Enrolment Pack

Enrolment Process Policy and Procedure

Policy

Enrolment Process Policy and Procedure ensures that Infinity Institute Australia ("IIA") provides appropriate information prior to enrolment that allows all potential students to make an informed decision to study with IIA. It also ensures a consistent enrolment process will be implemented for all domestic students and that appropriate records will be maintained in all student files.

Enrolment Process Policy and Procedure describes the application and enrolment process to ensure that:

- students are academically suited to undertake a VET student loan approved course at IIA;
- the course chosen meets students learning needs and aspirations;
- the selection process is conducted in an ethical, fair and equitable manner;
- appropriate access and equity principles are considered in selection criteria; and
- the application and selection process is consistent and compliant with the relevant standards and legislation.

IIA will assess all potential student enrolment applications to ensure they meet the enrolment requirements of the course and to confirm their ability to complete the qualification.

This policy and procedure applies to the admission, selection and processing of applications received from prospective students that are, or would be, entitled to a VET student loan, who wish to study the VET student loan approved course at IIA. It provides a framework and requirements for IIA to demonstrate compliance in meeting the regulatory and legislative standards and requirements, including the VET Student Loans Act 2016 and VET Student Loans Rules 2016.

Procedure

The following procedure explains the process that is to be undertaken to enrol a student into a course of study. The process related to application, enrolment and entry of a student must be conducted with honesty and integrity.

Pre-Application Information

Students must be provided with the Student Handbook, VSL Information Booklet, Quick Guide for VSL Applications (attached)and all other materials referred to in the pre-training review interview (PTR) checklist (attached) prior to applying. Student must also be directed to all policies and procedures contained within the IIA website.

Application

All students must complete an enrolment form (as attached) and undertake and conclude the PTR to confirm their enrolment. The enrolment form shall be lodged prior to any student being accepted as a student within IIA

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Student eligibility for VET Student Loans

To be eligible for VSL, a student must meet the following requirements:

- be studying an **approved course**
    - be studying with an **approved course provider**
    - apply to the government using the **approved form** (eCAF) and include all relevant information
    - confirm his or her engagement and continued progression to access the loan throughout the course, when required to do so by the department
    - has a HELP balance that is more than $0 (that is, has not used all their HELP loan limit)

- meet the citizenship and residency requirements:
    - be an Australian citizen or
    - a qualifying New Zealand citizen or
    - a permanent humanitarian visa holder, who is usually resident in Australia. Permanent humanitarian visas are defined in the *Migration Regulations 1994*, Volume 1, Part 1, Regulation 1.03 – Definitions. See: Migration Regulations 1994 for the latest version of the Migration Regulations

- meet the academic suitability requirements:
- The student must have been assessed by IIA as academically suited to undertake the approved course on the basis of either:
    - providing their Australian Year 12 Certificate[1] or
    - providing their International Baccalaureate Diploma Programme (IB) diploma or
    - providing evidence of successful completion of a qualification that has been delivered in English and:

        - was at level 4 or above in the Australian Qualifications Framework (that is Certificate IV or higher qualification), or at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or
        - has been assessed by a federal, state or territory government agency which assesses overseas qualifications (or an organisation contracted by such an agency to undertake such assessments) as equivalent or comparable to: a qualification at level 4 or above in the Australian Qualifications Framework, or a qualification at a level in a framework that preceded the AQF that is equivalent to level 4 or above in the AQF, or

    - displaying competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test (and IIA reasonably believes the student displays that competence) and
    - in addition, IIA must reasonably believe the student is academically suited to undertake the course; and the student must meet any other specified entry requirements for the course.

- meet the enrolment and loan application requirements:

    - be enrolled with an approved course provider in an approved course
    - be undertaking the course primarily at a campus in Australia

Note: A student is not entitled to a VET Student Loan if the course is undertaken by the student primarily at an overseas campus. Similarly, if the student intends on studying overseas via distance education for their entire course, they will not meet the requirement to undertake the course primarily at an Australian campus.

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[1] For students that have attained a *Victorian Certificate of Applied Learning (VCAL)* – only the VCAL Senior and VCAL Intermediate levels meet this requirement.

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- have applied for a VSL for the course in accordance with the loan application requirements. An application for a VSL must:

  - meet the Tax File Number (TFN) requirements – that is, include the student's tax file number or a certificate from the Commissioner stating that the student has applied for a tax file number
  - include the student's Unique Student Identifier (USI)
  - have been submitted by 11:59 pm AEST on or before the **Census Days** for the first unit of the course for which the student is requesting a loan, and no less than 2 business days after enrolling
  - be in the form approved by the Secretary for the loan – which is an electronic Commonwealth Assistance Form or also known as an eCAF
  - where a student is under 18 years old, must:

    - have a parental consent form signed by a responsible parent of the student; (you must obtain the signed parental consent form prior to submitting enrolment information into the eCAF system), or
    - have evidence of the assessment of receipt of youth allowance on the basis the student is independent within the meaning of Part 2.11 of the *Social Security Act 1991;* (you should receive from the student evidence of this assessment in the form of their Centrelink Income Statement noting this assessment).

A copy of the VET Student Loans – Parental Consent Form can be downloaded from Information for VET Student Loans Approved Providers.

Pre-Training Review Interview (PTR)

The purpose of the PTR is to ensure that the student understands the responsibilities, obligations and rights related to applying for and obtaining a VET Student Loan. Part of the process of the PTR is for the assessor to explain to the student all items contained within the PTR checklist (as attached).

