



STUDENT ENGAGEMENT PRIOR TO ENROLMENT POLICY AND PROCEDURES (DOMESTIC)

Purpose

This policy and procedure is designed to ensure ACE complies with the 2022 Standard Skills First Contract - Skills First Program, 2022 Guidelines about Eligibility Skills First Program; Student Eligibility for *Skills First*; Skills Quality Charter; 2022 Guidelines About Apprenticeship / Traineeship Training Delivery - Skills First Program; Standards for Registered Training Organisations (RTOs) 2015 which states:

- “The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:
 - AQF certification documentation issued by any other RTO or AQF authorised issuing organisation, or
 - authenticated VET transcripts issued by the Registrar” (Standard 3.5)
- “Provide accurate and accessible information to prospective and current students” (Standard 4.1)
- “Informing and protecting students” (Standard 5.1 to 5.3)

This policy outlines the process for assessing student eligibility for Skills First funding and enrolment process. This policy is to be read in conjunction with the following policies and procedures:

- Marketing Policy and procedures (Domestic)
- Formalisation of Enrolment Policy and procedures (Domestic)
- Pre-Training Review Policy and procedures (Domestic)
- Recognition of Prior Learning and Course Credit Policy and procedures

Scope

This policy applies to all Domestic learners (also referred as Skills First student or applicant) wishing to enrol at ACE.

Definitions

Department	means the State of Victoria acting through the Department of Education and Training (or its successor).
Evidence of Eligibility	means evidence of an individual's eligibility for <i>Skills First</i> subsidised training in accordance with the eligibility requirements set out in this Contract and the Guidelines About Eligibility.
Skills First Program	means the Victorian Government's program for funding individuals' <i>Skills First</i> Entitlement.
Skills First Student	means an individual who is eligible for <i>Skills First</i> subsidised training in accordance with the eligibility requirements specified in this Contract and who is enrolled at the Training Provider into such training.
Skills First Entitlement	means the entitlement to a government-subsidised place in training for persons who are eligible in accordance with the criteria set out in the Act or established under the Act, and reflected in this Contract.

Policy

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1.0 General

- 1.1 ACE will provide students with accurate and factual information about its course offerings, skills first program eligibility guidelines, fees, policies and procedures, support services, reasonable adjustments, facilities and educational services to support the potential learner to make an informed decision prior to enrolment.
- 1.2 ACE will provide prior to enrolment a Statement of Fees to each individual for the total cost to them including the Government Funded Contribution, Tuition fee gap, Enrolment fee, Learning resources fee, Uniform and equipment fees taking into account their current circumstances (including any eligibility for concession).
- 1.3 ACE will inform students that they may be contacted and requested to participate in a NCVET – National Centre for Vocational Education Research survey and/or an invitation to participate in a Department endorsed project and/or being contacted by the Department (or persons authorised by the Department) for audit or review purposes.
- 1.4 ACE will inform students how their personal information may be supplied to and used by the Department and Commonwealth VET Fee-Help agencies.
- 1.5 ACE will inform the Eligible Individual that the enrolment is under the Skills First program and will explain to the Eligible Individual how their enrolment will impact their access to further government subsidised training.
- 1.6 ACE will inform all students prior to enrolling in the above courses that they would be involved in a Pre-Training Review of their current competencies including literacy and numeracy skills. During this review the following will be discussed:
 - any competencies previously acquired by the applicant (Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) or Credit Transfer);
 - ACSF (Australian Core Skills Framework) level for the applicant
 - the most suitable qualification for that applicant to enrol in, based on the individual's existing educational attainment, capabilities, aspirations and interests and with due consideration of the likely job outcomes from the development of new competencies and skills; and
 - ascertain that the proposed learning strategies and materials are appropriate for that individual
- 1.7 ACE will ensure that the student is informed of *"I understand that enrolling in the above qualification, may affect my future training options and eligibility for further government subsidised training under the skills first program as I am only eligible for 2 government subsidised courses in a calendar year, 2 courses at a time and 2 courses at the same level in my lifetime."* and acknowledges this by signing the information on declaration in the Pre-Enrolment form.
- 1.8 The review of this policy and procedure will be conducted on a yearly basis or if there are changes to the relevant VET Funding contract, Standards and Legislation.

