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Authorised By	General Manager – Quality, Education and Compliance
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## Entry Procedure

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### Overview

Builders Academy Australia (BAA) is committed to ensuring that each student who enrolls with us has equal opportunities to enroll into a course of their choice.

BAA markets its Vocational Education and Training (VET) training products with integrity, accuracy, and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or Training Program.

BAA will not state or imply that any Nationally Accredited Training Programs other than those on their scope of registration are recognised by the Australian Skills Quality Authority (ASQA).

BAA receives leads through a variety of marketing strategies as well as word of mouth. Leads are allocated to different Course Advisors who will complete a course consultation and a Pre-Training Review with the prospective student over the phone.

BAA completes enrolments for all eligible Skills First Funding Program Students in accordance with:

- a) Victorian VET Student Statistical Collection Guidelines including asking all mandatory standard enrolment questions;
- b) Standards for Registered Training Organisations 2025;
- c) Guidelines about Eligibility
- d) Guidelines about Fees
- e) Guidelines about Apprenticeship /Traineeship Training Delivery
- e) 2024-25 Standard VET Funding Contract
- f) 2025 Funded Programs Report
- g) Enrolment Form and Program Service Agreement- including asking all mandatory standard enrolment questions and advising prospective Skills First Students of the possibility of receiving an NCVER Survey, receiving an invitation to participate in a Department endorsed project, receiving an invitation to participate in the Departments annual student outcome survey and being contacted by the Department for Audit, Review, or Investigation purposes.
- h) Pre-Training Review
- i) LLN Assessment
- J) Skills First Quality Charter
- K) Statement of Fees
- l) All applicable Regulatory Standards

Once the student has made an informed decision on the course, they wish to enrol into, the Course Advisor will commence the enrolment application process which is divided into four areas:

1. Assessment of Suitability - Registration and Pre-Training Review
2. Training Package Pre-requisites
3. Enrolment and Eligibility Requirements
4. Financial Obligations

This policy does not cover enrolment of International Students (CRICOS).

## Authorised Delegates

Under the Skills First Funding Contract, BAA must ensure that authority is delegated to appropriately trained individuals for the purpose of undertaking the Pre-Training Review and determination of eligibility. The eligibility for training subsidised through the Skills First program is subject to a range of different and complicated criteria. BAA's Authorised Delegates assess any individual's eligibility for Skills First funding prior to course commencement. All Students applying for a Skills First Program subsidised training place must have their eligibility assessed by one of these Authorised Delegates before commencing any classes.

All BAA Course Advisors and Enrolment Officers are Authorised Delegates. BAA's Authorised Delegates have been extensively trained on their individual responsibility as Authorised Delegates and annually sign a declaration of compliance, this ensures they are provided with the skills and knowledge required to conduct Skills First eligibility assessments and retain sufficient evidence. The Skills First - Evidence of Eligibility and Student Declaration form is only completed by an Authorised Delegate of BAA.

As per the Guidelines about Eligibility, an Authorised Delegate is defined as:

- a) an employee/s of the Training Provider who has been formally delegated this function from the CEO or equivalent and written evidence of such a delegation is available at audit, or
- b) a duly authorised agent of the Training Provider, and a legally binding agreement between the Training Provider and the agent is in place and available at audit.

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

## 1. Assessment of Suitability - Registration and Pre-Training Review (PTR)

Prior to enrolment, BAA undertakes a number of checks to ensure course suitability, possible funding eligibility and payment options. These checks are collectively known as the 'Pre-Training Review' (PTR).

The Pre-Training Review is defined as the process undertaken between BAA and an eligible individual to determine the most suitable and appropriate training option for that individual. Skills First requires training providers to conduct a Pre-Training Review, consistent with the program's objective that eligible individuals can access high quality courses and qualifications that lead to jobs, further education and/or participation in training for disadvantaged learners.

Once a student has registered an expression of interest, they are referred to a Course Advisor or Staff member within Student Services who are trained to hold a PTR conversation.

Before enrolling a prospective Skills First Student, BAA's Course Advisor's will inform them that their enrolment is under the Skills First Program and will explain how their enrolment will impact their future Skills First Entitlement. The student will also declare this as part of their evidence of eligibility and student declaration form.

PTRs are undertaken to identify:

1. That the student has the academic level to undertake and successfully complete the course of choice or whether the student will need additional support to successfully complete the course, and
2. That the course selected is suitable to the student and meets their needs and career goals
3. Whether they are eligible to pay for part or all of their course via a Government Funded Subsidy or Fee for Service (FFS)
4. Assessment of eligibility for programs and initiatives that allow BAA to grant eligibility exemptions or Fee Waivers.

The purpose of these checks is to ensure that a student is fully informed and to ensure that BAA meets the quality requirements and obligations for each funding contract. The Staff member will work through a PTR form for the course. The PTR form varies from state to state and payment options to payment option to allow for different funding subsidies and legislation requirements.

The PTR form is a series of questions which the students answer and is recorded in the form.

The PTR form for Victoria also includes the Victorian Skills First Evidence of Eligibility and Student Declaration Form.

During the PTR conversation, the Student Support Officer conducting the PTR will discuss with the student:

1. Their career goals and rationale for wanting to undertake this course
2. Their recent work history
3. Their education
4. A self-assessment of their digital/computer literacy
5. If they have any special requirements that BAA may need to be aware of (these include physical, medical, learning, or other needs that we may need to be aware of)
6. Whether they can commit to the duration of the course and the number of classes per week
7. The amount of work they are required to undertake outside of class hours
8. Payment options and subsidies
9. Whether they are eligible for a Government funded subsidy:
  - a. Whether this will pay for the full or partial cost of their tuition fees
  - b. How completing the course under a government subsidy (if eligible) may affect their eligibility for future funded courses
  - c. If they are eligible to have the partial cost subsidised, whether they are eligible for a concession or fee waiver
10. Whether they are eligible for programs and initiatives that allow BAA to grant eligibility exemptions or Fee Waivers
11. Verification of identity
12. Whether they already have a USI or not and whether they give us verbal permission to create a USI for them (all calls are recorded)
13. Whether they would like to purchase printed copies of resources (if their course material is available online)
14. Whether they may be eligible for Credit Transfer (CT) or would like to apply for Recognition of Prior Learning (RPL).
15. Evaluating the Language, Literacy and Numeracy (LLN) skills of the student.

