

ELECTRONIC COMMONWEALTH ASSISTANCE FORM FOR VET STUDENT LOANS

The electronic Commonwealth Assistance Form (eCAF) is the online system for students to request a VET student loan. It provides students with a secure, and easily accessible way, to complete an application for Commonwealth assistance.

Students should refer to the 'eCAF Flow Diagram' on page 4 for an overview of the process when requesting a VET student loan. The diagram describes each of the steps involved and refers students to frequently asked questions for steps marked with a troubleshooting icon (⚠).

Frequently Asked Questions

1. Where do I access the parent/guardian consent form?

You can find the parent/guardian consent form at www.education.gov.au/vet-student-loans.

If you are aged under 18 years, and are not assessed as 'independent' by Centrelink for the purpose of youth allowance, you must return to South Metropolitan TAFE the completed consent form signed by your parent or guardian prior to requesting a VET student loan.

2. I have not received an email invitation with my login details to the VET Student Loans eCAF. What should I do?

You will need to raise this matter with South Metropolitan TAFE as the invitation email will only be sent once SMTAFE uploads your enrolment data in the eCAF system. Your invitation email will include your passkey and a link to the eCAF system.

3. I cannot sign into the eCAF system because I receive an error message that says my eCAF record is locked or my passkey is incorrect. How do I fix this problem?

When signing into the eCAF system, you will be asked to enter your passkey and verify your date of birth.

When entering your passkey, it is recommended that you copy and paste the exact passkey into the field and ensure no extra spaces are added at the end.

Your eCAF record may be locked because the date of birth you entered does not match the date of birth South Metropolitan TAFE entered in the eCAF system. If this is the case, you should contact South Metropolitan TAFE to correct your date of birth as recorded in the eCAF system. Once this information is corrected, you can sign into the system using the passkey provided in the invitation email.

If your date of birth and passkey are both correct, there may be some local issues on your device that are preventing you from accessing the eCAF system. Please try accessing your eCAF on a desktop computer or a different device. If you still have issues, you should contact South Metropolitan TAFE to check that they have your correct information.

4. I have watched the financial literacy video and selected an answer to the first question of the quiz. However, I cannot move onto the next question. How do I proceed?

You must answer 'Yes' or 'No' for ALL of the question's components before you can continue.

The 'Next' button will remain greyed out until such time as you have answered all the question components as specified.

5. The prepopulated information in my eCAF is incorrect. How can I correct this?

You should raise these errors with South Metropolitan TAFE as it may have incorrectly entered your enrolment information in the eCAF system. **Do not** submit the eCAF until the information has been updated.

Once this has been correct you can submit your eCAF.

6. How do I complete the eCAF if I do not have a Tax File Number?

If you do not have a Tax File Number (TFN) you must apply for one. You can then obtain a *Certificate of application for a TFN* or a copy of your online application summary and barcode matched receipt issued by Australia Post. The certificate is available from the Australian Taxation Office (ATO) after you apply for a TFN. On obtaining the certificate or receipt, you are required to scan and upload it to your eCAF before you submit the form.

You **MUST** advise South Metropolitan TAFE as soon as you receive your TFN from the ATO. SMTAFE will then 'open up' your eCAF to put it into 'revision status', whereupon you will receive an email with a link to the eCAF where you must enter your TFN.

Once you have done this, your eCAF will be resubmitted to SMTAFE. Note that if you do not provide your TFN by your census date you will not be able to use a VET student loan for that study period.

7. I want to request a VET student loan, but I cannot submit my eCAF because I receive an error message that says I need to wait at least two business days from the Enrolment Date before submitting. How do I fix this problem?

You cannot request a VET student loan within two business days of the date you enrol.

This two business day gap ensures you have time to consider your enrolment and study decisions and your request for a VET student loan before submitting an eCAF. The two day gap requires two business days to pass. For example, if you enrol on a Monday, you cannot submit your eCAF until the following Thursday. Similarly, if you enrol on a Wednesday, you cannot submit your eCAF until the following Monday (or Tuesday if Monday is a public holiday).

Please contact South Metropolitan TAFE if you cannot submit your eCAF after the two business day gap has expired.

8. How long do I have to complete my eCAF to access a VET student loan at South Metropolitan TAFE?

You must verify and submit your eCAF on or before the administrative dates for the approved course from which you would like the loan to apply. Administrative dates are 16 days prior to your census dates. If you submit your eCAF after these dates, you will not receive the loan to cover your course fees for the study period related to that previous day. The eCAF system will not allow you to submit the form if the census day on the form has passed.

An unsubmitted eCAF will expire 12 weeks after you are sent an invitation to access the eCAF system to request a VET student loan.

9. I have successfully submitted my eCAF to request a VET student loan, but I have now noticed a mistake on it. How do I correct this?

You will need to contact South Metropolitan TAFE directly to ask it to revise your information in the eCAF system. Once this information has updated the information in the eCAF, you will receive an 'open for revision' email. Please review the revised information and 'resubmit' the eCAF. Note that not all fields can be revised.

10. I have successfully submitted my eCAF to request a VET student loan, but I have not heard anything since. What should I do?

Once you successfully submit your eCAF, you will receive an automatic email receipt with a copy of your completed form from the Commonwealth. This email confirms you are approved for a VET student loan, subject to you meeting all the VET Student Loans eligibility requirements and conditions. South Metropolitan TAFE will also issue you with a VET Student Loans statement of covered fees, fee notice and, after the census day, a Commonwealth Assistance notice which will provide details of the amounts of your loan.

If you need your eCAF email receipt to be resent, please contact South Metropolitan TAFE.

11. What is the student engagement and progression requirement? What do I need to do to meet it?

From 1 July 2017, to continue to access a VET student loan, you must demonstrate to the Department of Education and Training that you are a genuine student, continuing with your studies.

To demonstrate engagement and to continue to receive the loan, you must complete the 'VET Student Loans— Confirming enrolment and continued course engagement and participation form' (the Progression Form) in the eCAF system at least twice each calendar year—around February, June (July 2017) and October—for the duration of your course. The form asks if you intend to continue studying and accessing a VET student loan, and contains a short survey. This student engagement and progression requirement process is part of the increased protections for students accessing the VET Student Loans program.

You will receive an invitation email asking you to complete the Progression Form. You will have 14 days from the date you receive the invitation email to complete the Progression Form. If you do not complete it in time, contact South Metropolitan TAFE.

If you do not confirm your continuing engagement and participation using the Progression Form, you may be ineligible to continue accessing a VET student loan for the rest of your course tuition fees.

For VET Student Loans information, a list of approved courses and relevant caps
<http://www.southmetrotafe.wa.edu.au/futurestudents/studentloans>.

For any further concerns, please contact South Metropolitan TAFE – VET Student Loans office
student.loans@smtafe.wa.edu.au

eCAF FLOW DIAGRAM