2.0 Eligibility Requirements

- 2.1 ACE will comply with the *Guidelines for Determining Student Eligibility and Supporting Evidence* as issued by the Department from time to time.
- 2.2 ACE will determine eligibility in line with the requirements as stipulated in the 2022 Standard Skills First Contract - Skills First Program and relevant Guidelines.
- 2.3 **To be eligible for *Skills First* subsidised training, an individual must be:**

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- i. an Australian citizen, **or** a holder of a permanent visa **or** a New Zealand citizen (the '**citizenship /permanent residence**' eligibility criterion);
- ii. enrolling in and commencing training in a program provided by the Training Provider between the Commencement Date and 31 December 2022 inclusive; and
- iii. physically present in the State of Victoria at all times at which they are undertaking the training and assessment.

2.4 The 'Upskilling Requirement':

2.4.1 A student who is 20 years of age or older, can only enrol in a program at a higher AQF level than the highest qualification level they will hold at the time when their training will commence.

2.4.2 A student does not have to meet the upskilling requirement if they are:

- i. enrolling in a program on the Foundation Skills List;
- ii. enrolling in training as an Apprentice (not a Trainee) under an Approved Training Scheme;
- iii. enrolling in training in the Victorian Certificate of Education (VCE) or Victorian Certificate of Applied Learning (VCAL) (Intermediate or Senior);
- iv. enrolling in a Skill Set; or
- v. under 20 years of age.

2.5 The '2 Skill Sets in a year' and '2 AQF qualifications in a year' limits:

2.5.1 In a calendar year, a student (regardless of their age) may only commence a maximum of two Skills First subsidised Skill Sets; and two Skills First subsidised programs that are AQF qualifications.

2.5.2 The following scenarios **are not counted** when determining if a student meets these limits:

- i. transitioning from a superseded program to the current version of the same program;
- ii. recommencing training in the same program (at either the same or a different provider);
- iii. enrolling in an Apprenticeship (not Traineeship) after having participated in one of the Pre- Apprenticeship and Pathway Programs; or
- iv. participation in:
 - a. '22469VIC - Course in Introduction to the National Disability Insurance Scheme';
 - b. any program undertaken as part of the Department of Education and Training's (the Department's) 'Skills Uplift Pilot Program';
 - c. '22510VIC – Course in Identifying and Responding to Family Violence Risk';
 - d. any program undertaken as part of the Department's 'Covid-19 Response – Funding to Deliver Infection Control Skill Sets'; or
 - e. any program undertaken as part of the Department's 'Construction Industry Skill Sets' initiative.

2.6 The '2 at a time' limit

2.6.1 A student (regardless of their age) may only commence a maximum of two Skills First subsidised programs at any one time.

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2.6.2 Participation in the following programs or initiatives **will not be counted** when determining if a student meets this limit:

- i. '22469VIC - Course in Introduction to the National Disability Insurance Scheme';
- ii. any program undertaken as part of the Department's 'Skills Uplift Pilot Program';
- iii. '22510VIC – Course in Identifying and Responding to Family Violence Risk';
- iv. any program undertaken as part of the Department's 'Covid-19 Response – Funding to Deliver Infection Control Skill Sets'; or
- v. any program undertaken as part of the Department's 'Construction Industry Skill Sets' initiative.

2.7 The '2 at level in a lifetime' limit

2.7.1 In their lifetime, a student (regardless of their age) may only commence a maximum of two government-subsidised qualifications at the same level in the AQF.

2.7.2 The following types of commencements are not taken into account when determining if a student meets this limit:

- i. senior secondary school certificates;
- ii. programs listed on the Foundation Skills List (Attachment 2 to these Guidelines);
- iii. any VET certificates undertaken as part of a senior secondary qualification (including School Based Apprenticeships/Traineeships);
- iv. transitioning from a superseded program to the current version of the same program; or
- v. recommencing training in the same program (at either the same or a different provider).

3.0 Eligibility Exemptions

3.1 ACE may only exempt a student from the eligibility requirements in accordance with Part C of Schedule 1 of the Contract.