**Apprentices/Trainees will also be asked:**

- a. Employer details
- b. Type of employment (FT, PT)
- c. If the workplace meets assessment requirements of all units or optional employer/venue will be required.

At the end of the PTR conversation and when an LLN assessment has been completed, the Student Support Officer conducting the PTR will answer a series of questions about the students' oral communication.

The student is sent a copy of the PTR and the Program Services Agreement (PSA) which confirms that the student is academically suitable for the course and provides details of the course. Upon return of the agreed and signed document, the Authorised Delegate will verify all documentation and complete the signing of the Skills First Eligibility Declaration form. Where the Authorised Delegate is not available to do so, a secondary Authorised Delegate will review the application and sign the Skills First Eligibility Declaration form in their absence.

## Language, Literacy and Numeracy (LLN) Assessment

BAA evaluates the Language, Literacy and Numeracy (LLN) skills of students prior to formally accepting their enrolment into a qualification to ensure they are academically suited to undertake the program in conjunction with all other entry requirements of the program. This process is conducted with honesty and integrity and where a LLN assessment is required to be completed by a student, uses an approved LLN Assessment Tool called LLN Robot that validly and reliably assesses a student's competence for LLN levels against the Australian Core Skills Framework (ACSF).

The LLN Assessment used by BAA is generated by LLN Robot <https://llnrobot.com.au/>

LLN Robot is the first assessment tool approved by the Federal Department of Education and Training and the VET Student Loans (VSL) Secretary after reviewing its accuracy in validly and reliably determining student LLN levels as part of the VSL implementation process. Being an approved tool, it is appropriately verified and evaluated using evidence-based assessment.

A student will be exempt from undertaking an LLN assessment if they have already been deemed as academically suited by BAA. This happens where:

- The student holds and provides a copy to BAA of an Australian Senior Secondary Certificate of Education (Year 12 Certificate), awarded by an Agency or State or Territory;
- The student holds and provides a copy to BAA of a Certificate showing they have been awarded a qualification at a Level 4 or above in the Australian Qualifications Framework (AQF), by a body registered to award the qualification in the AQF in Australia, and the program was delivered in English; (a USI Transcript is sufficient evidence in this case).

### What is a Language, Literacy and Numeracy Assessment?

The term 'Language, Literacy and Numeracy' (LLN) refers to the Australian Core Skills Framework (ACSF) Five Core Skills, these being Learning, Reading, Writing, Oral Communication and Numeracy. These Five Core Skills have been identified by the ASCF as the essential skills for individuals to hold to participate effectively in society, including the workplace and Education Sector.

Core Skills are critical to almost all areas of work. This is particularly true in many vocations where Language, Literacy and Numeracy skills influence the performance of workplace tasks such as comprehending written work instructions. Further information is available at the following two sites:

<https://www.education.gov.au/australian-core-skills-framework>  
[www.precisionconsultancy.com.au/acs\\_framework](http://www.precisionconsultancy.com.au/acs_framework)

The LLN Assessment will assess the Five (5) Core Skills in the ACSF following areas.

- Reading
- Writing
- Numeracy
- Oral Communication
- Learning

The LLN Assessment used by BAA is generated by LLN Robot. LLN Robot is the first assessment tool approved by the Federal Department of Education and Training after reviewing its accuracy in determining Student LLN levels as part of the Vet Student Loans implementation process. Using trigger word and phrase analysis software developed by The Learning Resources Group, LLN Robot have determined the ACSF profile of every current national unit of competency from Certificate 1 to Diploma.

The ACSF scores for units/qualifications are sourced directly from publications provided by training package owners (SSO/former ISC), otherwise they are calculated by the LLN Robot system.

LLN Robot is an online system that combines ACSF testing, Course profiling and LLN Support into one easy to use package. BAA evaluates the Language, Literacy and Numeracy (LLN) skills of students prior to formally accepting their enrolment into a qualification.

LLN Assessments are completed to indicate whether a student:

1. Has the LLN skills to be able to successfully complete the course.
2. Needs additional coaching or support to successfully complete the course.
3. Does not have sufficient LLN skills to successfully complete the course.

BAA determines a recommended LLN level for each course we deliver based on the Australian Core Skills Framework (ACSF). BAA will generally accept students with one LLN entry level lower than recommended for that course. However, students with lower levels may be accepted and this is evaluated on a case-by-case basis. Please refer to the Language, Literacy and Numeracy Policy (LLN) for more information.

## Digital skills assessment

BAA assesses the digital literacy skills of students prior to, or at the point of, enrolment to ensure they have the capability to effectively engage with training, assessment, and required learning technologies.

Digital literacy assessment focuses on a student's ability to use common digital tools and systems relevant to vocational education and training, including accessing online learning platforms, communicating electronically, locating and managing digital information, and completing digital assessments.

The digital literacy assessment used by BAA is conducted through **LLN Robot**, which includes a digital skills assessment component aligned to contemporary workplace and training requirements.

Results of the digital literacy assessment are used to determine whether a student:

1. Has sufficient digital skills to participate effectively in the course
2. Requires additional support or adjustment to learning and assessment processes
3. May need referral for further guidance or alternative support arrangements

Where a need for support is identified, appropriate strategies may be implemented to assist the student to successfully engage in training and assessment.

Digital skills assessment outcomes are retained on the student's file in accordance with BAA record-keeping requirements.

