P021 Enrolment, Eligibility and Fee Concession Policy (VET)

1. Purpose

This policy sets out how Australian College of the Arts Pty Ltd (Collarts) enrols VET students, assesses eligibility for Skills First subsidised training, and applies fee concessions and fee waivers. It makes sure every enrolment is accurate, properly evidenced and correctly reported, whichever delivery model is used.

2. Scope

This policy applies to every enrolment in a nationally recognised training product on Collarts' scope of registration, delivered by:

- **direct delivery** by Collarts staff,
- **third-party delivery**, where another organisation delivers training and assessment on Collarts' behalf (all students are still enrolled with Collarts), and
- **auspice arrangements** with secondary schools (VETDSS).

Sections 7 to 9 and 11 apply only to applicants seeking Skills First subsidised training. Sections 5, 6, 10 and 12 to 14 apply to all enrolments.

3. Definition of Key Terms

Term	Definition
Authorised delegate	A Collarts employee whom the CEO has formally authorised, using the Authorised Delegate Form, to assess Skills First eligibility. Authorised delegates are listed in the Authorised Delegate Register.
Evidence of Eligibility	The documents the Guidelines About Eligibility accept as proof that an individual meets each eligibility requirement (e.g. citizenship or residency).
Fee Concession	A reduction in tuition fees that a Skills First Student is entitled to under the Guidelines About Fees.
Fee Waiver	A full or partial waiver of tuition fees that must be applied under the Guidelines About Fees or a Part C program.
Guidelines About Eligibility / Guidelines About Fees	The Department's guidelines for the contract year, published on SVTS, which form part of the VET Funding Contract.
Online enrolment portal	The VETtrak online enrolment portal through which applicants submit their enrolment information.
Pre-Training Review (PTR)	The review completed before enrolment to determine a suitable, and the most suitable, program for a prospective Skills First Student (see the P025 Pre-Training Review Policy (VET)).
Skills First Entitlement	An individual's entitlement to government-subsidised training under the Skills First Program, subject to the limits in Schedule 1, clause 2.3.
Statement of Fees	The written statement of all tuition and other fees a student will be charged, provided before training starts.
USI / VSN	Unique Student Identifier (national) / Victorian Student Number.

4. Principles

- Eligibility is decided **before** training starts and is never decided or changed afterwards to support a claim.
- Every decision is evidenced. If it isn't recorded, it didn't happen.
- Collarts makes all enrolment, eligibility, PTR and fee concession decisions itself. These are never delegated to a third party or school (VET Funding Contract cl 6.3).
- Duties are separated so that the person who approves an enrolment isn't the only person who checks and reports it (cl 4.9(f)).
- Applicants get clear information about their enrolment, fees and entitlement before they commit.

5. Enrolment pathways by delivery model

Delivery model	How applicants enrol	Funding
Direct delivery	Applicant applies and completes the online enrolment portal. Collarts completes PTR, eligibility (if Skills First) and enrolment.	Skills First (if eligible) or fee-for-service.
Third-party delivery	The third party may advertise and run auditions, interviews or other selection activities. It gives Collarts its selection outcomes. The applicant then completes the Collarts online enrolment portal, and Collarts completes PTR, eligibility and enrolment.	Skills First (if eligible and the subcontract is Department-approved) or fee-for-service.
Auspice (VETDSS)	The school submits enrolments using the Collarts partner enrolment process; Collarts processes them in VETtrak.	School or fee-for-service. School students aren't eligible for Skills First unless they are school-based apprentices or trainees (Schedule 1, cl 2.11(a)).

6. Information given before enrolment

Before an applicant enrols, Collarts gives them (through the enrolment portal, offer letter or pre-enrolment information):

- the training product code and title, delivery mode, location, duration and any third party involved in delivery,
- all tuition and other fees, any concession or waiver that may apply, and the refund policy,
- for Skills First Students: that the enrolment is under the Skills First Program and how it affects their future Skills First Entitlement (Schedule 1, cl 4.8),
- the standard VET privacy notice from the Victorian VET Student Statistical Collection Guidelines (cl 4.11), and
- that they may be contacted by NCVER or the Department for surveys, audits, reviews or investigations (cl 4.12).

All of these items are shown to applicants in the VETtrak online enrolment portal before they submit their enrolment. The portal record is kept as evidence.