A key component being that the student is required to complete an LLN activity to assess their language, literacy and numeracy ability to complete the course (unless otherwise satisfied in accordance with Rule 80 of the VET Student Loans Rules 2016.)

The results of the LLN should be discussed with the prospective student during the PTR Interview. The results of assessing a student's competence in reading and numeracy under the procedure must be reported:

         a) to the student as soon as practicable after the assessment; and

         b) to the Secretary in the form, manner and by the time requested by the Secretary.

Unique Student Identifier

- It is a requirement that all learners must provide a Unique Student Identifier (USI) to IIA before a qualification or statement of attainment can be issued.

- Upon receipt of an enquiry from a prospective learner IIA will include in the information provided to the enquirer that they must provide a USI when they enrol, and will be directed to the USI website at https://www.usi.gov.au/students/get-a-usi

- IIA will include provision for the USI on the enrolment form

- Upon receipt of an enrolment form from a learner, IIA will confirm that the USI has been included on the enrolment form, and will verify that this USI is correct by using the Student Management System(Wisenet) to check the USI through the USI Registry System

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- If the learner has not included the USI on the enrolment form, they will be contacted and advised that the USI is required before any qualification of statement of attainment can be issued

- If the USI check returns a "not valid" response, the learner will be contacted and the USI will be confirmed.

A further check will be made through the USI Registry System

- A notation will be made on the enrolment form that the USI has been confirmed as correct

- The confirmed USI will be included in the student details on the Student Management System(Wisenet)

Prior to the issuing of a Qualification or Statement of Attainment, the VET Manager will confirm that the student information on the Student Management System includes the learner's USI.

Records

- The signed enrolment form will be kept on the students file along with all other documents relevant to the student's enrolment such as the LLN Report (if applicable) and PTR Checklist (all collected documents).

- Any original documents submitted as part of the enrolment process will be copied and maintained on the student file. All originals will be returned to the student.

VSL Application Process

The attached 'Quick Guide – Applications' outlines the application process for VET Student Loans which a student is required to follow when applying for enrolment with IIA on this basis.

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Quick Guide – Eligibility

This quick guide provides information on the student eligibility requirements for VET Student Loans. This guide is published by the Department of Employment and Workplace Relations. Click here to access this guide.

STUDENT ELIGIBILITY REQUIREMENTS

Eligibility Tool

Prospective students can check their eligibility for a VET Student Loan using the VET Student Loans Eligibility Tool on the My Skills website.

Citizenship requirements

Students must be:

- an Australian citizen or
- a permanent humanitarian visa holder who is usually resident in Australia or
- a qualifying New Zealand citizen.

You must collect and verify information to confirm that students meet these criteria.

Evidence needed to confirm Australian citizenship

A current Australian passport is suitable evidence of Australian citizenship for VSL purposes. If a student does not have a current Australian passport the evidence needed to confirm their citizenship will differ depending on the situation. See section 4.7.1 Student Eligibility for Loans https://www.dewr.gov.au/vet-student-loans/resources/vet-student-loans-manual-providers for more information.

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Permanent Humanitarian Visa Holders

You should contact the [Department of Home Affairs](#) to confirm if the visa class a student holds is a permanent humanitarian visa.

Qualifying New Zealand citizen

To be a qualifying New Zealand citizen a student must:

- hold a Special Category visa and
- have been usually resident in Australia for at least 10 years and
- have been a dependent child when they were first usually resident in Australia and
- have been in Australia for periods totalling 8 years during the previous 10 years and
- have been in Australia for periods totalling 18 months during the previous 2 years.

Most New Zealand citizens who arrive in Australia are holders of a Special Category visa. This visa allows its holder to visit, live and work in Australia indefinitely.

Permanent residents or visa holders

Other permanent residents or visa holders are not eligible for VET Student Loans.

HELP balance

Students need a HELP balance of more than $0 to be eligible for VET Student Loans. There are 2 websites to help students keep track of this.

MyHELPbalance

[myHELPbalance](#) keeps track of how much a student has borrowed under the various HELP loans from 2005 onwards. It shows loans received under HECS-HELP, OS-HELP, FEE-HELP, VET FEE-HELP and VET Student Loans but not SA-HELP. [myHELPbalance](#) does not show how much VET Student Loan debt (VETSL debt) has been repaid or what is owed to the Australian Taxation Office (ATO).

Students can use their Commonwealth Higher Education Student Support Number (CHESSN), their provider issued student identity number and other personal details to access [myHELPbalance](#).

Students are able to see details of their HELP and VSL transactions when they access [myHELPbalance](#) including the name of the VSL (or Higher Education) approved course provider they studied with, the course code and unit code details, as well as the loan amounts and any loan fees they have incurred for each unit.

If the commencing student has not previously studied, and is a new student commencing tertiary study for the first time, the student's USI will need to have been reported and verified in TCSI before the student is able to log into myHELPbalance.gov.au.

You can log into myHELPbalance.gov.au using your PRODA credentials and look up a student's details. If the student has not previously drawn on their HELP loan limit you will see that they have the full HELP balance available. [myHELPbalance](#) will display the remaining available HELP balance where a student has already used some of their available HELP balance.

MyGov

[myGov](#) allows students to get more information about their HELP debt. Once a student's [myGov](#) account is linked to the ATO it shows:

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- all current VETSL debts
- any indexation that has been applied to the debt
- any repayments made to show how much is still owed.

Enrolment in an approved course with an approved provider

A VET Student Loan is only available for approved courses at the diploma, advanced diploma, graduate certificate and graduate diploma level. Approved courses are listed in Schedule 1 of the VET Student Loans (Courses and Loan Caps) Determination 2016. Only students studying with an approved course provider are eligible for a VET Student Loan.