## 2. Training Package Pre-Requisites

All prospective students must meet the relevant training package prerequisites where applicable. This will be communicated during the Pre-Training Review. In some cases, for superseded training packages students will be required to fill out a transition form.

## 3. Skills First Funding Eligibility Requirements

Where a student is seeking enrolment into a program on BAA's Funded Program List, BAA will assess their eligibility for Victorian Skills First Funding. Students who are not eligible for funding or who are applying for a non-funded program may continue with an enrolment as a Fee for Service (full fee paying) student. BAA will identify students who are not eligible to study as a domestic Fee for Service student and offer CRICOS programs enrolment as per BAA's International Student policies and procedures.

*Students accessing the Victorian Skills First Funding Program must meet all eligibility criteria including the following:*

- Citizenship/Residency requirements
- the '2 in a year' limitation;
- the '2 at a time' limitation;
- Previous/current enrolments requirements
- a student must be undertaking all training and assessment while physically present in the State of Victoria or a border region.

Students will be required to provide proof of meeting the above eligibility criteria in accordance with the Skills First Eligibility Guidelines.

Prior to enrolment BAA will check for eligibility exemptions, eligibility for special initiatives, fees waivers, concessions that may apply to an individual student.

## Impact of Age on Eligibility:

### **Students Under 18 Years of Age**

Students under 18 at the time of enrolment need Parent/Guardian Approval. BAA obtains parent/guardian approval during the enrolment process. Parent/Guardian details are obtained from the student. Enrolment paperwork is sent to the parent/guardian for signature as well as the student.

### **Students Under 17 Years of Age**

All children and young people in Victoria aged from 6 to 17 years are legally required to be at school unless they have finished year 12 or been granted an exemption from school attendance (the 'exemption').

Depending on the student's circumstances, exemptions are granted by a school principal or the Department of Education and Training (the Department's) Regional Director.

NOTE: An exemption only applies to the specific training provider and program listed on the exemption letter or Certificate.

BAA cannot ask for an exemption on a student's behalf. The exemption process must be managed by the student's school and should involve the student and their parents/carers. BAA can give a student a letter of offer to support their exemption process. Students can attach this letter to their Exemption From School Application Form.

BAA can undertake all or part of a Pre-Training Review with the student so that we can issue a letter of offer that explains why the training would be suitable and appropriate for the student. This will help the school principal or Department Regional Director decide whether enrolment in training is in the student's best interests. They may decide not to grant an exemption until they have seen a letter of offer.

Students under 17 do not need an exemption if they are still attending school and are enrolling in:

- a VET program on a part-time basis
- VET fee-for-service programs
- VET delivered to secondary students (VET DSS previously known as VETis)
- A School-Based Apprenticeship/Traineeship (SBAT)
- a Head Start Apprenticeship/Traineeship (HSAT).

An exemption can only be provided if the training is:

- on a full-time basis of at least 25 hours a week; or
- a combination of training and employment for an average of at least 25 hours a week.

Prior to enrolling a student who will be under 17 years of age at the time their training commences, BAA must sight and retain evidence the student has been granted an exemption from school attendance where required as follows:

	If the student:	The Training Provider must sight and retain:	And ensure that it:
a)	<b>has</b> completed year 10	a copy of the signed and completed endorsement page from the 'Exemption From School Application Form';  <b>OR</b> correspondence or a certificate signed by the School Principal or a Department Regional Director.	identifies the Training Provider and the training to be undertaken;  <b>OR</b> identifies the relevant employer if the student is to undertake an Apprenticeship / Traineeship.
b)	<b>has not</b> completed year 10	correspondence or a certificate signed by the Department Regional Director.	
c)	<b>is not currently, or has never been, enrolled in a Victorian School</b> (for example, students enrolled in home schooling, or students who have moved to Victoria from interstate or overseas)	correspondence or a certificate signed by the Department Regional Director.	

As part of the enrolment and Pre-Training Review process, BAA will sight and retain the evidence required as above.

BAA will provide advice to the student regarding the above requirement, however, they are not responsible for obtaining the exemption. The Youth Pathways and Transitions Team at the relevant Department Regional Office listed below can provide the student and school with assistance to arrange the Exemption from School evidence.

**Youth Pathways and Transitions Team (Regional Office Contacts):**

- North East [pathways.transitions.nev@education.vic.gov.au](mailto:pathways.transitions.nev@education.vic.gov.au)
- North West [pathways.transitions.nwv@education.vic.gov.au](mailto:pathways.transitions.nwv@education.vic.gov.au)
- South East [pathways.transitions.sev@education.vic.gov.au](mailto:pathways.transitions.sev@education.vic.gov.au)
- South West [pathways.transitions.swv@education.vic.gov.au](mailto:pathways.transitions.swv@education.vic.gov.au)

BAA must notify the student’s previous school and the relevant Department Regional Office (refer to above list of regional contacts) if a student under 17 makes any changes to their enrolment, such as disengaging or exiting, changing to part-time, or reducing program hours to below 25 hours a week. BAA will ensure the following:

- The Student Engagement team will alert the Training Manager and General Manager – Quality, Education and Compliance, of a disengaging or exiting, changing to part-time, or reducing program hours to below 25 hours a week.
- The Individual Learning Needs and Student Welfare Coordinator will advise the Training Manager and General Manager – Quality, Education and Compliance if they become aware of a student’s non-attendance or disengagement from their studies.

- The General Manager – Quality, Education and Compliance will notify the student’s previous school and the relevant Department Regional Office if a student under 17 makes any changes to their enrolment, such as disengaging or exiting, changing to part-time, or reducing program hours to below 25 hours a week. Notification will occur within 90 days of the change.

## School-Based Apprenticeships and Traineeships (SBATs) Program

BAA offers places in SBAT programs to students studying in Victorian schools offering SBAT/HSAT study options and who meet the government’s entry requirements. These programs are undertaken under a formal training contract with an employer and has a training plan registered with the Victorian Registration and Qualifications Authority (VRQA). BAA will provide the structured, workplace-based training required.

