



# Enrolments Policy

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POLICY AREA: Administration,

SYSTEM: Students Services

## Modification History

Date	Version	Description of modifications
01/01/2018	1	First publication
31/03/2018	2	Reviewed
20/08/2018	3	Reviewed to assure compliance with Skills First More detailed instructions on fee statement and Xero invoicing. Restructured and rewritten entire sections Updated Guidelines about determining eligibility v4.1 published August 2018

## Contents

MODIFICATION HISTORY.....	1
DEFINITIONS.....	4
SCOPE.....	6
PURPOSE.....	6
ENROLMENT PROCESS.....	6
ENROLMENT OFFICER.....	6
REQUIREMENTS FOR ENROLMENT.....	6
<b>STEP 1 - PRE TRAINING REVIEW.....</b>	<b>7</b>
GENERAL ENTRY REQUIREMENTS FOR ALL COURSES.....	7
CHECK ELIGIBILITY FOR FUNDED PLACEMENT.....	7
PROXY DECLARATIONS FOR INDIVIDUALS IN EXCEPTIONAL CIRCUMSTANCES.....	9
PRE TRAINING INTERVIEW OR CONVERSATION.....	9
RECOGNITION OF PRIOR LEARNING AND CREDIT TRANSFER.....	10
LEARNING, LITERACY AND NUMERACY TEST.....	10
<b>STEP 2 FEES.....</b>	<b>11</b>
DOCUMENTS, POLICIES AND PROCEDURES.....	11
STATEMENT OF FEES TO BE COMPLETED ON PRE TRAINING REVIEW FORM.....	11
TUITION FEE WAIVERS/EXEMPTIONS.....	12
CONCESSION FEES FOR TUITION FEE.....	12
GENERAL CONCESSIONS (TUITION FEE).....	13
INDIGENOUS COMPLETION INITIATIVE.....	13
<b>STEP 3 ENROLMENT.....</b>	<b>13</b>
ENROLMENT APPLICATION FORM.....	13
VICTORIAN STUDENT NUMBER.....	14
USI.....	14
<b>STEP 4 PAYMENT PLAN.....</b>	<b>14</b>
THE PAYMENT PLAN FORM.....	14
<b>STEP 5 ADMINISTRATIVE PROCEDURE.....</b>	<b>14</b>
XERO.....	14
STUDENT MANAGEMENT SYSTEM.....	15
CREATION OF THE STUDENT FILE.....	15
TRAINING PLAN.....	15

TRAINING PLAN REQUIREMENTS FOR APPRENTICES / TRAINEES .....	16
DOCUMENTS .....	18
LEGISLATION.....	18
POLICY REVIEW DATE .....	18

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## Definitions

### Apprentice

An Apprentice is defined as a person who has entered into a registered training contract seeking to undertake a qualification defined as an apprenticeship in a relevant Victorian Approved Training Scheme.

An Apprentice does not include a person who:

- has entered into a training contract registered interstate;
- is undertaking a pre-apprenticeship; or
- Is a party to a registered training contract in a qualification defined as a Traineeship in a relevant Victorian Approved Training Scheme?

### Foundation Skills

Includes literacy, numeracy and language skills. Foundation level courses assist people to develop the skills they need in literacy, numeracy, language, self-management and job-readiness. People undertaking these courses may have left school before completing Year 12, and may have missed out on the base level learning needed for further training. Foundation Skills List means the specific list of approved foundation courses issued by the Department from time to time.

### Skills Creation

Courses, at Certificate I and II level are for people who wish to undertake basic training in an industry area, either because they need to use the relevant skills immediately in the workplace, or because they wish to prepare for entry to work in that industry.

### Skills Building

Courses, at Certificate III and IV level are for people who want to enter a skilled trade or practice an occupation that calls for skills and knowledge beyond the basic level qualifications at this level require significant commitment by learners and may provide entry to licensed or otherwise regulated skilled occupations.

### Skills Deepening

Skills Deepening courses are valued because they lead to the higher qualifications needed for innovation-driven economic growth. Skills deepening courses are at Diploma, Advanced Diploma, and Vocational Graduate Certificate and Vocational Graduate Diploma level. These are for people who are progressing to a higher level within an industry area in which they already have employment or who wish to enter employment at the more skilled, specialized or paraprofessional level. Fees for these courses will be charged in

accordance with the minimum and maximum fees as published in the Victorian policy document Securing Jobs for Your Future – Skills First.