Study at a campus primarily in Australia

Students cannot access a VET Student Loan for courses taught primarily at an overseas campus.

Academic suitability

Students must be academically suitable to be eligible for a VET Student Loan. To show their academic suitability students can provide either:

- a copy of their Year 12 Certificate[2], or

- their International Baccalaureate Diploma Programme (IB) diploma, or

- a copy of a certificate showing they have been awarded a qualification at level 4 or above in the Australian Qualifications Framework (AQF) (where the language of instruction was English) or at a level in a framework that preceded the AQF and is equivalent to level 4 or above in the AQF

If students cannot provide this evidence they must sit an approved Language, Literacy and Numeracy (LLN) test. They will be considered academically suitable if the test shows them to be competent at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy.

You must report the results of an LLN test to the student as soon as practicable after the test.

A list of approved LLN tests, as well as information on how to get a test approved, can be found on Language, Literacy and Numeracy (LLN) tool information.

Tax File Number (TFN)

To be eligible for a VET Student Loan a student must have a valid TFN.

If a student cannot remember their TFN they should call the Australian Taxation Office (ATO) on 13 28 61. You cannot access a student's TFN directly from the ATO.

A Certificate of Application for a TFN is required if students do not have a TFN. This certificate is available from the ATO after the student has applied for a TFN. If a Certificate of Application is used this must be attached to the student's electronic Commonwealth Assistance Form (eCAF).

Once the student receives their TFN from the ATO they will need to contact you immediately. You should re-open the eCAF to let the student update their TFN.

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[2] For students that have attained a *Victorian Certificate of Applied Learning (VCAL)* – only the VCAL Senior and VCAL Intermediate levels meet this requirement.

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To do this put the eCAF into 'revision' status. The student will receive an email telling them they can update their eCAF. After entering their TFN the student resubmits the eCAF.

This process must be done within 6 weeks of the 'First census day of the loan application' in the eCAF., The student will not be able to use the loan to pay their fees without a TFN.

A student's TFN and personal information will be verified by the ATO once it is submitted. If the TFN cannot be verified by the unit's census day the student will be ineligible for a VET Student Loan.

Unique Student identifier (USI)

Students need a USI to be eligible for a VET Student Loan. Students can create a USI at Unique Student Identifier.

Required documentation

Students must provide appropriate evidence to show their eligibility for a VET Student Loan.

You must retain all required information and documentation collected in relation to a VET Student Loan application for 5 years. Providers must be able to produce this evidence and documentation for us on request.

Further information

For further information on student eligibility requirements, refer to the following resources:

- VET Student Loans Manual for Providers (see Chapter 4.7 Student administration)

- VET Student Loans Information Booklet

For the legislation governing citizenship and residency requirements, refer to section 11 of the *VET Student Loans Act 2016*, and section 85 of the VET Student Loan Rules 2016.

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Pre-Training Review Interview Checklist (VET Student Loans)

Applicant Name	
Staff Name	
Interview Date	

Pre-Training Review Interview Checklist (VET Student Loans)

Instructions for staff and applicants – Staff and applicants are required to discuss each item contained within this checklist and the obligations or burdens that they create on the college or the student. As each item is discussed, please tick and ensure that each of you sign the completed form. A copy of this form MUST be retained on the student file.

Items to discuss	Information Provided
Provide applicant with all of the following: a VSL Information Booklet for students; b IIA VSL Student Handbook; c eCAF Fact Sheet; d Student Obligations Fact Sheet; e Student Progression Fact Sheet; f Student Fact Sheet: Tax File Number (TFN) Mismatch g IIA Withdrawal and Refund Policy and Procedure h IIA Privacy Policy i IIA Complaints and Appeals Policy and Procedure Note to Staff: Staff can provide the list of above documents in hardcopy or by email to an applicant. Where provided by email, that must be noted in this form and the student must reply to the email confirming that they have received the information. If not, confirmation is receiving, staff are required to follow up with the student.	☐
Language, Literacy and Numeracy (LLN) Test result (if an applicant was required to attend the LLN test) Provide a copy of the LLN report extracted from the LLN Robot system to the applicant. Applicant's LLN test outcome: ☐ Pass ☐ Fail Note to Staff: If an applicant fails the LLN test, staff must advise the applicant that they are not eligible at this time to apply for a VET Student Loan. An applicant can re-sit the test after minimum of three (3) months from the day the original LLN test was conducted. In the meantime, an applicant should work on their Language, Literacy and Numeracy skills.	☐
All information required to be provided under the Standards for NVR Registered Training Organisations that relates to ensuring that each applicant is properly informed and	