BAA offers:

- SBAT Type B arrangements (fully workplace-based training)
- Only Certificate III traineeships and apprenticeships via SBAT and HSAT

BAA does not offer “Part-time attending school” arrangements.

School Based Apprenticeship or Traineeship (SBATs) and HSAT are arranged by a number of parties, including the student and their parent/guardian, the employer, BAA, the school (Head Start Coordinator for HSAT), and the Apprenticeship Network Provider (ANP).

A student can begin Head Start in Year 10 or 11. They will need to be:

- at least 15 years old
- enrolled in a Head Start participating school for a senior secondary qualification
- an Australian Citizen or Permanent Resident.

BAA currently offers the following program for SBAT delivery:

- CPC30220 Certificate III in Carpentry

Only once BAA is satisfied that they can provide a program to meet the training requirements and requirements for SBAT/HSAT, will they proceed to enrol the student ensuring all enrolment processes including pre-training review are completed.

## Traineeship/Apprenticeship Students

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

If a student is seeking enrolment into an Apprenticeship program:

- when considering the Skills First ‘2 AQF qualifications in a year’ limits, BAA is not required to count any programs identified as a ‘Pre-Apprenticeship and Pathway Program’ on the Funded Programs Report.

Students enrolling in a Traineeship/Apprenticeship program must meet the following additional eligibility criteria:

- be employed in Victoria in either a full time or part time capacity under an award or registered agreement;
- enrol in an Approved Training Scheme
- agree and sign a Training Contract with their employer, which is registered with the Victorian Registration and Qualification Authority (VRQA);

- agree and sign, jointly with the employer and the RTO, to a Training Plan\*; and
- be involved in paid work and Structured Training, either workplace based or off-the job.

## Proving Citizenship/Permanent Residence

The Department accept these documents as proof of citizenship/permanent residence:

If the student is:	You can accept ANY of these:
an Australian citizen	<ul style="list-style-type: none"> <li>✓ Australian birth certificate (not birth extract)</li> <li>✓ current Australian passport</li> <li>✓ Australian citizenship certificate</li> <li>✓ current green Medicare card</li> <li>✓ Australian certificate of registration by descent</li> </ul>
a New Zealand citizen	<ul style="list-style-type: none"> <li>✓ current New Zealand passport</li> <li>✓ New Zealand birth certificate</li> <li>✓ New Zealand citizenship certificate</li> <li>✓ current green Medicare card</li> </ul>
a permanent resident	<ul style="list-style-type: none"> <li>✓ current green Medicare card</li> <li>✓ formal confirmation of permanent residence granted by the Department of Home Affairs <b>AND</b> the student's foreign passport or ImmiCard</li> </ul>
an asylum seeker enrolling under the Asylum Seeker VET program	<ul style="list-style-type: none"> <li>✓ a 'Referral to Government Subsidised Training - Asylum Seekers' form from the Asylum Seeker Resource Centre or the Australian Red Cross</li> <li>✓ confirmation through the Visa Entitlement Verification Online (VEVO) system that the student has a valid visa type that we accept for participation in the program</li> </ul>
in exceptional circumstances	<ul style="list-style-type: none"> <li>✓ a proxy declaration signed by the training provider CEO or a government or community services provider, approved by the department</li> </ul>

Refer to the section *Sighting, Verifying and Retaining Evidence of Eligibility* for the mechanisms for BAA to obtain verification of student eligibility documents.

### **Student's name on their document used for eligibility evidence and their USI must match**

Where the student is unable to provide eligibility evidence with their name matching the name as per their USI, they will be required to update either their USI or their identity documents before verification can be completed.

## Ways To Sight And Retain Evidence – Guidance From Skills First

There are **6** ways to sight and retain evidence of eligibility so you can help students in different circumstances:

 SIGHT:	 RETAIN:
1. An original document, presented in person	A photocopy or electronic copy
2. An <b>original</b> certified copy of the document, presented in person or sent by post	A photocopy or electronic copy
3. Confirmation the student's details are verified to match a current and valid document in the Document Verification Service (DVS)	A transaction record showing the document was verified in the DVS
4. A green Medicare card displayed on a Digital Wallet through the Express Plus Medicare mobile app	A written declaration that includes the authorised delegate's name and the date they sighted the card, the card number and the card holder's name.
5. An email or pdf document the student has obtained from the VEVO system that confirms they hold a permanent visa  <b>AND</b>  An original or certified copy of the student's foreign passport or ImmiCard	Electronic or paper copies of both documents
6. Your own VEVO check on the student's behalf, that shows they hold a permanent visa and that the details on the VEVO check match the details on their foreign passport or ImmiCard	A VEVO transaction record that shows the student's details and permanent visa status

Refer to the section *Sighting, Verifying and Retaining Evidence of Eligibility* for the mechanisms for BAA to obtain verification of student eligibility documents.

## GreenID – A Gateway Service Provider

A Document Verification Service (DVS) is a Commonwealth Government service. It's a national online system that allows organisations to compare an individual's identifying information with a government record. To use the DVS, BAA has engaged a Gateway Service Provider (GreenID). This is an organisation authorised by the Commonwealth Government to match information requests to and from the DVS.

GreenID will use the details supplied by the student to verify their full name, date of birth and document number. GreenID will not store any of the identifiers provided, it will only use this data to verify identity. BAA will retain the transaction record showing the document was verified in the DVS.

To verify student's identifying information via the DVS, BAA must obtain permission from the student to use GreenID. This must be received during the enrolment process.

### **Sighting and Retaining Evidence – Skills First Eligibility Evidence**

As per the Guidelines about Eligibility, when we use the DVS, we don't have to sight and retain a copy of the student's document. Instead, we sight confirmation from the Gateway Service Provider that the details on the student's document match a current and valid record in the DVS database.