**Prior Qualification**

Prior Qualification applies to qualifications, not course categories. For the purpose of applying this criterion, the following qualifications are equivalent to Certificate II:

- the Victorian Certificate of Applied Learning (Intermediate and Senior);
- the Victorian Certificate of Education and its predecessor qualifications;
- the International Baccalaureate Diploma; and
- Senior secondary school certificates from other Australian jurisdictions.

VET certificates completed as part of a senior secondary qualification will be exempted from the Skills First up-skilling requirement for individuals aged 20 years and over. With reference to vocational Graduate Certificate and vocational Graduate Diploma level qualifications, for the purpose of determining the highest qualification held, the Australian Qualification Framework (AQF) applies, i.e. qualifications at Bachelor Degree level are lower than qualifications at vocational Graduate Certificate and vocational Graduate Diploma level. For the purpose of applying this criterion, the following prior qualifications are not taken into account:

- qualifications listed in the Foundation Skills category; and
- qualifications with the title „Course in..." which are not aligned to a specified level within the Australian Qualifications Framework (AQF); and
- Non-Australian qualifications, except where equivalency has been formally established with a qualification within the AQF.

## Scope

To outline the process of Enrolment.

This policy applies to all domestic student Enrolment for Government funded courses, excluding the one enrolling under VET STUDENT LOANS where appropriate and fee for service where appropriate.

This policy applies to short courses Enrolment where appropriate.

## Purpose

These guidelines must be abide by all the administrative staff included regional offices. Insufficient preparation, lack of knowledge or lack of attention do not constitute an excuse. However reasonable support is provided.

Due to the sensitivity of the subject matter, repetitive mistakes will be considered underperformance and eventually lead to disciplinary action as outlined in the managing underperformance procedure.

It is important that each staff member who has to work with this policy is active in continuing to improve the same for the sake of clarity of the subject matter.

## Enrolment Process

1. The enrolment process must follow the sequence as below:
  - (a) Pre-training review including the Learning, Literacy and numeracy test or evaluation;
  - (b) Enrolment

## Enrolment Officer

2. Enrolment officer is responsible for determining the eligibility of applicants for government subsidized places, including eligibility by exemption. He or she is also responsible for determining verification processes, if any, to be applied to evidence supplied by applicants. (2018 Guidelines about Determining Student Eligibility and Supporting Evidence, Skills First Program (Version 4., August 2018 release)
3. Only staff members, formally delegated by the CEO, can perform the duties described in this policy. (RTO Authorized Delegate Form)

## Requirements for enrolment

4. A Person must be enrolled in accordance with the procedure set out in this policy and requirements listed in Pre-Training Review, Enrolment form and Payment plan form
  - (a) The candidate must undertake training at a physical location in Victoria;

- (b) The candidate must be eligible for any Government contribution according to the rules issued by the relevant authority from time to time.
- (c) The candidate undertakes pre training review

## **STEP1 - Pre training review**

### **General entry requirements for all courses**

- 5. The enrolment officer must check that the candidate is
  - (a) An Australian Citizen or a holder of permanent visa or a New Zealand citizen;
  - (b) enrolling and commencing training in a course or qualification provided by NAHB between the Commencement Date and 31 December 2019 inclusive; and
  - (c) is either:
    - (i) under 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training;
    - (ii) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training in a Foundation Skills List course;
    - (iii) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training as an Apprentice (not Trainee);
    - (iv) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in training in the Victorian Certificate of Education or the Victorian Certificate of Applied Learning (Intermediate or Senior); or
    - (v) over 20 years of age (as at 1 January in the year of commencement of training) and enrolling in nationally recognised training in a course that is at a higher qualification level than the highest qualification held at the time of the scheduled commencement of training.

