

# Admissions, Enrolment, Withdrawal and Cancellation

## 1 Purpose & Objective

UNE Partnerships (UNEP) is committed to ensuring students receive fair and equal treatment throughout the process of enrolling and applying for a VET Student Loan in line with the requirements of the VET Student Loan Act 2016. The purpose of this procedure is to outline the processes through which students applying for or holding a VET Student Loan are admitted, enrolled withdrawn or cancelled.

## 2 Scope

This procedure applied to students applying for or holding a VET Student Loan.

## 3 Eligibility Requirements for a VET Student Loan

**3.1** In addition to general admission requirements outlined in the Admissions and Enrolment Policy, students who wish to access the VET Student Loans program will have to meet the following eligibility requirements:

### 3.2 Citizenship & Residency

- a) be an Australian Citizen; or
- b) hold a of Permanent Humanitarian Visa and usually reside in Australia; or
- c) be a qualifying New Zealand citizen holding a New Zealand Special Category Visa (SCV) who meets long-term residency requirements

**3.2.** Students are required to provide evidence for the above eligibility requirements which may include:

- a) a copy of Australian Passport
- b) a copy of Australian birth certificate / citizenship certificate
- c) a copy of Permanent Humanitarian Visa
- d) a copy of New Zealand SCV

### 3.3. Academic

Students must satisfy one of the following requirements:

- a) Hold an Australian Senior Secondary Certificate of Education (Year 12 Certificate); or
- b) Certificate of completion of an AQF Certificate IV or higher qualification.

**3.4.** Students are required to provide a copy of their Year 12 Certificate or Certificate IV or higher at time of enrolment. If a student does not hold one of these certificates they will be required to meet following requirement: Successfully complete a Language, Literacy and Numeracy (LLN) test (achieving Exit Level 3 in Reading and Numeracy). UNEP uses LLN Robot to assess LLN levels.

### 3.5. Other Requirements

**3.5.1.** Students must also met the following requirement:

- a) enrol into an approved course with an approved provider
- b) study primarily at a campus in Australia. Eligible students living overseas and studying via distance education for the entire course do not meet this requirement
- c) have not exceeded their FEE-HELP limit
- d) have or are in the process of applying for a Tax File Number
- e) have a [Unique Student Identifier \(USI\)](#)
- f) have read the [VET Student Loan Information Booklet](#)

- 3.5.2. Students under 18 years of age will also need to provide:
- a completed and signed [Parental Consent Form](#); or
  - evidence that they receive Youth Allowance on the basis that they are independent (as per Part 2.11 of Social Security Act 1991)
- 3.5.3. Applicants must also satisfy the criteria outlined in the [UNEP Admissions and Enrolment Policy](#).