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Items to discuss	Information Provided
protected. Information staff should provide the following information: • Total tuition fee of the applied course and the amount of tuition fee that is covered by the Vet Student Loans. *(Staff note: refer to the IIA VSL Student Handbook for the tuition fee amount)* • Any non-tuition fee that the student needs to pay for their studies. *(Staff note: refer to the IIA VSL Student Handbook for the tuition fee amount)* • Fees Structure for the applied course *(Staff note: IIA courses have three terms each and course fee will be divided across three (3) terms, refer to the Tuition Fees and Census Dates for VSL Students for the relevant course)* • Course Structure and Delivery Timetable including holidays and weekly class timetable *(Staff note: refer to the IIA VSL Student Handbook and Course Delivery Timetable for the information)* • How can a student withdraw from the course or the course term and how will the refund be paid for both fee-paying students and students' accessing VET Student Loans? *(Staff note: refer to the IIA Withdrawal and Refund Policy and Procedure)* • How can a student make complaints and what are their appeal rights? *(Staff note: refer to the IIA Complaints and Appeals Policy and Procedure)* • Academic and non-academic support available to students at IIA and identify support that an applicant may need during their studies at IIA. Does an applicant need additional support during their studies at IIA? ☐ No ☐ Yes, provide details _____	☐
Confirm if an applicant is interested and considering accessing the VET Student Loans for the applied course? ☐ Yes ☐ No, discuss other payment options Note to staff: **Must not** pressure an applicant to apply for the VET Student Loans. A breach of this requirement will have serious repercussions including potentially termination of employment with IIA.	☐
Ask if an applicant is aware of their available HELP balance? ☐ Yes, provide the HELP balance amount _____ ☐ No, inform applicant that they can check the HELP balance on the myhelpbalance website at www.myhelpbalance.gov.au and must advise the IIA of the HELP balance amount once known, Or	

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Items to discuss	Information Provided
☐ An applicant authorises IIA to check an applicants' HELP balance using the information provided by an applicant during enrolment. Confirm if an applicant is accessing the VET Student Loans for a course or part of the course at other VSL approved provider/s which has not been reported at the time of enrolment? ☐ Yes, provide the amount of VET Student Loan for that course/s_____ ☐ No ☐ Not sure *Note to Staff: Staff must inform an applicant that a VET Student Loan will only cover the amount of course fee equal to their available HELP balance. If there is a shortfall, an applicant will have to pay the gap. The details of gap fee will be provided in the VET Student Loan Statement of Covered Fees.*	☐
Information about the VET Student Loans, including that: a) it is a loan from the Commonwealth; and b) the loan will remain a personal debt until it is repaid to the Commonwealth; and c) the loan may, until the debt is repaid, reduce a student's take-home (after-tax) wage or salary and may reduce the student's borrowing capacity; and d) a student may wish to seek independent financial advice before applying for a loan. *Note to Staff: Staff should also refer an applicant to the VSL information booklet for students and IIA VSL Student Handbook.*	☐
Revise the criteria for being an eligible student for a VET Student Loan. *Note to Staff: Staff should also refer an applicant to the VSL information booklet for students and IIA VSL Student Handbook.*	☐
The application process for a VET Student Loan including information on eCAF. *Note to Staff: Staff should also refer an applicant to the VSL information booklet for students and eCAF fact sheet.*	☐
An explanation that the student may be required during the course to communicate his or her agreement that the Secretary continue to use the VET Student Loan to pay tuition fees for the course (student progression and engagement requirements).	☐
The maximum amount of a VET Student Loan that may be available for the course and an explanation that the amount of the loan cannot be greater than the student's remaining HELP balance.	☐
The total VET Student Loan debt (VETSL debt) a student may incur if the student receives the maximum VET Student Loan (including specifying the loan fee if applicable to the student). *Note to Staff: refer to the Tuition Fees and Census Dates for VSL Students for the relevant course.*	☐
An explanation that the tuition fees for the applied course will be apportioned across a period of three (3) terms and that each term contains one census day. *Note to Staff: Provide a copy of IIA Tuition Fees and Census Dates for VSL Students to an*	☐

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Items to discuss	Information Provided
applicant for their applied course.	
Information about census days, including: a) the meaning of a census day (in accordance with the definition of **census day** in the Provider Manual) Note to Staff: Provide a copy of IIA *Tuition Fees and Census Dates for VSL Students* to an applicant for their applied course. b) that a student may cancel the student's enrolment in the course or the term using the IIA's *Withdrawal and Refund Policy and Procedure* available on IIA website www.ii.edu.au and provide a copy of it to an applicant; and c) if a student withdraws on or before the census day for a course or term, the student will not incur a VETSL debt for the course or term and will receive a refund for any tuition fees already paid for the course or term.	☐
Advice that it is important for an enrolled student to notify the provider of any change of contact details.	☐
Advice that the Department will contact the student to verify the student's enrolment in the course.	☐
Advise that an applicant may wish to receive independent advice in relation to any of the items contained in this checklist or otherwise.	☐
Information on how to access the following websites: a) My Skills website www.myskills.gov.au b) myHELPbalance website www.myhelpbalance.gov.au c) Study Assist website www.studyassist.gov.au d) Study and Training Support Loans Repayment Calculator (ATO website) www.ato.gov.au e) Department of Education Skills and Employment website www.dese.gov.au f) Australian Skills Quality Authority (ASQA) www.asqa.gov.au	☐

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Applicant Declaration (please tick the statements that you agree with):

☐ I have received a copy of the following documents:

- VSL Information Booklet for students;
- IIA VSL Student Handbook;
- eCAF Fact Sheet;
- Student Obligations Fact Sheet;
- Student Progression Fact Sheet; and
- Student Fact Sheet: Tax File Number (TFN) Mismatch
- IIA Withdrawal and Refund Policy and Procedure
- IIA Privacy Policy
- IIA Complaints and Appeals Policy and Procedure

☐ I am interested and willing to apply for the VET Student Loans program for the applied VET Student Loan approved course at IIA.

☐ No Staff at IIA has forced me to apply for the VET Student Loans program at IIA.

☐ I understand all the information discussed with IIA staff regarding the course and the VET Student Loans program during this PTR interview.

☐ I understand my obligations, responsibilities and rights under VET Student Loans program.

☐ I have been advised that I may wish to receive independent advice in relation to any of the items contained in this checklist.