### **Check eligibility for funded placement**

- 6. The Enrolment officer proceed according to the pre training review form process. Under any circumstances the Enrolment officer is authorized to collect document different from the one prescribed in the pre training review form. All the documents indicated in the form must be:
  - (a) Photocopied and dated;
  - (b) Executed "[your name] I have sighted the original document and certify this to be true copy of the original.
- 7. The Enrolment officer must be aware of the following:

- (a) The evidence described in the Guidelines about Determining Student Eligibility and Supporting Evidence must be recorded in the form prescribed by the Department and reported in the pre training review form and must be made available to the Department (or persons authorized by the Department) for audit or review purposes.
  - (b) Prior to the commencement of training, for each individual that the enrolment officer assesses as eligible for the Skills First, must:
    - (I) complete in hard copy or electronically, the information and declarations specified in the Evidence of Eligibility and Student Declaration form in the pre training review
    - (c) Sight in hard copy original or certified photocopies of the original evidence of eligibility specified in the Evidence of Eligibility and Student Declaration form contained in the pre training review.
      - (I) A certified photocopy is a photocopy of an original document which has been certified as being a true copy by a person listed at the pre training review.  
**Note, as per clause 2.6 of the Guidelines (v4.1, August 2018 release) Certified photocopies that are scanned or faxed are not acceptable forms of evidence for the purpose of enrolment.**
8. An individual is not eligible for government subsidized training under the 2018-19 Standard VET Funding Contract (Skills First Program) if the individual is:
- (a) A student enrolled in a school (excluding a School Based Apprentice/Trainee).
  - (b) within the meaning of the Corrections Act 1986, a prisoner held at a prison, including but not limited to and within the limit of the 2018-19 Standard VET Funding Contract (Skills First Program)
  - (c) Individuals referred to training under the particular initiatives set out below may not be required to meet particular aspects of eligibility criteria in Clause 2 of Schedule 1 of the 2018-19 Standard VET Funding Contract (Skills First Program).
  - (d) The individuals undertaking training under the following arrangements must present the relevant Referral Form to the RTO prior to enrolment:
    - (I) Asylum Seekers VET Program;
    - (II) Latrobe Valley Initiative;
    - (III) Back to Work;
  - (e) The Enrolment officer must:



- (I) enroll the individual in accordance with the relevant procedures issued by the Department from time to time; and
- (II) Retain a copy of the relevant Referral Form for audit or review purposes.

### **Proxy declarations for individuals in exceptional circumstances**

9. The RTO must make all reasonable efforts to assist an individual to demonstrate their citizenship/residency status in the conventional way, with a proxy declaration being used in exceptional and specific circumstances only.
10. The RTO must seek the approval of the Department for each individual for whom a proxy declaration is being proposed. Cases should be presented as robustly as the circumstances allow via the enquiry function of the Skills Victoria Training System (or successor).

### **Pre training interview or conversation**

11. During the pre-training review the Enrolment officer must review the candidate's current competencies including literacy and numeracy skills prior to commencement in training.
12. The Pre-Training Review must:
  - (a) Identify any competencies previously acquired (Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC) or Credit Transfer);
  - (b) Ascertain the most appropriate qualification for that student to enroll in, including consideration of the likely job outcomes from the development of new competencies and skills; and
  - (c) Ascertain that the proposed learning strategies and materials are appropriate for that individual.
13. The Enrolment officer must inform the Eligible Individual:
  - (a) that the enrolment is under the Skills First and may impact their access to further government subsidized training; Eligibility assessment processes must involve informative discussions with applicants, as well as comprehensive assessments of the circumstances against the eligibility requirements of the 2018-19 Standard VET Funding Contract (Skills First Program), including any variations to that 2018-19 Standard VET Funding Contract (Skills First Program); in particular:
    - (I) An individual is eligible to commence a maximum of two government subsidized courses in a calendar year. Where an individual is enrolled in a courses that is scheduled to commence at a later date in that calendar year, this courses must be counted for the purpose of this clause when assessing eligibility.

- (b) An individual is eligible to undertake a maximum of two government subsidized courses at any one time.
- (c) An individual is eligible to undertake a maximum of two government subsidized courses at a same level in their lifetime (excluding courses listed on the foundation skills list).
- (d) If an individual is seeking to enroll in an Apprenticeship (not Traineeship), qualifications listed in the Pre-Apprenticeship and Pathway Qualifications will not be counted towards the course maximums outlined.