We must retain a transaction record that shows the student's name and date of birth if applicable and the type of document checked, and that they were verified to match a valid and current document in the DVS. We don't need to print this – we can retain a secure electronic version that can't be easily altered.

### **If a document can't be verified by GreenID**

If a student's evidence can't be verified through the DVS or the student does not give permission to use GreenID, we need to give them the opportunity to provide the evidence in another way before making a final decision about their eligibility. Students could instead provide a certified copy of the required ID during the enrolment process.

For further information, refer to the section *Sighting, Verifying and Retaining Evidence of Eligibility*.

## Proof of Physical Presence (Skills First Funded Students Only)

As part of the Skills First Funding Contract Evidence of Eligibility, a student must be undertaking all training and assessment while physically present in the State of Victoria or a border region.

Students in specific postcodes near the border can now do online or workplace-based training from within those postcodes, as well as crossing the border into Victoria for training.

BAA therefore requires that all Skills First Funded Students provide proof of physical presence in the State of Victoria or a border region to be either verified by the DVS GreenID and a transaction record retained by BAA, or a copy of the evidence below submitted during the enrolment process (this is dependent on the identification used as GreenID does not have the ability to verify all types of identification).

The forms of ID that we accept are:

- Current Victorian Drivers Licence – this ID can be verified using GreenID, therefore BAA do not need to retain a copy of the ID on file. A DVS transaction record will be retained;
- Current SA/NSW Learners Permit- this ID needs to be sighted and a copy collected from the student during the enrolment process;

- Proof of Age Card (must have a Victorian or border region address)- this ID needs to be sighted and a copy collected from the student during the enrolment process;
- 'Keypass' Card (must have a Victorian or border region address)- this ID needs to be sighted and a copy collected from the student during the enrolment process.

During the enrolment process and PTR, BAA also obtains confirmation from the student that they understand the physical presence requirement and will not proceed with an enrolment if the student does not agree. See the example Physical Presence Declaration below:

### **Physical Presence Declaration**

I declare that I currently have a physical presence in the State of Victoria and understand that this presence must remain in Victoria at all times while I am undertaking Training and Assessment with BAA. I also understand and agree that if my circumstances change and I no longer reside in Victoria during my Training and Assessment, I will inform BAA as soon as this practically occurs. I am aware that this will impact my on-going eligibility for Skills First Funding.

OR

I declare that I reside in a border region and understand that I don't have to be always physically present in Victoria for supervised training and assessment. I understand that I can do online or workplace-based training from within those postcodes, as well as crossing the border into Victoria for training. I understand and agree that if my circumstances change and I no longer reside either the State of Victoria or a Border Region during my Training and Assessment, I will inform BAA as soon as this practically occurs. I am aware that this will impact my on-going eligibility for Skills First Funding.

Once a student is enrolled with BAA, those studying programs that have attendance taken confirm the following at every attendance "that where I have been deemed eligible under the: Victorian Skills First Program for Government Subsidised training, I am residing in Victoria whilst studying this qualification and that I am physically present in Victoria at this time."

Students enrolled in a BAA Apprenticeship or Traineeship program do not have attendance taken as their training is workplace based. A BAA Trainer completes physical training on their work site and a Student Contact Record (SCR) listing the student's training location is signed. This is evidence that the student is physically present in the State of Victoria at all times at which they are undertaking the training and assessment.

### **Other Identity Document Options**

If a student does not have a valid form of Photo ID as per the list above, the matter will need to be referred onto the Student Admissions and Engagement Coordinator for approval before the enrolment can be finalised.

Other Identity Documents that may be considered:

- Victorian Marine Licence photo card.
- Victorian Firearm Licence photo card.
- Victorian Security Guard/Crowd Controller photo card.
- Australian Police Force Officer photo identity card.
- Utility Bill in Student's name
- Lease
- Bank Statement
- Rates Notice

The PTR provides guidance to BAA Authorised Delegates as to the type of ID required.

## Eligibility Exclusions:

BAA will not provide a funded place if an eligibility exclusion applies to a student seeking funding.

An individual is not eligible for Skills First subsidised training if they are

- a) enrolled in a school (unless they are a School Based Apprentice or Trainee). This includes:
  - i) any government, non-government, independent or Catholic school; or
  - ii) a student registered for home schooling in Victoria;
- b) a prisoner held at a prison within the meaning of the *Corrections Act 1986* (Vic);
- c) detained under the *Mental Health Act 2014* (Vic), the *Crimes (Mental Impairment and Unfitness to be Tried) Act 1997* (Vic) or the *Sentencing Act 1991* (Vic) at the Thomas Embling Hospital; or
- d) detained (other than on weekend detention) under the *Children, Youth and Families Act 2005* (Vic) or the *Sentencing Act 1991* (Vic) or held on remand in a youth justice facility.

The exclusions described above **do not apply** to individuals who are:

- a) either:
  - i) young people on community-based orders made under the *Children, Youth and Families Act 2005* (Vic); or
  - ii) individuals held in Judy Lazarus Transition Centre; and
- b) able to physically access training outside of a custodial setting without supervision.

## Eligibility Exemptions - Skills First Initiatives

BAA checks whether a student might be eligible for a Skills First Initiative. Students referred to training under a special government initiative may not need to meet certain criteria to be eligible for a Victorian government-subsidised place.

### Asylum Seeker Vet Program

[Asylum Seeker VET Program Initiative](#) — subsidised study for eligible asylum seekers in courses at foundation, Certificate I to IV and Diploma level.

- Citizenship or permanent residence eligibility may be exempt
- The student must have been referred by the Asylum Seeker Resource Centre or the Red Cross Victims of Human Trafficking Program, or self-declaration with a VEVO check.

## Fee Waivers

BAA will grant applicable Fee Waivers in accordance with Section 2 of the *Guidelines about Fees*.