Applicant Signature: **Date:**

If you have attended the LLN test at IIA, please complete the following declaration:

☐ I have been provided with my LLN test result.

☐ I have attended and completed the LLN test in person and under supervision of a staff at IIA campus.

☐ I have not cheated in any form such as using internet or any other resources to complete my LLN test.

☐ I was not provided assistance to answer my LLN test from any staff at IIA (or other person whosoever).

Applicant Signature: **Date:**

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IIA Staff Declaration (please tick the statements that you agree with)

☐ I have provided a copy of the following documents to an applicant in a form requested:

- VSL Information Booklet for students;
- IIA VSL Student Handbook;
- eCAF Fact Sheet;
- Student Obligations Fact Sheet;
- Student Progression Fact Sheet; and
- Student Fact Sheet: Tax File Number (TFN) Mismatch
- IIA Withdrawal and Refund Policy and Procedure
- IIA Privacy Policy
- IIA Complaints and Appeals Policy and Procedure

☐ I have explained to the best of my capability, all the items listed above in the checklist to an applicant including their obligations, responsibilities and rights under the VET Student Loans program.

☐ I have not pressured the applicant in any way to apply for the VET Student Loan program for the applied course.

☐ I am confident that an applicant understood all the items discussed during this PTR interview.

☐ I am satisfied that an applicant meets the academic suitability criteria in accordance with Rule 80 of the VET Student Loans Rules 2016 for enrolling in the nominated course.

Staff Signature: **Date:**

If an applicant has attended the LLN test at IIA, complete the following declarations

☐ The applicant has attended and completed the LLN test in person and under my supervision.

☐ The applicant has not cheated in any form such as using internet or any other resources to answer the LLN test (including assistance from any other person).

☐ I have not provided assistance with an exception of clarifying questions, as required, to the applicant to answer their LLN test.

☐ I am satisfied with the applicant attending and completing their LLN test.

Staff Signature: **Date:**

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Administration Manager Declaration and Approval

☐ I have reviewed the application and confirm that the application is complete.

☐ I have reviewed and assessed all documents provided by the applicant to assess their eligibility for the applied course and for access to a VET Student Loan for the course, including checking;

- Citizenship and residency requirements
- Academic suitability requirements
- Tax File Number requirements
- Unique Student Identifier requirements
- Age Proof requirements
- Domestic Student Enrolment Form
- Sufficient HELP balance requirement
- Applicant's VEVO outcome (where an applicant holds a permanent humanitarian visa)

Application Outcome

☐ Approved, I am satisfied that the applicant meets all eligibility requirements to study the course and apply to access a VET Student Loan for the approved course.

☐ Rejected, provide details

_____

_____

Administration Manager Signature: **Date:**

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Institute Australia

RTO Code: 91275
email: admin@ii.edu.au
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Domestic Student Enrolment Form

Instructions to applicants:

- Please complete all the relevant sections of this form and attach the evidence's required.
- Please submit this completed form and required evidence's either in person to Student Administration or via email at admin@ii.edu.au
- If you have any questions, please contact IIA Student Administration Team via phone call on +61 3 8339 0030 or via an email at admin@ii.edu.au

1. Student Details

Title	
Student ID (if known)	
Surname (Legal Family Name)	
First Name (Legal Given Name)	
Middle Name (Legal Middle Name)	
Date of Birth	
Nationality	
Gender	☐ Male ☐ Female ☐ Indeterminate/Intersex/Unspecified

2. Contact Details

Email Address		Email Address 2	
Mobile Phone		Home Phone	

3. Home Address (Must NOT be a PO Box)

Number and Street			
Suburb		State	
Postcode		Country	

4. Postal Address (If different from Home Address)

Number and Street			
Suburb		State	
Postcode		Country	

5. Course Choice (Please tick the Course you wish to apply for)

☐ CHC51015 Diploma of Counselling (Approved for VET Student Loan)

☐ CHC52015 Diploma of Community Services (Approved for VET Student Loan)

☐ BSB50420 Diploma of Leadership and Management (Approved for VET Student Loan)

☐ BSB60420 Advanced Diploma of Leadership and Management (Approved for VET Student Loan)

Do you wish to access VET Student Loan for the course you have chosen above?

☐ Yes ☐ No

If yes, We strongly encourage you to take your time in understanding you obligations under the VET Student Loans before making a decision to apply for it.

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For further information on VET Student Loan, please visit the Department of Education, Skills and Employment website https://www.dese.gov.au/vet-student-loans/vet-information-students and Infinity Institue's website www.ii.edu.au or contact Infinity Insitute Australia student administration team by phone: 03 8339 0030 or email: admin@ii.edu.au.

6. Language and Cultural Diversity

Where were you born?	☐ Australia	☐ Other (Specify)

Do you speak a language other than English at home? (If more than one language, indicate the one that is spoken most often)	☐ No, English Only	☐ Yes, other (Please specify)

How well do you speak English?	☐ Very well	☐ Well	☐ Not well	☐ Not at all
How well do you read and write in English?	☐ Very well	☐ Well	☐ Not well	☐ Not at all

Are you of Aboriginal or Torres Strait Islander origin? (For persons of both Aboriginal and Torres Strait Islander origin, mark both 'Yes' boxes.)	☐ No	☐ Yes, Aboriginal	☐ Yes, Torres Strait Islander

7. Disability

Do you consider yourself to have a disability, impairment or long-term condition?	☐ Yes	☐ No

If Yes, please indicate the areas of disability, impairment or long-term condition:(You may indicate more than one area.)