## 4. Applying for Admission

### 4.1. Enrolment Process

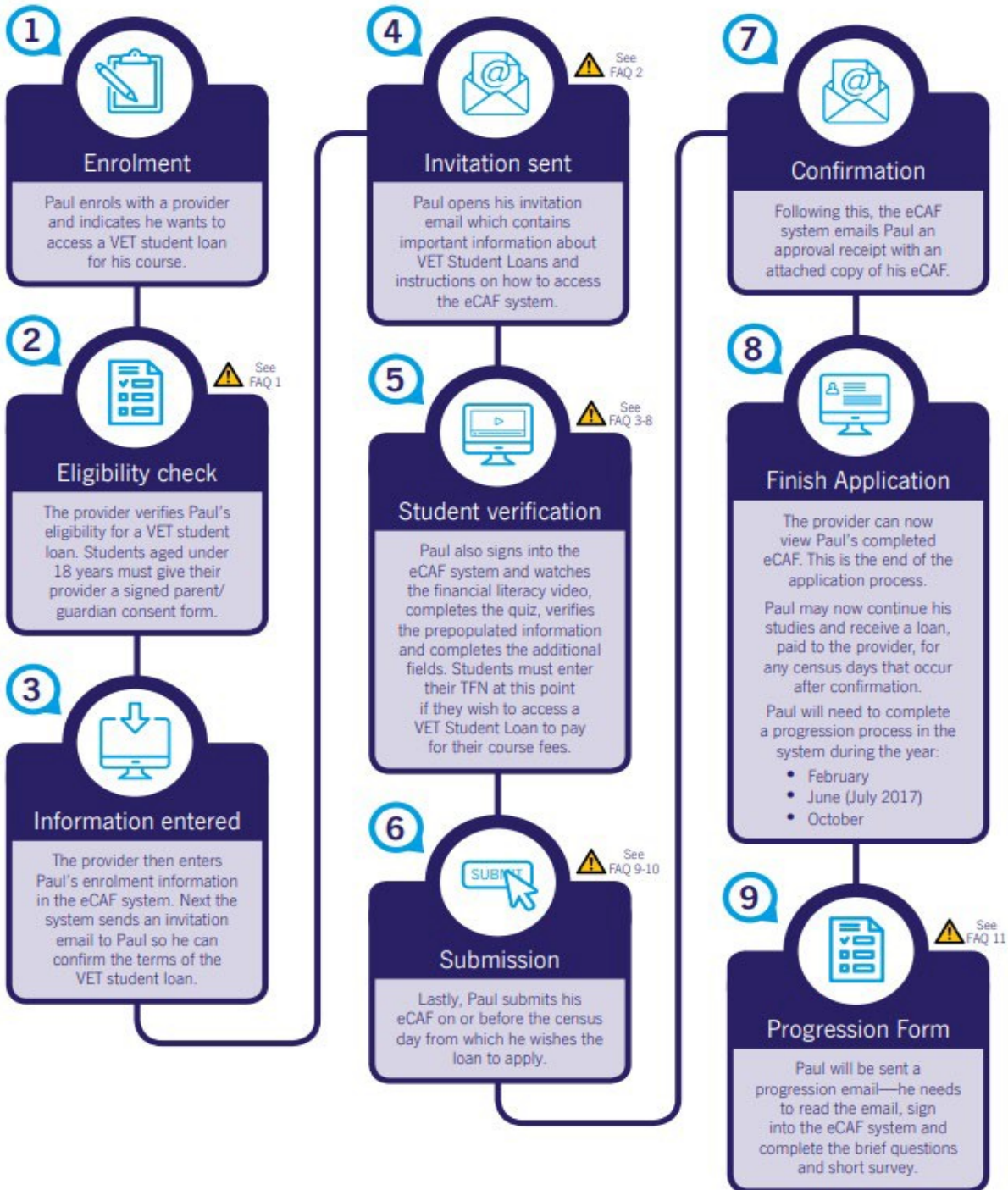
Administration staff who process student enrolments must follow the application and enrolment procedure as outlined below:

- 4.1.1. Student contacts UNEP and requests an Enrolment Pack. Applicants for admission must apply at least 16 day prior to the first census date for the qualification/unit of study. Census dates can be obtained from Student Administration and the [UNEP website](#).
- 4.1.2. Students will receive their enrolment pack including enrolment form, VET Student Loan information, and the student handbook.
- 4.1.3. After reviewing the provided information, students who wish to enrol must submit the enrolment form and required evidence. Applicants must attach certified copies of all documentation noted above including relevant previous studies; photo page (in colour) from passport or other birth record; and any other documentation requested in the online form. Scanned documents will be accepted but applicants should be prepared to provide original documents or original certified copies of required documents upon request at any time.
- 4.1.4. Where qualifications have been completed in another name, evidence must be provided of the applicant's change of name.
- 4.1.5. If documents are in a language other than English, an officially certified English translation of each document must be provided together with certified copies of the original documents.
- 4.1.6. An applicant for admission who is under exclusion on the basis of academic performance or misconduct from any education provider, whether in Australia or elsewhere, is required to include all details of the exclusion in their application for admission. Applicants for readmission will be assessed under the current rules applicable to the same qualification.
- 4.1.7. Administration will check the completed enrolment form and supplied evidence for eligibility and academic suitability for the course. Students who have not supplied either a Year 12 Certificate or evidence of completing a Certificate IV or higher will be sent a link to the Language Literacy and Numeracy tool used by UNEP, LLN Robot. Student must complete the LLN Assessment and achieve an Exit Level 3 in Reading and Numeracy to be successful. UNEP will advise the student of the result as soon as possible. **NOTE:** if a student is unsuccessful in achieving an Exit Level 3 outcome they can re-sit the assessment after undertaking some additional LLN support, provided by UNEP, however, a re-sit cannot be undertaken less than three months from the initial assessment.
- 4.1.8. Applicants will be advised of any advanced standing.