BAA, in accordance with the Victorian VET Student Statistical Collection Guidelines or as otherwise instructed by the Department, will offer eligible Skills First Funded Students Tuition Fee Waivers. BAA will report all Fee Waivers it grants in accordance with the Victorian VET Student Statistical Collection Guidelines, or as otherwise instructed by the Department.

BAA will sight and retain copies of any evidence (where required) of a student’s entitlement to the Fee Waiver prior to the commencement of training. The following Fee Waivers will apply:

Fee Waiver Description	Fee Waiver Applicable	BAA to Sight	BAA to Retain
<b>Judy Lazarus Transition Centre</b>	The student is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the <i>Corrections Act 1986</i> ).	Written confirmation from the management of the Judy Lazarus Transition Centre.	A copy of the written confirmation from the management of the Judy Lazarus Transition Centre.
<b>Young people on community-based orders</b>	The student is required to do training under a community-based order made under the <i>Children, Youth and Families Act 2005 (the CYF Act)</i> .	Written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Community Safety that the student is required to do training under a community-based order made under the <i>Children, Youth and Families Act 2005 (the CYF Act)</i> .	A copy of the written confirmation from the relevant Youth Justice Unit of the Victorian Department of Justice and Community Safety.
<b>Skills First Aboriginal Access fee waiver</b>	The student self-identifies as being of Aboriginal or Torres Strait Islander descent (and is reported as such through the ‘Indigenous Status Identifier’ field of the Student Statistical Report) and is enrolling in a program at any level.	N/A	A copy of the enrolment form on which the student self-identified as indigenous.

**Note for Skills First Aboriginal Access fee waiver:** Indigenous status must be declared at enrolment on the registration form. When identifying on the PTR that the student is indigenous ensure this was declared on the registration form and update if needed. Before updating indigenous student identifier or Fee Exemption on VETtrak check registration form indicates the correct identifier.

## Fee Concessions

Students may be eligible for a concession to help reduce the amount of fees they pay.

BAA in accordance with the Victorian VET Student Statistical Collection Guidelines or as otherwise instructed by the Department, will offer eligible Skills First Funded Students Tuition Fee Concessions. BAA will report all Concessions it grants in accordance with the Victorian VET Student Statistical Collection Guidelines, or as otherwise instructed by the Department.

BAA will charge a concession student no more than 20% of your published standard tuition fee. The standard fee is the amount BAA charge a non-concession student in the same program at the same time.

Subject to some restrictions, students can get a concession on their tuition fees if they

- hold a current and valid Health Care Card, Pensioner Concession Card, or Veteran's Gold Card
- are the dependant spouse or child of a card holder
- are referred under the Asylum Seeker VET Program.

### Card Holders:

BAA will give a Skills First student a concession on their tuition fees for training at a Certificate IV level or below and in skill sets if they hold a current and valid:

- ✓ Health Care Card issued by the Commonwealth
- ✓ Pensioner Concession Card
- ✓ Veteran's Gold Card.

### Dependants:

A student who is a dependant spouse or dependant child of a card holder is also entitled to a concession on their tuition fees for training at a Certificate IV level or below.

BAA will note this information in the PTR with the card evidence.

### Other Concession Entitlements Under Particular Government Initiatives:

Even if they don't have a concession card, a student is entitled to a concession if they:

- ✓ Enrolled under the Asylum Seeker VET Program for training at Certificate IV level or below or in skill sets.

### Verifying Concession Cards:

BAA will check a student's concession card before their training starts. This is usually done at the time of enrolment. BAA will apply Fee Concession in accordance with Section 3 of the Guidelines about Fees. For all BAA Apprenticeship students where their fees are paid yearly, BAA will re-check the student's concession entitlement when an invoice is issued to the student for the new fees.

**Note: It doesn't matter if the Concession Card will expire before the training starts or during the training, as long as it's current when you check it as part of enrolment.**

BAA will report all Fee Concessions it grants in accordance with the Victorian VET Student Statistical Collection Guidelines.

BAA will sight and retain copies of evidence of a student's entitlement to a Fee Concession prior to the commencement of training as per Clause 3.10 of the *Guidelines about Fees*. Evidence will be kept in a way that enables the Department to confirm the student's Fee Concession entitlement for audit or review purposes will meet the record keeping requirements (refer to BAA's Records Management Policy.)

### **Protecting student privacy**

The customer reference number (CRN) on Commonwealth-issued concessions is a particularly sensitive form of personal information. A CRN can't be changed if it is subject to a security breach, unlike other forms of identity evidence where a new card or document number can be issued.

To protect student privacy, BAA will not keep a copy of the CRN for the purpose of evidencing Skills First concession entitlement. Instead, BAA will sight it and retain a declaration as per clause 3.10-3.11 of the Skills First Program's *Guidelines About Fees*.

If BAA has been provided with a document copy containing a CRN, the document will promptly be disposed of as per BAA's Records Policy.

### **Original Documents**

#### **Sight:**

The original card, or correspondence from the card issuer confirming a concession is granted to the individual and they may commence claiming their entitlement.

#### **Retain:**

Written declaration stating we've sighted the evidence showing the:

- name of the authorised delegate who sighted the evidence
- date the evidence was sighted
- concession holder's name
- card type.

### **Digital Card – Digital Wallet – Centrelink Express Plus Mobile Application**

#### **Sight:**

The concession card displayed on a Digital Wallet through a Centrelink Express Plus mobile application on the cardholder's mobile device. The digital card may not be sighted via a screen shot of the card that is e-mailed or otherwise reproduced.

A concession card displayed in the digital wallet is current and valid unless:

- EXPIRED appears across the card
- the card no longer shows up in the digital wallet.

#### **Retain:**

Written declaration stating we've sighted the evidence showing the:

- name of the authorised delegate who sighted the evidence
- date the evidence was sighted
- concession holder's name
- card type.