3.2 ACE will sight and retain evidence of a student's eligibility to receive an exemption as specified in Attachment 1 to these 2022 Guidelines about Eligibility Form.

4.0 Sighting and Retaining Evidence of Eligibility for Skills First Program

4.1 Eligibility assessment processes from ACE will involve informative discussions with applicants, as well as comprehensive assessments of the circumstances against the eligibility requirements of the Contract, including any variations to that Contract.

4.2 Prior to the commencement of training, for each student who is assessed to be eligible, ACE will complete the information and declarations in the Evidence of Eligibility and Student Declaration form at Attachment 1 - Section A and Section C of the 2022 Guidelines about Eligibility Form.

4.3 The Evidence of Eligibility and Student Declaration form will be completed by an authorised delegate of ACE.

4.4 ACE will make available to the Department for audit or review purposes the completed Evidence of Eligibility and Student Declaration form and any of the evidence that is sighted and retained in relation to any individual student.

4.5 Prior to the commencement of training, for each individual that ACE assesses as eligible for the Victorian Training Guarantee, ACE will:

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- a. complete in hard copy, the information and declarations specified in the *Evidence of Eligibility and Student Declaration* form found in the Enrolment Form.
- b. sight and retain the evidence of eligibility specified in the *Evidence of Eligibility and Student Declaration* form by:

	Sighting	Retaining
i.	a hard copy original	a photocopy or electronic copy of the hard copy original
OR		
ii.	a certified photocopy (not in electronic form) of the hard copy original (<i>please see Appendix A: List of Persons Authorised to Certify Documents</i>)	a photocopy or electronic copy of the certified copy, or the original certified copy
OR		
iii.	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, (where applicable) date of birth and document number match a current and valid record in the DVS.	a transaction record generated by securely logging in to the administrative platform provided by the Gateway Service Provider, that shows :- <ul style="list-style-type: none"> • the individual's name and (where applicable) date of birth; • the type of document that was checked; and • that their name, date of birth and document number were verified to match a valid and current document in the DVS.
OR		
iv.	a digital green Medicare card displayed on a Digital Wallet through Express Plus Medicare 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 written declaration attached to the student's file stating that the digital green Medicare card has been sighted. The declaration must include the: <ul style="list-style-type: none"> • name of the authorised delegate who sighted the card; • date the card was sighted; • document number of the card; and • name of the card holder.

4.6 If ACE engages a Gateway Service Provider to access the DVS as part of obtaining and assessing evidence of eligibility and the DVS is unable to verify an individual's document, then ACE will offer that individual the opportunity to provide their evidence of eligibility in an alternative format, prior to making an assessment of that individual's eligibility.

4.7 Where an individual's response to the Evidence of Eligibility and Student Declaration form indicates that the individual is not eligible but ACE deems them eligible based on a comprehensive discussion, ACE will evidence the reason it found the student to be eligible and retain this evidence and record this in the Eligibility exemptions under Section C.

For further information refer to the Pre-Training Review policy and procedures and Formalisation of Enrolment Policy and Procedure.

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Procedure

1. Applicant completes the **Pre-Enrolment Form** and provides evidence of the following:

Evidence of Citizenship / Residency:

- | | |
|--|-----------|
| a. Australian Birth Certificate (not Birth Extract) | OR |
| b. Current Australian Passport | OR |
| c. Current New Zealand Passport | OR |
| d. Australian Citizenship Certificate | OR |
| e. Current <i>green</i> Medicare Card | OR |
| f. A proxy declaration for individuals in exceptional circumstances as per clauses 2.12-2.16 of the Guidelines About Eligibility | OR |
| g. Formal confirmation of permanent residence granted by Department of Home Affairs (or its successor) and the student's foreign passport of Immicard. | OR |
| h. a Referral to Government Subsidised Training - Asylum Seekers' form from the Asylum Seeker Resource Centre or the Australian Red Cross | OR |

And if the student's age is relevant to their eligibility, and the document produced from the list above does not include a date of birth (or if the date of birth has not been verified through use of the DVS) :

Evidence of Age (if not already determined from the above list):

