p>If obtained, this is attached to the student's application within the Student Folder.</p> <p>If the student has provided evidence of a certificate/qualification to demonstrate academic suitability, proceed to <b>Step 6</b></p> <p>If the student has not provided evidence of a certificate/qualification to demonstrate academic suitability, proceed to <b>Step 4</b>.</p>

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<p><b>4</b></p>	<p>Signature Training staff provide the student with an electronic link to the <i>Safe Work Resources LLN Assessment Tool (LLN Robot)</i>. The student will be required to log in online and complete an ACSF skills test (LLN) at the appropriate ACSF level.</p> <p>On completion and submission both the student and Signature Training administrative staff will receive a copy of the results directly from the LLN Robot. The results will be graded with an indication of whether the student has achieved the required ACSF academic benchmark to be eligible for a VSL program.</p> <p>If the student achieves an Exit Level 3 score on the assessment, proceed to <b>step 5a</b>. If the student fails to achieve an Exit Level 3 score on the assessment, proceed to <b>step 5b</b>.</p>
<p><b>5a</b></p>	<p>Signature Training confirms student’s LLN Robot assessment result as eligible. Once Signature Training has confirmed the student has passed the LLN Assessment with an exit Level 3, administration staff will confirm the result and eligibility with the student and complete the required ‘tick’ boxes on the <i>VSL Application Assessment Form</i>, relating to academic eligibility evidence. (Page 1 ‘Academic Eligibility’ tick box and Page 2 ‘Academic Eligibility Evidence’ tick box).</p> <p>Proceed to <b>Step 6</b>.</p>
<p><b>5b</b></p>	<p>Signature Training refers the student for remedial training, where the student does not initially pass the LLN Assessment with an exit Level 3. The student can train to re-take the assessment if they wish but will only be allowed to take the assessment twice. If the student does not achieve the required benchmark at the second attempt with the LLN Robot, they will be deemed ineligible for a VSL. Candidates will then be offered support suggestions for LLN training, including external referral to private and government providers/schemes.</p> <p>If the student achieves an exit Level 3 result, proceed to <b>Step 6</b>. If the student does not achieve a Level 3 result on the second attempt, they are ineligible for VSL.</p>
<p><b>6</b></p>	<p>Signature Training staff re-confirm the eligibility checks and upload student data into the Student Management System, VETtrak and create a student record and student ID number (internal) and enrol them in their study program.</p> <p>Staff then upload the student date into the eCAF system, triggering an email with login details for the student. The student is then required to log in to eCAF and lodge their eCAF before their first census date in order to be eligible for the loan.</p> <p>Proceed to <b>Step 7</b>.</p>
<p><b>7</b></p>	<p>Student completes VET Student Loan Application in eCAF not less than 2 business days after enrolment. Signature Training staff then send the Statement of Covered Fees before the first census date and after enrolment. The student can now commence to study.</p> <p>Signature Training staff will then send a Fee Notice 14 days before the first Census Period advising of the debt which the student will incur. At the end of the Census Day the student then becomes liable for the debt.</p> <p>As a final step, within 28 days of the Census Date, Signature Training will send the student a Commonwealth Assistance Notice (CAN), advising of the debt incurred.</p>

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