☐ Hearing/ Deaf	☐ Mental illness
☐ Physical	☐ Acquired brain impairment
☐ Intellectual	☐ Vision
☐ Learning	☐ Medical condition

☐ Other (Specify)

8. Schooling

What is your highest COMPLETED school level? (Tick ONE box only)

☐ Never attended School	☐ Completed Year 12	☐ Completed Year 11
☐ Completed Year 10	☐ Completed Year 9 or Equivalent	☐ Completed Year 8 or Equivalent

In which year did you complete your highest school level?	
Are you still attending secondary school?	☐ Yes ☐ No

You will need to either:
- Provide a certified copy of your highest COMPLETED School level certificate. To know, who can certify a document, click here. OR
- Bring your original document to IIA. IIA staff member will sight the original document and will make a copy of the original document and confirm that they have sighted the original document.

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9. Previous qualification achieved

Have you SUCCESSFULLY completed any of the following qualifications listed below?	☐ Yes	☐ No

If Yes, please enter one of these Prior Education Achievement Recognition Identifiers for all qualifications, use the following priority order to determine which identifier to use:

	Australian	Australian equivalent	International
Bachelor's Degree or Higher Degree	☐	☐	☐
Advanced Diploma or Associate Degree	☐	☐	☐
Diploma (or Associate Diploma)	☐	☐	☐
Certificate IV (or Advanced Certificate/Technician)	☐	☐	☐
Certificate III (or Trade Certificate)	☐	☐	☐
Certificates II	☐	☐	☐
Certificates I	☐	☐	☐
Certificates other than above	☐	☐	☐

You will need to either:
- Provide a certified copy of your previous completed qualification. To know, who can certify a document, click here. OR
- Bring your original document to IIA. IIA staff member will sight the original document and will make a copy of the original document and confirm that they have sighted the original document.

10. Study reason

Of the following categories, which BEST describes your main reason for undertaking the course? (Tick ONE box only)

☐ 01 To get a job   ☐ 07 I wanted extra skills for my job

☐ 02 To develop my existing business   ☐ 08 To get into another course of study

☐ 03 To start my own business   ☐ 12 For personal interest or self-development

☐ 04 To try for a different career   ☐ 11 Other reasons

☐ 05 To get a better job or promotion ☐ 13 To get skills for community/voluntary work

☐ 06 It was a requirement of my job

11. Citizenship and Residency Details

Country of Birth		Year arrived in Australia (if not born here)	

Which of the following are you?

☐ Australian Citizen	☐ Permanent humanitarian visa Holder
☐ A Qualifiying New Zealand Citizen	☐ Other (please specify)

New Zealand Citizens ONLY

	Yes	No
(For IIA to assess if you are a qualifiying New Zealand citizen, please answer the following 5 questions . You must provide evidence.)		
Do you hold a Special Category Visa?	☐	☐
Have you been in Australia at least 10 years prior to your enrolment date?	☐	☐
Did you enter Australia as a minor with no spouse or de facto partner?	☐	☐

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Have you lived in Australia for at least 8 of the last 10 years?	☐	☐
Have you lived in Australia for a total of 18 months of the last two years before your enrolment day?	☐	☐

12. Employment

Of the following categories, which BEST describes your current employment status? (Tick ONE box only)

For casual, seasonal, contract and shift work, use the current number of hours worked per week to determine whether full time (35 hours or more per week) or part-time employed (less than 35 hours per week).

☐ 01 Full-time employee

☐ 02 Part-time employee

☐ 03 Self-employed – not employing others

☐ 04 Self-employed – employing others

☐ 05 Employed – unpaid worker in a family business

☐ 06 Unemployed – seeking full-time work

☐ 07 Unemployed – seeking part-time work

☐ 08 Not employed – not seeking employment

Which of the following classifications BEST describes your current or most recent occupation? (Tick ONE box only)

☐ 1. Managers

☐ 2. Professionals

☐ 3. Technicians and Trade Workers

☐ 4. Community and Personal Service Workers

☐ 5. Clerical and Administrative Workers

☐ 6. Sales Workers

☐ 7. Machinery Operators and Drivers

☐ 8. Labourers

☐ 9. Other

Which of the following classifications BEST describes the industry of your current or previous Employer?

☐ A. Agriculture, Forestry and Fishing

☐ B. Mining

☐ C. Manufacturing

☐ D. Electricity, Gas, Water and Waste Services

☐ E. Construction

☐ F. Wholesale Trade

☐ G. Retail Trade

☐ H. Accommodation and Food Services

☐ I. Transport, Postal and Warehousing

☐ J. Information Media and telecommunications

☐ K. Financial and Insurance Services

☐ L. Rental, Hiring and real Estate Services

☐ M. Professional, Scientific and Technical Services

☐ N. Administrative and Support Services

☐ O. Public Administration and Safety

☐ P. Education and Training

☐ Q. Health Care and Social Assistance

☐ R. Arts and recreation Services

☐ S. Other Services

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13. Victorian Student Number (VSN)

To be completed by all students aged up to 24 years:

Since 2009 in schools and since 2011 for vocational education and training (VET) organisations and Adult Community Education providers, a Victorian Student Number (VSN) has been allocated upon enrolment to each individual student aged up to 24 years.

Students must report their VSN on all subsequent enrolments at a Victorian school or training organisation. In particular, all students who are currently enrolled in either a VET provider or a Victorian school (including those already participating in a VET in schools program) should obtain their VSN from their current education or training organisation and report their VSN on this enrolment form.

Students who are enrolling for the first time since the VSN was introduced will get a new VSN.

Do you have a Victorian Student Number (VSN)?