### **Centrelink Confirmation eServices**

#### **Sight:**

The equivalent record of a concession card as extracted from Centrelink Confirmation eServices by the Training Provider.

**Retain:**

an extract from Centrelink Confirmation eServices showing the card type and the date the extract was made.

Note: BAA does not have access to this system

**Document Verification Service (DVS) - GreenID**

**Sight:**

- Confirmation from a Gateway Service Provider that it has connected to the Commonwealth Government's Document Verification Service (the DVS) and verified that an individual's name and concession card number match a current and valid record of concession entitlement in the DVS; an
- Information from the student about the type of concession card they hold, to confirm it is a type accepted by the Department

Note :When you use the DVS - GreenID, you don't have to retain a copy of the student's physical card.

**Retain:**

- A transaction record generated by securely logging in to the administrative platform provided by the Gateway Service Provider, that shows:
  - o the concession holder's name; and
  - o that their name and concession card number were verified to match a current and valid concession entitlement in the DVS; and
- a record of the type of concession card the student holds, attached to the student's file.

Note: You'll need to retain a transaction record that shows:

- the concession holder's name
- that the name and card number were verified to match a DVS record.

Note: The DVS doesn't show what type of concession card the student holds or doesn't display the start date of the card , so you need to ask the student to give you this as part of your enrolment process. You will need to indicate the card type on the PTR to verify it's a type of card accepted and list the start date of the card.

If the student is a dependant spouse or dependant child of the concession card holder and the concession is verified for the primary card holder, also make a note on the student's PTR describing the student's relationship to the card holder.

**Concession applies for the full program**

Once we've checked the student is entitled to a concession as part of enrolment, it applies to all tuition fees for the program. This applies even if:

- we don't charge all fees for the program in one instance (for example, you charge per year, semester or subject)
- the card will expire before training starts
- the card will expire before the program ends

### **Grace Period**

BAA collects concession evidence as part of enrolment in most instances, however we recognise that there may be circumstances where a student is unable to provide their concession details during enrolment and in such cases, we may approve concession within a grace period.

Where concession evidence is provided no more than 60 days after their Induction date (as per VETtrak), the Student Admissions and Engagement Coordinator can approve acceptance of the concession evidence within the grace period, and any other extenuating circumstance outside of the Grace Period.

If a student provides evidence after the commencement of training, **it must have a start date on or before the date their training commenced.**

We can receive this concession evidence by sighting either of the following:

- The original card, or correspondence from the card issuer confirming a concession is granted to the individual and they may commence claiming their entitlement.
- Express Plus Centrelink mobile app via its digital wallet
- **Not Accepted:** verifying card details via Green ID **will not** be sufficient as it does not provide dates required to check eligibility.

Invoicing will be adjusted to accommodate any reduction in fees that are applicable. Where the student has already paid tuition fees, the student will be eligible for a refund if the total tuition fees paid exceeds the total tuition fees due. Where a payment plan has been set up for the student, any adjustment required to future payments will be arranged.

The student's VETtrak record will be updated to reflect the student's concession status. Notes will be included on VETtrak confirming the late granting of concession. The concession start date or 'valid from' date and the concession end date or 'valid to' date must be recorded in the notes. If the student is a dependent of the card holder and not listed on the card, their relationship to the card holder must be included in the notes.

### **What if a student becomes eligible for concession later (outside the Grace Period)**

#### If we don't charge all fees in one instance

If a student gets a new concession entitlement during their training, they can bring it to us, and we will give them the concession rate for any fees we haven't charged them yet. We advise students during the enrolment process about this opportunity to get a fee concession later.

#### If we do charge all fees in one instance

If a student who paid all their fees at the start of their program gets a new concession entitlement BAA do not apply concession for the student.

### Evidence of Fee Concession Entitlement Under Particular Government Initiatives

Under the:	a student can receive a Fee Concession for:	if they:	BAA must sight and retain:
Asylum Seeker VET Program	An enrolment in a program at Certificate IV level and below.	<ul style="list-style-type: none"> <li>self-refer and are eligible to participate in the Asylum Seeker VET Program; or</li> <li>are referred to training by the Asylum Seeker Resource Centre or the Australian Red Cross.</li> </ul>	<ul style="list-style-type: none"> <li>N/A. The evidence the student is eligible to participate in the Asylum Seeker VET Program (as specified in the <i>Guidelines About Eligibility</i>) is the evidence of their entitlement to concession.</li> </ul>

### Reporting Requirements to Obtain The Concession Contribution

The Department pays a concession contribution to BAA where eligible students have been granted concession on their tuition fees. The two key reporting fields for reporting concession are the: fee concession/exemption type identifier, which identifies the relevant fee concession or fee waiver you granted the client tuition fee, which records in cents, the hourly fee charged to the student – that is, the concession amount you charged them.

#### Asylum Seekers

To get a concession contribution for your students who are Asylum Seekers, report them against funding source identifier ‘ASP’ or ‘ASL’.

If they’re enrolled in a program where you need to report a different funding source identifier (for example, identifier ‘GSP’ for skill sets), report the fee concession/ exemption type identifier, ‘A’ – Asylum Seeker.

## Course Costs

During the PTR, students will be provided with an estimated outline of course costs through a Statement of Fees. All relevant course fees are available on the BAA website including Fees and Charges and Refund Policy.

## Funding Subsidies

If a student is eligible for a government subsidy, the student will also be required to complete a government form and declaration.

## Fee for Service Students

Fee for Service Students must meet Citizenship/Visa requirements. BAA will check that students on a Visa have the right to study in Australia.

Students will be required to provide proof of meeting the above criteria.

Students on a student Visa or requiring a student Visa cannot apply via this entry procedure (Refer to International Policies and Procedures on the BAA website).

## Sighting, Verifying and Retaining Evidence of Eligibility

Students must provide evidence of eligibility, prior to completion of the enrolment process, as specified according to the relevant program they are accessing.