- | | |
|-----------------------------|-----------|
| i. Current driver's licence | OR |
| j. Current learner's permit | OR |
| k. Proof of Age card | OR |
| l. 'Keypass' card | |

Evidence of Concession

- | | |
|--|-----------|
| m. A current Health Care Card | OR |
| n. A current Age Pension / Carer's Pension / Disability Support Pension Card | OR |
| o. A Veteran Gold Card Concession | |

2. Evidence must be sighted by the ACE Authorised Delegate in its original form or as a copy certified by an authorised person as per Attachment 1 of Guidelines about Determining Student Eligibility and Supporting Evidence.
3. ACE retains copies of eligibility evidence in the student's file.



4. ACE's Authorised Delegate confirms the VTG Eligibility Criteria for the applicant in 1-3 business days and advises the applicant via email if they are eligible for funding using the *skills first program Eligibility Letter*.



5. **If Eligible** – Applicant is advised of the time and date of the Pre-Training Review via the *skills first program Eligibility Letter*.
If Not Eligible - Applicant is advised of Fee for Service options, and if continuing is advised of the time and date of the Pre-Training Review.



6. **Pre-Training Review** – ACE Trainer and Assessor facilitates the Pre-Training Review to determine the most suitable and appropriate training for the Eligible Individual and the likely job outcomes from the development of their new competencies and skills.



7. Applicant submits the completed **enrolment form (including USI number)** and concession evidence if not previously submitted.



8. ACE's Authorised Delegate sends offer letter and agreement to student, along with the statement of fees and charges.

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Responsibilities

The following personnel are responsible for the implementation of this policy and procedures and reviewing its effectiveness:

- CEO
- Compliance Officer

Primary Documents

- Pre-Enrolment Form
- Pre-Training Review documents (Hospitality & Automotive)
- Skills first Eligibility Letter
- 2022 Standard VET Funding Contract - Skills First Program
- Skills Quality Charter – Principle 3 (Informed choice)
- 2022 Guidelines about Eligibility Skills First Program
- 2022 Guidelines About Apprenticeship / Traineeship Training Delivery - Skills First Program
- Enrolment Form

Version History

Version	Date	Description of changes
4.0	17.01.2022	Updated document to reflect contract changes, add Version History section and other minor changes.
3.0	01.01.2021	Currently released version

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Appendix A: List of Persons Authorised to Certify Documents

How to have a document certified

Bring both an original and a copy of the original to the certifier.

The certifier will:

- examine the original to ensure it is not a copy or forgery
- examine the copy to ensure it is identical to the original. A copy can be considered identical even if it is a different size or colour, so long as that does not result in the loss of any material information.

The certifier will then write or stamp the copy with the words: “Certified to be a true copy of the original seen by me.” They will sign and date the copy, and write or stamp their name, personal or professional address and qualification. If there are multiple pages to the copy, the certifier will sign or initial and number all pages. The copy has now been certified.

Who can certify a document

Under Section 39 of the Oaths and Affirmations Act 2018 (as of 1 March 2019) the list of persons who may certify copies of original documents includes:

- **A person currently licensed or registered to practice in Australia as one of the following occupations:**
 - Architect; Chiropractor; Conveyancer; Dentist; Financial adviser; financial planner; Legal practitioner; Medical practitioner; Midwife; Migration agent; Nurse; Occupational therapist; Optometrist; Patent attorney; Pharmacist; Physiotherapist; Psychologist; Trademarks attorney; Veterinary surgeon
- **An accountant who meets at least one of the following criteria:**
 - Fellow of the National Tax Accountants’ Association or Member of Chartered Accountants Australia and New Zealand or Member of the Association of Taxation and Management Accountants or Member of CPA Australia or Member of the Institute of Public Accountants
- Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
- Australian Public Service employee engaged on an ongoing basis with 5 or more years of continuous service who is not otherwise authorised
- Australian Consular Officer or Australian Diplomatic Officer
- Bailiff
- Bank officer with 5 or more continuous years of service
- Building society officer with 5 or more years of continuous service
- Chief executive officer of a Commonwealth court
- Clerk of a court
- Commissioner for Affidavits
- Commissioner for Declarations
- Credit union officer with 5 or more years of continuous service