### **Recognition of prior learning and credit transfer.**

14. **Recognition of prior learning or credit transfer according to the Skills Recognition Policy.** If the candidate claims to have previous qualification or has record of previous participation to an Australian Nationally qualified course the Enrolment officer must:

- (a) Determine whether or not a credit transfer will apply according to the Skill recognition policy;
- (b) Whether or not an RPL can be offered to the candidate according to the Skills Recognition policy;

15. If credit transfer is applied the Enrolment officer must:

- (a) Ask for the original copy of the statement of result from the student; make a copy of the statement, certify it and keep the copy in the student file. Without this piece of evidence credit transfer cannot be applied.
- (b) Refer the file for RPL or Credit Transfer to the Education Manager for determination.
- (c) If the student has credit transfer from previous study at NAHB, a copy of statement of result must be printed off from the Student Management System and kept in the student's current file.

### **Learning, Literacy and Numeracy test**

16. During the pre-training review process the Enrolment officer must:

- (a) Test the candidate;
- (b) Record the results in consultation with the LLN Assessor and determine the level of course that can be undertaken by the candidate;
- (c) Record the results on the pre training review form as directed.

17. Special arrangement can be made for the student to participate to a course if their Learning Literacy Numeracy are not quite sufficient. Expenses for special arrangements are to be borne by the student. If the applicant is deemed to have

insufficient level of LLN proficiency in the course chosen, they are to be referred to a foundation English course. In this case, the course duration may be extended and the trainers will be required to follow up on the special arrangement regularly as part of the course progress.

18. Report of any special arrangement must be prepared by the enrolment officer in consultation with the LLN Assessor and the relevant trainer.

## Step 2 Fees

### Documents, policies and procedures

19. The Enrolment officer and administration officer must know without failure to:
  - (a) The requirements set out in the Guidelines about Fees as issued by the Department and updated from time to time; and
  - (b) any subsequent relevant requirements set out in:
    - (I) a Contract Notification; and / or
    - (II) orders or regulations pursuant to the Act or the National Act with respect to the amount, imposition and collection of tuition fees and other fees for government subsidized training and financial and accountability requirements with regards to student fees (Fee Requirements) as if they were set out in the 2018-19 Standard VET Funding Contract
  - (c) For the avoidance of doubt:
    - (I) Fee Requirements set out in any subsequent Contract Notification or subsequent orders or regulations pursuant to the Act or the National Act take priority over Fee Requirements set out in the Guidelines about Fees; and
    - (II) Fee Requirements set out in orders or regulations pursuant to the Act or the National Act take priority over Fee Requirements set out in a Contract Notification.
20. The enrolment officer and the administration officer must understand and apply as required:
  - (a) Statement of Fees
  - (b) Refunds Policy
  - (c) Payment Plan Form
  - (d) Application for hardship
  - (e) Personal Hardship

### Statement of fees to be completed on pre training review form

21. The Enrolment office must fill out the statement of fee in the pre-training review form.
22. The statement of fee must indicate clearly all the fees, in an itemized manner, to be paid by the student and government subsidy under Skills First program as applicable

23. The said subsidy is a simple multiplication of the scheduled hours by the price paid by the Department and contained in the statement of fee for students published on the website.
24. The statement of fee must correspond with the invoice imputed in Xero.
25. The statement of fee is the proof of the conversation about fee with the student.
26. The student must be provided with the copy of the statement of fee and an invoice from Xero must be emailed to the student
27. The student must acknowledge and sign the Statement of Fee including the refund policy

### **Tuition fee waivers/exemptions**

28. The fee waiver applies to referred and in the following condition:
  - (a) Judy Lazarus Transition Centre students
  - (b) Young people on community based orders
29. The Enrolment office must allow tuition fee waivers/exemptions in accordance with the Guidelines.
30. Prior to the commencement of training, the RTO must sight and retain copies of all documentation demonstrating an individual's eligibility for the tuition fee waiver/exemption granted by the RTO for audit or review purposes and to meet the record keeping requirements.
31. The RTO must report to the Department all tuition fee waivers/exemptions granted by the RTO in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by the Department from time to time.

