

VET Student Loan Management Procedure

1.0 Purpose

To ensure that Bendigo Kangan Institute's (BKI's) VET Student Loan (VSL) administration practices comply with regulatory and legislative requirements is fair, accurate and consistent, and supports an excellent student experience. To provide guidance for relevant BKI stakeholders on how to proceed with a VSL enrolment from start to end.

2.0 Scope

Applies to all Bendigo Kangan Institute staff who are responsible for or involved in the VSL process.

3.0 Policy Reference

Fees, Charges and Refunds Policy

4.0 Procedural Steps

No.	Phases and steps	Name of role who actions
4.1	Enrolment with Recruitment and Enrolment (R&E) & Digital Student Record (DSR)	
4.1.2	Completion of Pre-Training Review (PTR) and enrolment into a VET Student Loan approved course.	Teaching Department R&E

VET Student Loan Management Procedure

No.	Phases and steps	Name of role who actions
4.1.3	<p>All necessary documentation meeting the citizenship, residency, and eligibility requirements to be uploaded into DSR.</p> <ul style="list-style-type: none"> • Citizenship: <ul style="list-style-type: none"> • Passport or Birth Certificate • Permanent Humanitarian VISA documentation • Eligibility Criteria: <ul style="list-style-type: none"> • Year 12 Completion Certificate or • Certificate IV Completion • Literacy Language & Numeracy evidence <p>https://www.dese.gov.au/vet-student-loans/resources/vet-student-loans-manual-providers (4.7.1 Vet Student Loans Manual)</p> <p>If the student has applied for VSL, the following is also required to be given to the student and signed copies uploaded into DSR:</p> <ul style="list-style-type: none"> • Signed VSL Agreement Form • Statement of Covered Fee and Fee Notice 	R&E
4.1.4	VSL application completed indicator in the enrolment checklist tab in DSR to be ticked to generate an email to the VSL inbox.	R&E
4.2	Creating an Electronic Commonwealth Assistance Form (eCAF)	
4.2.1	<p>Email received from DSR- Action the below to proceed:</p> <ul style="list-style-type: none"> • Confirm all documents have been uploaded • Confirm census days have not passed • Confirm 48-hour cooling off period has passed • Confirm Course CAP has not been reached • Confirm Tuition amounts balance in BANNER - TSACONP and TSICSRV. 	Federal Reporting Team
4.2.2	<p>Ensure the 48-hour cooling off period has elapsed. An eCAF can only be created once the cooling off period has passed. To determine the cooling off period, check the students' signature date that is indicated on their VSL agreement form.</p>	Federal Reporting Team

VET Student Loan Management Procedure

No.	Phases and steps	Name of role who actions
4.2.3	<p>Once this has all been checked, an eCAF can be created in the portal. https://ecaf.education.gov.au/provider</p> <p>The is where the student biographical details are entered, and the following course details, which can be located on the Vet Student Loan Agreement form.</p> <ul style="list-style-type: none"> • Course Code • Course Cap • Enrolment date (ensure 48 houe cooling off period has passed) • First census day. 	
4.2.4	Once all details have been entered, the portal creates the eCAF for the student. An email from the portal is sent to the students with a link to the portal and a passkey to log in.	Federal Reporting Team
4.2.5	Enter an SL hold on the students account in SOAHOLD - BANNER once the eCAF has been sent to the student.	Federal Reporting Team
4.2.6	<p>When the students receive the email generated by the eCAF portal, they are required to log into the eCAF portal with the details in the email and approve the data entered by the Federal Reporting Team, then enter their valid tax file number before their first census day.</p> <p>Census days fall on the 15th of every month, unless the 15th falls on a weekend, then the Monday after that.</p>	Student
4.3	Approving an eCAF	
4.3.1	Check eCAF portal daily for any new completed eCAFs in the eCAF tab.	Federal Reporting Team
4.3.2	<p>Select a student, and check that they have entered a Tax File Number (TFN)</p> <p>Enter the TFN into SKAECAP - BANNER.</p> <p>Mark the eCAF as processed in the eCAF portal.</p>	Federal Reporting Team