☐ Yes (provide your VSN) _____

☐ No

If no, have you attended any Victorian school since 2009 or done any training with a vocational education and training (VET) registered training organisation or an Adult and Community Education provider in Victoria since 2011?

☐ No - I have not attended a Victorian school since 2009 or a TAFE or other VET training provider since the beginning of 2011.

☐ Yes - I have attended a Victorian school since 2009. Most recent Victorian school attended:

_____

and/or

☐ Yes - I have participated in training at a TAFE or other training organisation since the beginning of 2011.

List the most recent training organisations with which you have participated in training in Victoria since 2011 (List up to 3 training organisations)

_____

_____

_____

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14. Unique Student Identifier (USI)

From 1 January 2015, you can be prevented from being issued with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). If you have not yet obtained a USI you should apply for it directly at http://www.usi.gov.au/create-your-USI/ on your computer or mobile device. Please note that if you would like to specify your gender as 'other' you will need to contact the USI Office for assistance.

Do you have a USI?

☐ Yes (provide your USI here):

☐ No, but I would like IIA Australia to apply for a USI on my behalf.
If you would like IIA to apply for a USI on your behalf, you must authorise us to do so and declare that you have read the privacy information at Australian Government website at https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf.

You must also provide some additional information as noted at the end of this form so that we can apply for a USI on your behalf.

I, (print your name) _____, authorise IIA to apply, pursuant to sub-section 9(2) of the *Student Identifiers Act 2014*, for a USI on my behalf.

☐ I have read and I consent to the collection, use and disclosure of my personal information (which may include sensitive information) pursuant to the information detailed at https://www.usi.gov.au/documents/privacy-notice-when-rto-applies-their-behalf , and NCVER policies, procedures and protocols published on NCVER's website at RTO Hub (ncver.edu.au)

Date: ___/___/_____ Student Signature

Preferred contact method	☐ Phone	☐ Email	☐ Mail

Town/ City of Birth:
(please write the name of the Australian or overseas town or city where you were born)

We also need to verify your identity to create your USI. Please provide details (and copies) for one of the forms of identity below. Please ensure that the name written in 'Student Details' section is exactly the same as written in the document you provide below.

Australian Driver Licence

State/Territory	
Licence Number	

Medicare Card

Colour of your Medicare Card	☐ Green	☐ Yellow	☐ Blue

Medicare Card Number								Expiry Date	

Individual reference number (next to your name on Medicare card)	

Australian Birth Certificate

State/Territory	

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Passport				
Australian Passport Number				
Non - Australian Passport Number (with Australian Visa)			Issuing Country	
Immicard				
Immicard Number				
Citizenship Certificate				
Stock number		Acquisition date		
Certificate of Registration by Descent				
Acquisition date				
In accordance with section 11 of the *Student Identifiers Act 2014 (s.11)*, IIA will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.				

15. Victorian Government's VET Student Enrolment Privacy Notice & Student Declaration

The Victorian Government, through the Department of Education and Training (the Department), develops, monitors and funds vocational education and training (VET) in Victoria. The Victorian Government is committed to ensuring that Victorians have access to appropriate and relevant VET services. Any personal information collected by the Department for VET purposes is protected in accordance with the Privacy and Data Protection Act 2014 (Vic) and the Health Records Act 2001 (Vic).

Collection of your data
IIA is required to provide the Department with student and training activity data. This includes personal information collected in the [RTO] enrolment form and unique identifiers such as the Victorian Student Number (VSN) and the Commonwealth's Unique Student Identifier (USI).

IIA provides data to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines, available at: DET Website
http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx

Use of your data
The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning, including interaction between the Department and Student where appropriate.
The data may also be subjected to data analytics, which seek to determine the likelihood of certain events occurring (such as program or subject completion), which may be relevant to the services provided to the student.

Disclosure of your data
As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other government agencies, professional bodies and/or other organisations for VET-related purposes. In particular, this includes disclosure of VET student and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and Regulatory
The Department's collection and handling of enrolment data and VSNs is authorised under the Education and Training Reform Act 2006 (Vic). The Department is also authorised to collect and handle USIs in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth).

Survey participation
You may be contacted to participate in a survey conducted by NCVER or a Department-endorsed project, audit or review relating to your training. This provides valuable feedback on the delivery of VET programs in Victoria. Please note you may opt out of the NCVER survey at the time of being contacted.

Consequences of not providing your information
Failure to provide your personal information may mean that it is not possible for you to enrol in VET and/or to obtain a Victorian Government VET subsidy.

Access, correction and complaints
You have the right to seek access to or correction of your own personal information. You may also complain if you believe your privacy has been breached.
For further information, please contact IIA administration team in the first instance by phone +61 3 8339 0030 or e-mail admin@ii.edu.au

Further information

For further information about the way the Department collects and handles personal information, including access, correction and complaints, go to Victorian State Government Eduaction and Training Website: http://www.education.vic.gov.au/Pages/privacypolicy.aspx

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For further information about Unique Student Identifiers, including access, correction and complaints, go to Australian Government website at: http://www.usi.gov.au/Students/Pages/student-privacy.aspx

Student Declaration:

☐ I acknowledge that I have read the Victorian Government's VET Student Enrolment Privacy Notice.

Date: ___/___/_____ Student Signature

Date: ___/___/_____

Parent/Guardian Signature (Parental/guardian consent is required for all students under the age of 18.)

16. Privacy Statement & Student Declaration

Under the *Data Provision Requirements 2012*, IIA is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by IIA for statistical, administrative, regulatory and research purposes.

IIA may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au .