- 4.1.9. A Confirmation of Enrolment will be sent to the student to confirm their enrolment. This will state whether they are eligible to access VET Student Loans or will outline other options for study or payment plans. This finalises the students enrolment, a record of the time and date the student's enrolment is complete is entered into the Student Management System.
- 4.1.10. No less than two business days later the student will be sent VET Student Loan Application form via the electronic [Commonwealth Assistance Form](#) (eCAF) or payment plan forms, whichever is applicable. UNEP will provide the Dept with the applicants enrolment information including the nearest applicable census day through the eCAF system. See eCAF Flow Diagram below.
- 4.1.11. The student will receive an email from the Dept allowing them to sign into the eCAF system. Once signed in, the student will need to verify the pre-populated information and complete any compulsory fields.
- 4.1.12. Once the student has submitted the eCAF, the system will generate a copy of the completed eCAF form and email it through to the student. NOTE: if the student does not complete and submit the eCAF form prior to the required \*census date the student must wait until the next study period to request a VET Student Loan.
- 4.1.13. The student must send this form to UNEP at [admin@unep.edu.au](mailto:admin@unep.edu.au). The date and time that the VET Student Loan application is received by UNEP is recorded in the Student Management System
- 4.1.14. Prior to census day, UNEP will provide the student with a Statement of Covered Fees confirming enrolment and the amounts of tuition fees that are and are not covered under a VET Student Loan.

\* Census date is the last day a student can withdraw from a unit of study/study period without incurring a FEE HELP debt. Census dates are set by UNEP at 20% into each unit of study/study period.

eCAF Flow Diagram



## 5. Withdrawal from a course

- 5.1.** A student may request to withdraw from a course at any time using the following process. UNEP recommends that the student discuss their decision to withdraw from a course either with their educator or administration staff prior to continuing with the withdrawal process to identify the reason for the decision to withdraw and to address any issues that can be resolved by UNEP. If the student still wishes to withdraw after attempts have been made to resolve any issues or if the reason is beyond the control of UNEP (students personal circumstances) the student is encouraged to complete the following process as soon as practicable.
- 5.2.** An application to withdraw from a VET unit of study must be made in writing.
- 5.3.** Withdrawal applications must be submitted and received by Student Administration via email, post or in person before 5pm AEST on the census day for that unit of study.
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|----------------|---|
| Email          | <a href="mailto:education@unep.edu.au">education@unep.edu.au</a>  |
| Postal Address | PO Box U199<br>University of New England NSW 2351                 |
| Street Address | Building C012, Physics Road<br>University of New England NSW 2351 |
- 5.4.** Student will be withdrawn from the course. UNEP will confirm withdrawal in writing and provide the student with a Statement of Attainment for any units of competency completed provided fees are up to date.
- 5.5.** If a VET Student Loan eligible student withdraws from a VET unit of study prior to 5pm on the census day for that unit of study they will not be enrolled into that unit of study from the time of notification and they will not incur a VET Student Loan debt for that unit of study or any subsequent units of study.
- 5.6.** If a VET Student Loan eligible student withdraws from a VET unit of study after 5pm on the census day the student will be withdrawn however, they will incur a VET Student Loan debt for that unit of study.
- 5.7.** Students who have incurred a VET Student Loan debt for a unit of study due to missing the 5pm deadline may apply for a re-credit of their Loan balance. Further information on re-crediting a Loan balance and be found on the UNEP website.