7. Who assesses Skills First eligibility

Only authorised delegates may assess Skills First eligibility. At the date of this policy, the Head of VET assesses eligibility for all Skills First applicants through the VETtrak online enrolment portal. Each authorised delegate must:

- complete the Authorised Delegate Form, approved by the CEO, before assessing any applicant,
- read the Guidelines About Eligibility for the current year, and
- be recorded in the Authorised Delegate Register (VET Workforce Register).

8. Assessing Skills First eligibility

8.1. Eligibility requirements

The authorised delegate checks each requirement in Schedule 1, clause 2 and the Guidelines About Eligibility:

Requirement	What is checked
Citizenship or residency (cl 2.2(a))	Australian citizen, permanent visa holder or New Zealand citizen, evidenced as set out in the Guidelines About Eligibility.
Commencement (cl 2.2(b))	Enrolling in and starting training within the contract period.
Physical presence (cl 2.2(c))	All training and assessment undertaken while physically in Victoria or an eligible border postcode.
Training limits (cl 2.3)	No more than two subsidised AQF qualifications and two skill sets started in the calendar year, and no more than two subsidised programs at once.
Exclusions (cl 2.11)	Not enrolled in a school (unless a school-based apprentice or trainee) and not in a listed custodial setting.
Under 17 (cl 2.7–2.10)	An exemption from school attendance that meets clause 2.8, unless the applicant has completed Year 12 or equivalent, or is a school-based apprentice.
Apprentices and trainees (cl 2.6)	Employment in Victoria, an approved training scheme and a training contract registered with the VRQA.
Exemptions (cl 2.4; Part C)	Only where a Part C program permits it, with the additional evidence it specifies.

8.2. Evidence and recording

- The authorised delegate sights the original or a verified copy of the Evidence of Eligibility and keeps a copy on the student's file (cl 3.3(b)).
- The assessment is recorded on the Department's prescribed eligibility declaration form, or in a form that records the same information, signed and dated by the applicant and the authorised delegate (cl 3.3(a)).
- The VETtrak online enrolment portal captures the full eligibility declaration and the applicant's evidence uploads. When the enrolment is completed, the declaration and evidence are downloaded to the student's file.
- Identity and citizenship or residency documents are verified electronically through CloudCheck using the Document Verification Service (DVS). The DVS result is kept on the student's file with the declaration. The Head of VET checks each year that the Guidelines About Eligibility accept DVS verification for the document types used, and sights additional evidence where they don't.
- Where a training product has accredited entry requirements, evidence that the applicant meets them is also kept (cl 3.5).

8.3. If an applicant isn't eligible

The applicant is told in writing and may be offered a fee-for-service place. The enrolment is reported as fee-for-service and no Skills First funds are claimed.

9. Pre-Training Review

Every prospective Skills First Student completes a Pre-Training Review before enrolment is confirmed, in line with the P025 Pre-Training Review Policy (VET). The PTR, and the documented decision that the program is suitable and the most suitable, is completed by Collarts staff. Third-party audition or selection results are inputs to the PTR, not a replacement for it.

10. Enrolment procedure

Step	Action	Who	Record
1	Applicant completes the online enrolment portal, including all mandatory Victorian VET Student Statistical Collection questions, USI and (where applicable) VSN.	Applicant	VETtrak enrolment record
2	Verify the USI.	Head of VET	VETtrak USI verification
3	Verify identity and citizenship or residency through CloudCheck (DVS), assess Skills First eligibility (section 8) and record the decision.	Head of VET (authorised delegate)	Portal eligibility declaration and evidence (downloaded to student file); DVS result
4	Complete the Pre-Training Review and document the suitability decision.	Collarts staff (P025 Pre-Training Review Policy (VET))	PTR record
5	Assess any fee concession or waiver (section 11) and issue the Statement of Fees.	Head of VET	Concession evidence; Statement of Fees
6	Confirm the enrolment in VETtrak and send the confirmation of enrolment.	Head of VET	VETtrak; confirmation email
7	Independent check of the eligibility, PTR, fees and VETtrak data before the enrolment is first reported to the Department.	VET Administrator (independent of the approving authorised delegate)	Enrolment checklist, signed and dated
8	Generate the training plan in VETtrak and send it to the student (and any third party) within four weeks of training starting (P032 Training Plan Policy (VET)).	VET administration	VETtrak training plan; date sent

Steps 3 to 5 must be completed before the student starts training. If any step can't be completed, the student doesn't start as a Skills First Student.

