

RTO	Builders Academy Australia (RTO ID 21583)
Type	External
Applicable Standards	Standards for Registered Training Organisations 2015 Relevant State and Territory funding contracts and eligibility documents Government Student Loan Contracts Victorian Skills First Quality Charter HESA ACT 2003 Australian Core Skills Framework (ACSF)
Authorised By	General Manager - Quality and Compliance
Version	V2.2 Updated 04 January 2021

Entry Procedure

Overview

Builders Academy Australia (BAA) is committed to ensuring that each student who enrolls with us has every and equal opportunities to enrol 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) AQTF Essential Conditions and Standards for Continuing Registration and/or the Standards for Registered Training Organisations 2015;
- c) Guidelines about Determining Student Eligibility and Supporting Evidence
- d) Guidelines about Fees
- e) Guidelines about Apprenticeship /Traineeship Training Delivery
- e) 2021 Skills First VET Funding Contract
- f) 2021 Funded Courses Report
- g) Enrolment Form and Course Service Agreement- including asking all mandatory standard enrolment questions and advising prospective Skills First Students of the possibility of receiving an NCVET Survey, receiving an invitation to participate in a Department endorsed project, receiving an invitation to participate in the Department's 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 4 areas:

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

Authorised Delegates

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.

Under the Skills First contract, BAA must ensure that authority is delegated to appropriately trained individuals for the purposes 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.

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, Fee for Service (FFS), or Government Loan (Vet Student Loan – VSL) .

The purpose of these checks is to ensure that a student is fully informed and to ensure that BAA is meeting the quality requirements and obligations for each funding contract and student loan 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 subsidy 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 Eligibility Form.

The PTR for students enrolling into CPC50210 Diploma of Building and Construction (Building) includes the VET Student Loans eligibility.

During the PTR conversation, students will be asked:

1. Their career goals and rational for wanting to undertake this course
2. Their recent work history
3. Their education
4. A self-assessment of their 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 to apply for a VET Student Loan (for Diploma of Building and Construction (Building) students only)
11. Verification of identify
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 or would like to apply for Recognition of Prior Learning (RPL).

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

Language, Literacy and Numeracy (LLN) Evaluation

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 available at the following two sites:

<https://www.education.gov.au/australian-core-skills-framework>
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 evaluations are done 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 the 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 with the exception of Diploma students who would be eligible for VET Student Loans (VSL), who must display competence at or above the ACSF exit Level 3 in reading and numeracy (see the Determining Course Suitability Policy for more information). 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.

The student is sent a copy of the PTR and the Course Services Agreement (CSA)* 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.

Note: Course Services Agreement (CSA)* in 2021 will be referred to as the Program Services Agreement.

2. Training Package Pre-Requisites

All prospective students must meet the relevant training package prerequisites where applicable. This will be communicated during the consultation process. In some cases, training package physical characteristics may apply.

3. Eligibility Requirements

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

- Citizenship/Residency requirements
- Upskilling requirements
- the '2 in a year' limitation;
- the '2 at a time' limitation;
- the '2 at level' limitation;
- Previous/current enrolments requirements
- Students must be physically present in the state of Victoria at all times at which they are undertaking the training and assessment.

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

Underage students must provide evidence that:

- the signatory on the application form provided is the responsible parent/guardian of the student
- OR
- they are 'independent'.

Students enrolling in a Traineeship/Apprenticeship program must meet all the Victorian Skills First Funding Program eligibility criteria in addition to the following:

- 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.