BAA collects identification documents as evidence of a student’s eligibility for Skills First Funding, or eligibility to study as a Fee for Service (domestic) student.

Where any section above indicates a document must be sighted or verified, please use the table below to determine sighting and verifying options.

### Below are the mechanisms for BAA to obtain verification of student eligibility documents:

MECHANISM	ID VERIFICATION	PROCESS
<b>Over the Phone Enrolment: Green ID for Eligibility and Concession</b>	Students are asked for verbal permission to undertake Green ID Online verification.	BAA verifies the student in Green ID. BAA then retain a transaction record showing the student details were verified.
<b>In Person: Photo of ID for Eligibility</b>	Original ID is photographed by BAA staff member. (Copies of Green Medicare Cards must be in colour or they will not be accepted if reproduced in black and white).	Photo is printed out and BAA staff member signs and dates that they sighted original documentation.
<b>In Person: Declaration of sighting Concession</b>	Original concession evidence is sighted by BAA staff member.	Written declaration stating we’ve sighted the evidence showing the: <ul style="list-style-type: none"> <li>• name of the authorised delegate who sighted the evidence</li> <li>• date the evidence was sighted</li> <li>• concession holder’s name</li> <li>• card type.</li> </ul>

<b>In Person: Digital Wallet for Concession</b>	ID via Digital Wallet is provided by student.	Written declaration stating we've sighted the evidence showing the: <ul style="list-style-type: none"> <li>• name of the authorised delegate who sighted the evidence</li> <li>• date the evidence was sighted</li> <li>• concession holder's name</li> <li>• card type.</li> </ul>
<b>In Person: Express Plus Medicare Mobile application for Eligibility</b>	Green Medicare Card ID is provided by a student via the Digital Express Plus Medicare mobile application.	Digital Express Plus Medicare mobile application verification completed within Pre-Training Review process. This includes a declaration: <ul style="list-style-type: none"> <li>• name of the authorised delegate who sighted the card</li> <li>• date the card was sighted</li> <li>• document number of the card</li> <li>• name of card holder.</li> </ul>
<b>Via Traditional Mail</b>  <b>Student does not have ID with them in one of the above scenarios, feels uncomfortable with the Green ID process or Green ID verification is unsuccessful.</b>	Original ID is photographed or photocopied by student and the copy certified by an Authorised Certifier*. (Copies of Green Medicare Cards and Photo ID must be in colour or they will not be accepted if reproduced in black and white).	Student forwards certified copy via traditional mail.  (not applicable to Concession evidence)
<b>Evidence sighted and retained as part of a previous enrolment</b>	Original evidence sighted and retained as part of a previous enrolment can be used as evidence of eligibility.	BAA can use original evidence sighted and retained as part of a previous enrolment can be used as evidence of eligibility

\*Statutory Declarations Regulations 2018 - Schedule 2 for more information can be located at: <https://www.legislation.gov.au/Details/F2018L01296>

## Financial Obligations

- BAA can charge the student fees to undertake the program they are enrolling into. There is no minimum or maximum tuition fee, however Fee Exemptions and Fee Concessions must be granted where applicable for Skills First funded students.
- Fees may include tuition fees and any other additional charges such as student services or materials.
- Prospective students accessing State Funding must adhere to their financial obligations as stated in the Statement of Fees provided during their application for enrolment. This Statement of Fees includes: The code, title and currency of the program, the total cost to the student for the program, taking into account Fee Concessions or Fee Waivers, the approximate value of the government contribution in dollars and any other applicable fees such as student services, amenities, goods, or materials.

- Prospective students paying their course fees without accessing State Funding must adhere to their financial obligations as stated in the Schedule of Fees provided during their application for enrolment.

All relevant course fees are available on the BAA website including Fees and Charges and Refund Policy.

## Program Services Agreement (PSA) and Training Plans

Upon completion of the PTR conversation, the PTR, enrolment form, training plan, government subsidy form and Program Services Agreement (PSA) are emailed to the student to electronically sign.

Students who are eligible for a Victorian Skills First funding subsidy are also provided with a link to the Victorian Skills First Quality Charter (within the Welcome email) as a commitment that BAA staff conduct themselves in line with the Charter.

If a student has requested a Credit Transfer (CT), BAA request access to their USI transcript to check and provide CT's or the student may provide a copy of their Record of Results or Statement of Attainment from their previous RTO. When a copy of the results are provided students will be provided with a form to authorise verification of their results. Their certification documentation will then be verified with the issuing RTO and any applicable credit transfers are then applied. Refer to the following policies for further information:

- Student RPL and Credit Transfer Policy
- Verification of Qualifications and Units Policy

Non-Apprentice/Traineeship students are then sent their Training Plan electronically. Apprentices and Trainees are issued a live Training Plan through ReadySkills. The Training Plan outlines key information regarding their course and whether they have been granted any Credit Transfers for their units. The information contained in the Training Plan is complemented by other documents, as applicable, such as the Individual Learning Plan. This document addresses any needs identified during the Pre-Training Review process and specifies how the needs will be managed between the student and the trainer(s). Individual Learning Plans (IPL's) may be created later in the course if the needs arise pass the enrolment process.

The Training Plan will vary from state to state and will also vary depending upon whether the student is enrolling as an Apprentice / Trainee, School-based Trainee or not.

The PSA confirms in writing whether they are eligible for funding or not, it also shows the approximate Government subsidised funding that they will receive for the course, the location of their course, classes per week, amount of study time required outside of class time and the cost to the student and how they are paying for their course.

They are also sent terms and conditions for their course and a number of key policies relating to their enrolment. The student is not officially enrolled into their course until the PSA is returned signed.

Please note that all students must attend the orientation session scheduled for their particular intake. Failure to do so may result in the cancellation of their enrolment.

## Change of Name

Where the student changes or updates their name prior to enrolment BAA will update this prior to finalising their enrolment.