11. Fee concessions and fee waivers

- Collarts sets its Skills First tuition fees in line with the Guidelines About Fees and publishes them on its website (Schedule 1, cl 1.3(a)).
- A Fee Concession or Fee Waiver is granted only where the applicant is entitled to it under the Guidelines About Fees or a Part C program, and only after the required evidence is sighted. A copy is kept on file (cl 5.2).
- Any grace period for providing concession evidence is applied only as allowed by the Guidelines About Fees. If evidence isn't provided within that period, the standard fee applies.

- The concession or waiver type and the tuition fee actually charged are recorded in VETtrak and reported accurately, because they determine the Fee Concession or Fee Waiver Contribution the Department pays (Schedule 1, cl 11.5–11.8).
- Every Skills First Student receives a Statement of Fees before training starts. Invoices, receipts and payments are kept so Collarts can show the fees it reported were charged and received (cl 10.12(e)).

Fee concessions and waivers are assessed by the Head of VET during the enrolment and eligibility check. Where a third party delivers the training, the outcome may be shared with it at the PTR meeting so fees are applied consistently, but the decision is made and recorded by Collarts. Concession evidence is kept on the student's file and uploaded to VETtrak against the student's profile and enrolment.

12. Changes after enrolment

Corrections to enrolment, eligibility or fee records are made only to fix a genuine error. Each correction is annotated in VETtrak with what changed, why, when and by whom (cl 10.10), and is reported to the Department in the next data submission. Records are never created or changed after the event to satisfy an audit.

13. Records

Enrolment forms, Evidence of Eligibility, PTRs, Evidence of Fee Concession or Fee Waiver, Statements of Fees, invoices and receipts are kept securely on the student's file. Skills First records are kept until at least three years after the student completes or withdraws (cl 10.3), or longer where the P026 Records Management Policy (VET) or the Standards for RTOs 2025 require it.

14. Responsibilities

Role	Responsibilities
CEO	Authorises eligibility delegates; ensures duties are separated.
Head of VET	Assesses eligibility and processes enrolments as an authorised delegate; maintains this policy and the Authorised Delegate Register.
VET Administrator	Performs the independent check of each enrolment before it is first reported (step 7), and raises any discrepancy with the Head of VET. Doesn't assess eligibility for enrolments they check.
Third parties and schools	Pass selection outcomes and enrolment information to Collarts; never assess eligibility or conduct the PTR.
Accounts	Invoices fees in line with the Statement of Fees; keeps payment records.

15. Appeals and complaints

Applicants who disagree with an eligibility, enrolment or fee decision may ask the Head of VET to review it and may then use the Collarts P003 Complaints and Appeals Policy (VET). Skills First Students may also contact the Department.

16. References and Related Legislation

- 2026 Victorian VET Funding Contract – Skills First Program (clauses 4.9, 6.3, 10; Schedule 1 clauses 1.3, 2–5, 11)
- Guidelines About Eligibility 2026; Guidelines About Fees 2026; Victorian VET Student Statistical Collection Guidelines

- Standards for RTOs 2025; Student Identifiers Act 2014 (Cth); Privacy Act 1988 (Cth); Privacy and Data Protection Act 2014 (Vic)

17. Related Policies and Associated Documents

This policy should be read in conjunction with the following documents:

- SOP021 Enrolment, Eligibility and Fee Concession Procedure (VET)
- P025 Pre-Training Review Policy (VET); P032 Training Plan Policy (VET); P010 Third Party Arrangements Policy (VET); P007 Fees, Concessions and Refunds Policy (VET); P012 Privacy and Data Breach Policy (VET); P026 Records Management Policy (VET)
- Authorised Delegate Form (V1-26); Authorised Delegate Register; VETtrak online enrolment portal; CloudCheck DVS verification; Enrolment checklist

18. Policy Information

This policy is made available to:

- currently enrolled students via MyCollarts (login required)
- current staff via the Staff Intranet (login required)
- other individuals, including prospective students and/or external parties upon request.

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Document history

Version	Date	Summary of changes	Approved by
26.1	October 2026	New policy. Documents the enrolment, Skills First eligibility and fee concession process for all delivery models (direct, third-party and auspice),	Head of VET