### **Concession fees for tuition fee**

32. **The Enrolment officer must apply concessions on standard fees in accordance with this policy and the policies recall above to eligible individual.**
33. The concession fee is be 20 per cent of the NAHB'S's published tuition fee, being the fee that the RTO would have charged a non-concession government subsidized student in the same course at that time.
34. If an individual who was previously eligible for a concession becomes ineligible for the concession before the completion of the hours for which they have paid tuition fees, this does not affect the tuition fees payable for the enrolment.
35. **During pre-training review procedure, the Enrolment officer must sight and retain copies of all documentation demonstrating an individual's eligibility for the fee concession granted by the RTO for audit or review purposes and to meet the record keeping requirements.**

### **General Concessions (Tuition fee)**

36. For enrolments in courses at the Certificate IV level and below, the RTO must charge the concession fee to an individual who, prior to the commencement of training, holds a current and valid:
  - (a) Health Care Card issued by the Commonwealth;
  - (b) Pensioner Concession Card; or
  - (c) Veteran's Gold Card; or
  - (d) an alternative card or concession eligibility criterion approved by the Minister for the purposes of these Guidelines
37. The enrolment officer must apply concession fee for a deep Indigenous Completions Initiative.
38. **The Enrolment officer must retain a copy of the relevant concession card**

### **Indigenous completion initiative**

39. Under the Indigenous Completions Initiative, for enrolments in a course at any level the RTO must charge the concession fee to individuals who self-identify as being of Aboriginal or Torres Strait Islander descent (and are reported as such through the "Indigenous Student Identifier" field of the Student Statistical Report).
40. **The RTO must retain a copy of the enrolment form on which the individual self-identified as indigenous.**

## **Step 3 Enrolment**

### **Enrolment application form**

41. The enrolment officer must complete enrolment form with the students for every course.
42. The enrolment officer must complete enrolments in accordance with the:
  - (a) Victorian VET Student Statistical Collection Guidelines;
  - (b) AQTF Essential Conditions and Standards for Continuing Registration and / or the Standards for NVR Registered Training Organizations as applicable; and
  - (c) Guidelines about Determining Student Eligibility and Supporting Evidence.
43. A standard privacy notice in all enrolment forms, in accordance with the Victorian VET Student Statistical Collection Guidelines which advises students how their data may be supplied to and used by the Department and Commonwealth VET Fee-Help agencies must be signed (See Enrolment form).
44. It is essential that every section and tick of the enrolment form is checked before endorsement.

### **Victorian Student Number**

45. National Academy of Hair & Beauty ensures that it complies with Victorian Student Number (VSN) reporting requirements and includes the VSN for all students aged under 25 years in all Student Statistical Reports as specified in the Victorian VET Student Statistical Collection Guidelines.
46. The Enrolment officer must ask the student if they possess a VSN.

### **USI**

47. Students must possess a unique student identifier number before certification. However the administration officer applies online for the USI on behalf of the students.

## **Step 4 Payment plan**

### **The payment plan form**

48. The Enrolment officer must fill out the payment plan / direct debit form and inform the student about possible financial charges in case of failure of comply with the payment plan agreement.
49. The payment plan must reflect the statement of fee.
50. The Enrolment officer must ensure that inform the student that in case of default on the meeting the repayment obligations, the matter can be referred to a debt collection agency.

## **Step 5 Administrative procedure**

51. Once the Enrolment officer has finished with the student, must endorse the file to the administration officer for the necessary imputing in to the systems.
52. The administration officer must check the file and complete the check list attached to it before proceeding to any imputing

### **Xero**

53. The administration officer prepare the invoice in Xero checking the statement of fee in the pre training review is correct.
54. An itemized invoice must be generated in the accounting system. In order to do so the enrolling staff member must
  - (a) Input the student's details in the accounting system.
  - (b) The invoice must indicate all the expenditure incurred by the applicant in an unequivocal way.

- (c) Where GST is applied, the invoice must indicate the gross price and the apportionment of GST.
55. Once done provide to e-mail the student with the invoice from the system.

### **Student Management System**

- 56. Special rules applies when the student whose fee have been viewed is imputed in the student management system. Please consult VET Student Statistical Collection Guidelines as issued by the Department from time to time, before proceeding.
- 57. Also help on line is provided for the student management system.
- 58. The administration officer must report to the Department all fee concessions granted by the RTO in accordance with the Victorian VET Student Statistical Collection Guidelines as issued by the Department from time to time.