For more information about NCVER's Privacy Policy go to https://www.ncver.edu.au/privacy

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Student Declaration:

☐ I declare that the information I have provided to the best of my knowledge is true and correct.

☐ I understand that IIA is required to submit data sourced from this enrolment form to the National Centre for Vocational Education Research Ltd (NCVER) as a regulatory reporting requirement. The information contained on my enrolment form may be used by IIA or the following third parties for administrative, regulatory and/or research purposes:

> ➢ School – if I am a secondary student undertaking VET, including a school-based apprenticeship or traineeship.
>
> ➢ Employer – if I am enrolled in training paid by my employer.
>
> ➢ Government departments and authorised agencies.
>
> ➢ NCVER.
>
> ➢ Organisations conducting student surveys.
>
> ➢ Researchers.

☐ I may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. (Please note you may opt out of the survey at the time of being contacted.)

Date ___/___/_____ Student Signature

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17. Terms and Conditions

1. IIA is required to provide the Victorian Government (through the Department of Education and Training (DET)) with student and training activity data which may include information provided by the student in this enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines, available at:http://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx

   The DET may use the information provided to it for planning, administration, policy development, program evaluation, communication, resource allocation, reporting and/or research activities. For these and other lawful purposes, The DET may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

2. Selection and enrolment at IIA is carried out in an ethical and responsible manner. Individual interviews are conducted to ensure applicants meet the entry requirements, are well informed about our courses and provide the opportunity to identify any special requirements the applicant may have. All successful applicants must complete the orientation program to familiarise themselves with the college's services, facilities and procedures.

3. IIA endeavours to create a positive learning environment and provide student support services which are free of coercion, unfair treatment and harassment of students. Students are encouraged to achieve their personal best through the provision of valid learning and assessment tools and methods that are most suited to their diverse needs. IIA has a fair and open Complaints Policy to address student complaints and appeals, and ensures all outcomes are on record in writing.

4. All staff of IIA abide by the principles of access and equity and ensures that they behave in a non-discriminatory manner. Equity issues are discussed and considered at a management level whilst updates and changes to equity legislation are communicated at manager's meetings.

   Where a student has a concern regarding their treatment, the student should refer to the Infinity Institue's Complaints and Appeals policy and procedure.

5. IIA gives the guarantee to provide the training and/or assessment once the student has commenced study in their chosen qualification unless other factors prevent this such as non-payment of fees, IIA withdrawal or suspension of the student.

6. Refunds will be in accordance with the IIA's Withdrawals and Refund Policy & Procedure.

7. A Statement of Attainment of the completed units will be issued upon request at any time during the course. A full qualification will be issued once all units have been satisfactorily completed and there are no outstanding debts to IIA.

8. IIA is committed to protecting an individual's right to privacy in accordance with *Privacy Act 2001*.

9. IIA will provide training and assessment in relation to the course. IIA is responsible for the quality of the training and assessment in compliance with the *Standards for RTOs 2015*, and for the issuance of the AQF certification documentation.

10. IIA must, during the course of delivering the training monitor and record training progress of each student. IIA will provide both academic and non-academic support to each student, if required.

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11. In the event of any change in contact details, the student must notify IIA as soon as practicable by completing Update Student Record form and providing this to student administration team.

12. All students enrolled in and participating in programs or using the services of IIA are expected to maintain appropriate standards of conduct at all times. Where behaviour is deemed to be improper or inappropriate, action may be taken as outlined in IIA's Code of Conduct & Practice.

13. Where a student is applying for a VET Student Loan, that applicant confirms they have been provided with, read and understand all documents in relation to applying for a VSL Student Loan. Further, they acknowledge and accept the responsibilities, obligations and rights that are associated with the applicant and grant of a VET Student Loan.

☐ I, (print your name) _____ , agree to all the Terms and Conditions set out above, and to all IIA's Policies and Procedures.

IIA policies and procdeures are available on our website: www.ii.edu.au . For more information, please contact IIA student administration team by phone +61 3 8339 0030 or e-mail at admin@ii.edu.au

Date: ___/___/_____ Student Signature

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18. Student Declaration

In signing this form I acknowledge and declare that:

☐ I have read and understood and consent to the privacy statement and have completed all questions and details on the enrolment and eligibility forms.

☐ I agree to be bound by IIA's Code of Conduct & Practice, regulations, policies and disciplinary procedures whilst I remain an enrolled student.

☐ My participation in this course is subject to the right of IIA to cancel or amalgamate courses or classes. I agree to abide by all rules and regulations of IIA. I understand and have been provided with information by IIA in relation to Credit Transfer and RPL.

☐ I confirm that I have been informed about the training, assessment and support services to be provided, and about my rights and obligations as a student at IIA.

☐ I have also visited IIA website to review Training and Assessment options available to me including but not limited to duration, location, mode of delivery and work placement (if any), fees, refunds, complaints, census dates and withdrawals.

☐ I authorise IIA or its agent, in the event of illness or accident during any IIA organised activity, and where emergency contact next of kin cannot be contacted within reasonable time, to seek ambulance, medical or surgical treatment at my cost.

☐ My academic results will be withheld until my debit is fully paid and any property belonging to IIA has been returned.

☐ I acknowledge that from time to time IIA may send me information regarding course opportunities and other promotional offers and that I have the ability to opt out to receiving this material.

☐ I confirm that I have been provided with, read and understood all documents in relation to applying for a VSL Student Loan. Further, I acknowledge and accept the responsibilities, obligations and rights that are associated with the applicant and grant of a VET Student Loan.

Date ___/___/_____ Student Signature

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