VET Student Loan Management Procedure

No.	Phases and steps	Name of role who actions
4.3.3	If the student does not have a TFN and has uploaded their TFN application document; ensure the TFN requested check box is ticked in SKAECAF. Keep the student as unprocessed in the portal.	VSL Student Federal Reporting Team
4.3.4	If the student does not complete the eCAF by the census day indicated on the eCAF with a valid TFN, they will be withdrawn from the course. An email will be sent to the student and to the teaching department advising them of this. The student will have the option to reenrol and pay the relevant fees or withdraw completely.	VSL Student Federal Reporting Team
4.3.5	Once the eCAF has been marked as processed, in BANNER – SOAHOLD, change the end date to the date the eCAF was completed. This date is found on the eCAF.	Federal Reporting Team
4.4	Statement of Covered Fees and Fee Notices	
4.4.1	The VSL Fee Notice is required to be sent to students at least 14 days before the first census day in the fee period. These notices are sent to all students enrolled in a VSL approved course who are potentially eligible to apply for a Vet Student Loan. (Providing they meet the eligibility requirements) This notice is extracted from ARGOS - RES016 Email trail of sent notices are kept in the W Drive.	Federal Reporting Team
4.5	Commonwealth Assistance Notice (CAN)	
4.5.1	The CAN is sent to students up to 28 days after the census day for the Units of study they are enrolled in. This is for the students' records detailing their VSL debt for the current fee period. Students have up to 14 days from the date of the CAN to request a correction if they notice any incorrect information. This notice is extracted from ARGOS – RES010. Email trail of sent CANs are kept in the W Drive.	Federal Reporting Team

VET Student Loan Management Procedure

No.	Phases and steps	Name of role who actions
4.6	Student Progressions	
4.6.1	<p>Students are sent a progression form three times a year: February, June and October, where they are required to complete a short survey confirming their continuing engagement in their course of study.</p> <p>These are sent via the eCAF portal. Students are sent a progression form notification email, with a passkey and a link to the portal.</p> <p>Ongoing access to VSL is dependent on the students demonstrating that they are still engaged and progressing through their course.</p> <p>Students have 2 weeks to complete the progression form. Failure to complete the progression form may result in the students' access to VSL being cancelled.</p>	<p>Federal Reporting Team</p> <p>VSL Student</p>
4.6.2	<p>Under the progressions tab in the eCAF portal, collate all data required to create progressions in the supplied template.</p> <p>Follow the WI- Progressions for further instructions.</p>	<p>Federal Reporting Team</p> <p>VSL Student</p>
4.7	TCSI Uploads	
4.7.1	Request files from ICT to upload into TCSI twice a week.	<p>ICT</p> <p>Federal Reporting Team</p>
4.7.2	<p>To validate VSL data prior to uploading to TCSI. The following validations will need to be performed.</p> <ul style="list-style-type: none"> • Check weekend census days – BKI census days fall on the 15th of every month. If the 15th falls on a weekend, then the census date will need to be changed in BANNER – SSASECT to the following Monday. • Unit of Study Commencement Date -E600 is before census day- census days cannot be before the course commencement day. • Unit of Study outcome date -E601 is after the census day • Tuition fees in BANNER - TSICSRV corresponds with the amount in BANNER - TSACONP. This is a crucial part of the reporting phase, to ensure that we are reporting the correct fees against the student. • Any discrepancies will need to be investigated. 	<p>Federal Reporting Team</p>

VET Student Loan Management Procedure

No.	Phases and steps	Name of role who actions
4.7.3	<p>Upload the excel files into TCSI. TCSI will validate the data on their end.</p> <p>TCSI files are grouped into the following:</p> <ul style="list-style-type: none"> • Courses Group • Campus Group • Students Group • Course Admission Group Unit enrolments Group 	Federal Reporting Team
4.7.4	Once validation is complete, TCSI will produce a report with a list of errors to correct.	Federal Reporting Team
4.7.5	Investigation of the errors are required and amended in BANNER.	Federal Reporting Team
4.7.6	Once the errors have been corrected, redo step 4.7.3 until there are no further errors.	Federal Reporting Team
4.8	Withdrawals	
4.8.1	When a student expresses their interest to withdraw from a course/unit, a Withdrawal and Refund Application (WR) form is required to be completed.	Student Administration Team
4.8.2	The student will complete the application, or the Teaching Department can fill it in on the students' behalf. This is then sent to Student Administration who then forwards it to the VSL team to action.	Student Teaching Department Student Administration
4.8.3	<p>Check all details have been entered on the WR form:</p> <ul style="list-style-type: none"> • Student ID • Student Name • Course Code* • CRN • Student/Teacher Signature <p>*If the course is not a VSL approved course, send the WR form back to Student Administration to action.</p>	Federal Reporting team