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- Employee of a Commonwealth authority engaged on a permanent basis with 5 or more years of continuous service who is not otherwise authorised
- Employee of the Australian Trade and Investment Commission who is authorised in writing by the Secretary of DFAT to collect fees under s 3(d) of the Consular Fees Act 1955, if at a place outside Australia and in the course of the employee’s duties at that place
- Employee of the Commonwealth who is authorised in writing by the Secretary of DFAT to collect fees under s 3(d) of the Consular Fees Act 1955, if at a place outside Australia and in the course of the employee’s duties at that place
- An engineer who meets at least one of the following criteria: A member of Engineers Australia, other than a student or A Registered Professional Engineer of Professionals Australia or Registered as an engineer under a law of the Commonwealth or a State or Territory or Registered on the National Engineering Register by Engineers Australia
- Finance company officer with 5 or more years of continuous service
- Holder of a Commonwealth statutory office not otherwise specified - For example, Director of the Australian Institute of Family Studies
- IBAC Officers
- Judge
- Justice of the Peace
- Local government Councillor
- Magistrate
- Registered marriage celebrant
- Master of a court
- Member of the Australian Defence Force who meets at least one of the following criteria: An officer **or** A non-commissioned officer with 5 or more years of continuous service **or** a warrant officer
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Governance Institute of Australia Ltd
- Member of the Parliament of a State
- Member of a Territory legislature
- Member of a local government authority
- Registered minister of religion
- Notary public, including a notary public exercising functions at a place outside either the Commonwealth or the external Territories of the Commonwealth
- Permanent employee of the Australian Postal Corporation with 5 or more years continuous service who is employed in an office providing postal services to the public
- Permanent employee with 5 or more years of continuous service who is not otherwise specified, if employed at one of the following: State or Territory or State authority or Territory authority or Local government authority
- Police officer
- Police reservist
- Protective service officer (PSO)
- Registrar, or Deputy Registrar, of a court
- A school principal
- Senior executive employee of a Commonwealth authority

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- Senior executive employee of a State or Territory
- Senior Executive Service employee of the Commonwealth
- Sheriff
- Sheriff's officer
- State Trustees officer or employee with a classification level of 2 or above
- Teacher employed on a permanent full-time or part-time basis at a school or tertiary education institution
- Transport Accident Commission officer or employee with a classification of level 2 or above
- VicRoads officer or employee with a classification of level 2 or above
- Victorian Inspectorate Officer
- A Victorian Public Service employee with a prescribed classification level of 2 or above o For example, a project officer employed as a VPS4 or an administrative assistant employed as a VPS2
- Victorian WorkCover Authority officer or employee with a classification of band 2 or above
- Any authorised affidavit taker, including:
 - A judicial officer - For example, a judge or magistrate
 - An associate to a judicial officer
 - An honorary justice
 - The prothonotary or a deputy prothonotary of the Supreme Court
 - The registrar of probates or an assistant registrar of probates
 - The registrar or a deputy registrar of the County Court
 - The principal registrar, a registrar or a deputy registrar of the Magistrates' Court
 - The principal registrar, a registrar or a deputy registrar of the Children's Court
 - The principal registrar, a registrar or a deputy registrar of VCAT
 - The principal registrar or a registrar of the Coroners Court
 - A member of VCAT
 - A member or former member of either House of the Parliament of Victoria
 - A member or former member of either House of the Parliament of the Commonwealth
 - A public notary
 - A senior officer of a Victorian municipal Council who meets one of the following criteria:
 - Chief Executive Officer
 - A member of Council staff with management responsibilities and reporting directly to the Chief Executive Officer
 - Any other member of Council staff earning a salary of at least \$124,000 (or a higher threshold, if specified by the Minister under s 97B of the Local Government Act 1989)
 - A fellow of the Institute of Legal Executives (Victoria)
 - A person acting judicially - For example, an arbitrator or any person or body with authority to hear, receive and examine evidence
 - Any other officer or person empowered, authorised or permitted by or under any Act or rules of a court or rules of a tribunal to administer affidavits.

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