## 6. Superseded qualification of enrolment

Where a training package is superseded, students will be given opportunity to complete their qualification within the teach-out period. Where this is not possible, students must either decide to transfer to the new qualification or withdrawn from their enrolment.

## 7. Cancellation by UNEP

- 7.1.** UNEP may cancel a student's enrolment due to the following:
- Breach of the Learner Rights and Responsibilities
  - Failure to meet minimum course requirements
  - Lack engagement in the course
  - Cancellation of the course by UNEP
- 7.2.** Students must be actively engaged in their course and confirm their engagement at three fixed points throughout the year – February, June and October. UNEP will issue a Progression Form via the eCAF system to each student. Students have two weeks to submit their Progression Form.
- 7.3. Factors that may indicate a lack of engagement**  
Factors which may suggest that a student is not reasonably engaged with their course include:
- if the student has not satisfied course requirements for the course or participated in assessment activities for the course
  - if the course is an online course—the number of occasions on which the student has logged in to the course is not insignificant
  - if the student has not logged into the student portal at their provider up to and including the day before the census day for a unit
  - if the student has not accessed course materials
  - if the student fails to attend more than a specified number of classes in a row and/or
  - if the student has no communication with the provider after enrolment in the course
- 7.4.** Where a decision has been made to cancel a student's enrolment, UNEP will notify the student of their decision via email and will provide the student with 28 days' notice to commence grievance procedures in line with the Students Complaints Process before the cancellation takes effect. Cancellation will not take effect until any grievance process has been finalised.
- 7.5.** When considering whether to cancel a student's enrolment, UNEP will make every attempt to make the decision to cancel prior to census dates.
- 7.6.** In the case of UNEP cancelling a course, Tuition Assurance arrangements are in place to protect the interests of current and prospective students enrolled or looking to enrol in an approved VSL course. This ensures students are given a suitable alternative course or have their paid course fees refunded should UNEP be unable to provide students with the opportunity to complete their course. See the UNEP Statement of Tuition Assurance for further information.

## DEFINITIONS

<b>ADMISSIONS</b>	The process of assessment of and application leading to entitlement to enrol as a student in a course leading to an award from UNEP
<b>ENROLMENT</b>	Where the student has confirmed acceptance of a place of study by the registered provider and is occupying a place in registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.
<b>WITHDRAWAL</b>	Student does not wish to or cannot continue study and requests withdrawal from the unit. Where the course fee has been paid in full the student has the option of reenrolling for up to 12 months for an additional fee. The enrolment SHOULD NOT be reactivated after it has been reported'
<b>COMPLAINT</b>	means an issue or concern raised by a student who considers they have been wronged because of an action, decision or omission within the control or responsibility of UNEP
<b>ECAF</b>	Means an Electronic Commonwealth Assistance Form and is required to be completed by eligible students wishing to use HECS-HELP or FEE-HELP for the payment of their tuition fees. You will complete your <b>eCAF</b> online through myHub as part of your enrolment
<b>STAFF</b>	means employees of UNEP employed under the Educational Services (Post-Secondary Education) Award 2010
<b>STUDENT</b>	means an admitted or enrolled student of UNEP Admitted student means a student who has been admitted to an UNEP program of study and who is entitled to enrol in a subject of study. Enrolled student means a student who has been admitted to an UNEP program of study who is enrolled in a subject at UNEP
<b>VET STUDENT LOANS</b>	the VET Student Loans program is a loan scheme provided by the Australian Government to assist eligible students studying at a diploma level or higher to pay their tuition fees

## ASSOCIATION INFORMATION

<b>Related Legislation</b>	<ul style="list-style-type: none"> <li>Standards for Registered Training Organisations (RTOs) 2015</li> <li>Education Services for Overseas Students Act 2000 (ESOS Act 2000)</li> <li>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)</li> <li><i>VET Student Loans Act 2016</i></li> <li>AQF Qualifications Pathways Policy</li> <li>Ministerial Direction 69 - Assessing the Genuine Temporary Entrant Criterion for Student Visa and Student Guardian Visa Applications</li> </ul>
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