VET Student Loan Management Procedure

No.	Phases and steps	Name of role who actions
4.8.4	<p>Determine if the student is withdrawing before or after the census day. This is determined by the students' census day vs the students' final grade date. These dates are found in ARGOS – STU014</p> <ul style="list-style-type: none"> • <u>WB – Withdrawn BEFORE the census day.</u> If the student is withdrawing before the census day for the whole course or part of the course; a full refund for any tuition fees paid will be refunded. If the student has a VETSL debt, the tuition amount for the course or part of the course will be remitted. • <u>WA- Withdrawn AFTER the census day.</u> If the student is withdrawing after the census day, they are not eligible for a refund. They will not receive a refund for any tuition paid, or have their debt remitted. Students with a VETSL debt are still liable for their debt with the commonwealth. For any extenuating circumstances, refer to the Re-Crediting a Student Loan Procedure. 	Federal Reporting team
4.8.5	<p>Enter the correct registration status against each CRN in BANNER – SFAREGS.</p> <ul style="list-style-type: none"> • WA - Withdrawn After Census Day • WB - Withdrawn Before Census Day 	Federal Reporting team
4.8.6	<p>Save the fees and check the new account balance after the new fees have been calculated in BANNER- TSICSRV.</p>	Federal Reporting Team
4.8.8	<p>If the student has a VETSL debt, amend BANNER - TSACONP & TSASPAY accordingly.</p>	Federal Reporting Team
4.8.9	<p>Email Student administration with before and after screen shots of TSICSRV if there is a refund due.</p>	Federal Reporting Team
4.8.10	<p>Ensure to leave notes in BANNER - SPACMNT if any changes were made to the students account balance.</p>	Federal Reporting Team

VET Student Loan Management Procedure

No.	Phases and steps	Name of role who actions
4.9	Fee Schedules	
4.9.1	<p>Fees Schedules are required to be updated on the Institutes websites fortnightly.</p> <p>From ARGOS RES018 generate VSL fee schedules for both Bendigo and Kangan.</p> <p>Email both Fee Schedules to marketing to upload on the Bendigo Tafe and Kangan Institutes websites.</p>	<p>Federal Reporting Team</p> <p>Marketing</p>
4.10	Determination List	
4.10.1	<p>The Determination list is a document listing all VSL approved courses and their course cap.</p> <p>The BKI Determination list only shows approved VSL courses that are offered at BKI.</p> <p>This is updated fortnightly, by manually amending the Excel spreadsheet and sent to the Business Operations Partner to upload onto the Institutes Intranet.</p>	<p>Federal Reporting Team</p> <p>Business Operations Partner</p>

5.0 Roles and Responsibilities

Role	Responsibilities
R&E	<p>Complete DSR student enrolments</p> <p>Upload all required documents into DSR</p>
Federal Reporting Team	<p>Check and process VSL enrolments</p> <p>Process VSL withdrawals</p> <p>Action TCSI data verification and reporting</p> <p>Validate VSL data</p> <p>Email notices to students</p> <p>Update VSL Fee Schedule</p> <p>Update VSL determination list</p> <p>Action withdrawal requests</p>
Student Administration	<p>Forward WR forms to VSL</p>
VSL Student	<p>Complete VSL agreement form</p> <p>Provide citizenship, residency, and eligibility evidence</p> <p>Complete eCAF by their first census day</p> <p>Provide a valid TFN</p> <p>Complete withdrawal form</p>

Executive Owner: Chief Governance and Quality Officer

Doc Custodian: Registrar

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Page 8 of 10

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VET Student Loan Management Procedure

Role	Responsibilities
ICT	Forward data files to Federal Reporting Team / Team leader to upload into TCSI.
Business Operation Partner	Upload Determination List onto BKI Intranet
Marketing	Upload VSL Fee Schedule onto Kangan Institutes and Bendigo Tafe websites.

6.0 Definitions

Word/Term	Definition
DSR	Digital Student Record
eCAF	Electronic Commonwealth Assistance Form
VSL / VETSL	VET Student Loan
TCSI	Tertiary Collection of Student Information - Reporting Portal replacing HEPCAT.
TD	Teaching Department
R&E	Recruitment and Enrolment
Statement of Covered Fees & Fee Notice	Emailed to students up to 14 days prior to the census day
CAN	Commonwealth Assistance Notice – Emailed to students up to 28 days of the census day
E600	Unit of Study Commencement Date
E601	Unit of Study Outcome date
Census Day	The last day students can complete their eCAF requesting a VSL The last day students can withdraw from the course, or part of the course without incurring a VETSL debt.
Student Progressions	A requirement for students to complete to demonstrate to DESE that they are genuine students. Students with a VETSL debt are required to complete these progressions. There are 3 fixed progression points throughout the year. February, June & October.
WR Form	Withdrawal Refund Form

VET Student Loan Management Procedure

7.0 Related Documents

Document Name
VSL DSR Enrolments
Creating an eCAF
Approving an eCAF
Fee Notices
Commonwealth Assistance Forms
Student Progression Forms
TCSI Reporting
VSL Withdrawals
Re-Crediting a Student Loan Procedure

9.0 Version Control and Change History

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
1.0	24 Oct 2022	Registrar	New procedure	Head of Governance, Risk and Compliance

10.0 Document Owner and Approval Body

Document Custodian	Approval Authority	Approval Date	Issue Date	Scheduled Review Date
Registrar	Chief Governance and Quality Officer	12 Oct 2022	24 Oct 2022	02 Jan 2023