### **Creation of the student file**

- 59. The Administration officer must create the student file. In the student file must be entered the document as follows:
  - (a) Enrolment application duly executed;
  - (b) The pre training documents;
  - (c) The LLN Test
  - (d) Payment plan and copy of the credit card or other relevant document as outline in the payment plan form;
  - (e) Training plan duly executed by the student. The training plan must be executed within 4 weeks from the date of commencement.
  - (f) A student ID number shall be generated for each student. The Record Management policy specifies the way by which the student's records and file must be managed.
  - (g) All the other document as required.

### **Training plan**

- 60. The administration officer must generate the training plan from the student management system. The students must sign the training plan before commencement or on the day of commencement
- 61. The training plan must include, at least the:
  - (a) name and contact details of the RTO;
  - (b) title of qualification;
  - (c) Competencies / modules to be obtained;
  - (d) scheduled hours for competencies to be obtained;

- (e) timeframe for achieving competencies including the start date and end date of each competency;
- (f) delivery modes to be used;
- (g) assessment details and arrangements;
- (h) party or parties responsible for the delivery and / or assessment of
- (i) each competence; and
- (j) Record of RPL and Credit Transfer hours granted, as relevant.

### **Training Plan Requirements for Apprentices / Trainees**

62. Employers are required to arrange for their Apprentices / Trainees to be enrolled with an RTO and for a Training Plan to be signed within three (3) months of the date of commencement of the Training Contract. This period also has an impact on the payment of government incentives.
63. The training manager or his delegate:
- (a) Enroll the trainee no longer than three months after the date of the training contract.
  - (b) meets with the trainee and the employer
    - (I) to conducts a pre-training review and records the pre-training review on the pre-training review check list; and
    - (II) to develop a training plan ensuring it is customized to meet the requirements of the pre-training review
    - (III) Ensures that the developed training plan meets the industry standards and requirements and the work place setting through visits to the work place and industry advice
64. Subject to any nominal duration that may be specified in an Approved Training Scheme, the employer and Apprentice / Trainee (but not the RTO) can specify a duration less than the maximum over which competencies will be attained. Completion will be available earlier than the specified duration in the Training.
65. If all competencies have been attained the contract will be deemed completed however an extension to the maximum duration can be mutually agreed if all required competencies have not been attained.
66. A Training Plan must be developed by the RTO, together with the employer, and Apprentice / Trainee and should be consistent with the qualification to be obtained and customized (as required) consistent with the outcomes of the Pre-Training Review.



Training Plans may be developed and signed prior to training commencement but no later than four (4) weeks after training commencement.

67. The Training Plan must be vocationally relevant and reflect industry requirements and the workplace setting. It must list all the training (both the Structured Training provided by the RTO and the practical experience in the occupation provided by the employer) that will be delivered during the Apprenticeship / Traineeship. A copy of the Training Plan signed by all parties must be provided to all parties (including the school if a School-based Apprentice / Trainee).
68. A Training Plan must include all of the following and be straight forward, easy to follow and written in plain English:
- (a) name and contact details of the RTO and employer;
  - (b) title of qualification;
  - (c) competencies/modules to be obtained;
  - (d) scheduled hours for competencies to be obtained;
  - (e) timeframe for achieving competencies including the start date and end date of each competency;
  - (f) delivery modes to be used;
  - (g) detailed training activities and responsibilities for training to be undertaken as part of any workplace based training arrangements;
  - (h) assessment details and arrangements;
  - (i) party or parties responsible for the delivery and / or assessment of each competence;
  - (j) details (when, how & how much) of the time allocated outside routine work duties for Structured Training;
  - (k) record of RPL and Credit Transfer hours granted, as relevant;
  - (l) signature (including date of signature) of the RTO representative, employer, Apprentice / Trainee (School-based Apprentices / Trainees also require the signature of the school's representative); and
  - (m) Any other specific requirements to be met in accordance with the Training Contract or the Approved Training Scheme.

## Documents

- RTO Authorised Delegate Form
- Pre Training review form
- Enrolment Application
- Statement of Fees for students
- Refunds Policy
- Payment Plan Form

## Legislation

- 2018 Guidelines about Determining Student Eligibility and Supporting Evidence (Version 4.1)
- 2018-19 Standard VET Funding Contract (Skills First Program)
- 2018 Guidelines about Fees (Version 2.0)
- Skills First Quality Charter
- AQTF Essential Conditions and Standards for Continuing Registration and/or the Standards for NVR Registered Training Organizations

## POLICY REVIEW DATE

Annually