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

**Please see Schedule A for details around Apprenticeship/Traineeship Training Plans*

Students accessing VET Student Loan must meet all eligibility criteria including the following:

- Be enrolling into the CPC50210 Diploma of Building and Construction (Building)
- Citizenship/Visa requirements –
 - be an Australian citizen doing at least one unit of your course in Australia, confirmed by providing a current passport, birth certificate, citizenship certificate, or
 - hold a permanent humanitarian visa and live in Australia for the duration of your course, confirmed by providing official documentation, or

- hold a New Zealand Special Category visa and meet the special eligibility requirements for New Zealand citizens, confirmed by providing your international movement records.
- Have a Valid Tax File Number (TFN)
- Sufficient VET Student Loan balance
- Demonstrate competency at or above ACSF Exit Level 3 in both reading and numeracy; or provide evidence of year 12 completion as listed above in the 'Assessment of Suitability'; or provide a copy of a qualification under the Australian Qualification Framework at certificate level 4 or above
- All other eligibility requirements as specified within the VET guidelines
- If you are eligible for a VET Student Loan, we will submit your request to the government via the Electronic Commonwealth Assistance Form (eCAF). The government will communicate with you via your personal email and provide you with an access code and link to eCAF.
- Underage students must also complete the Government VET Student Loan Parental Consent Form to request a VET Student Loan OR provide evidence that they are independent.

Students will be required to provide proof of meeting the above eligibility criteria which could include further assessment of their academic skills if found necessary to determine student's competency.

Fee for Service Students not accessing VET Student Loan (VSL) must meet the below criteria:

Citizenship/Visa requirements

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

Eligibility Exemptions Initiative:

BAA has been approved by the Department of Education and Training to grant Eligibility Exemptions to some of the Skills First criteria to assist students in accessing a government-subsidised place. Exempt from: the 'upskilling' requirement and '2 at a level in a lifetime' limit.

BAA can now offer these exemptions to students, for up to 10 per cent of commencements.

Exemptions are prioritised for: retrenched workers, automotive supply chain workers and people registered with the Jobs Victoria Employment Network. You should give preference for exemptions to students seeking to enrol in training that meets identified skills shortages and localised labour market needs or improves their employment prospects. In addition, you should use the exemptions to support women, young people, recent migrants and vulnerable people who've been disproportionately impacted by coronavirus (COVID-19) to help them gain new skills and employment.

Students can apply for the Eligibility Exemptions Initiative in their Pre-Training Review process. Each application is reviewed and approved individually.

Eligibility Exclusions:

A student is NOT eligible for training subsidised through the Skills First Program under this VET Funding Contract if they are:

a) a student enrolled in a school (excluding a school-based Apprentice/Trainee).

This includes:

i) any secondary school; or

ii) a student registered for home schooling in Victoria.

b) a prisoner held at a prison

c) a person who is detained under the Mental Health Act 2014 (Vic), or 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) a person who is detained under the Children, Youth and Families Act 2005 (Vic) or the Sentencing Act 1991 (Vic) or who is held on remand

The exclusions described do not apply to:

a) young people on community-based orders made under the Children, Youth and Families Act 2005 (Vic); or

b) individuals held in Judy Lazarus Transition Centre, as they are able to physically access training outside of a custodial setting without supervision.

Skills First Special Initiatives:

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.

Specific initiatives include:

- [Asylum Seeker VET program initiative](#) — subsidised study for eligible asylum seekers in courses at foundation, certificate I to IV and diploma level.
- [Skills First Youth Access Initiative](#) — free tuition for young people aged up to 22 who have been, or are on, a Child Protection Order, Family Court Order or a Youth Justice Order. Courses include certificates I to IV, diplomas, advanced diplomas and more.
- [Latrobe Valley Initiative](#) — worker Transition Service for employees of Hazelwood (including contractors, supply chain employees and their family members) and employees of the Carter Holt Harvey Mill in Morwell.
- [Retrenched workers](#) — subsidised training for workers facing retrenchment.
- [Automotive Supply Chain workers](#) — help for automotive supply chain workers with subsidised training.
- [Jobs Victoria Employment Network](#)
- [Clients and/or any other specific cohort as determined by the Department of Education and Training](#)

Evidence of Eligibility - Identification Process

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

There are six mechanisms for BAA to obtain verification of student identification:

Mechanism	ID Verification	Process
Over the Phone: Green ID for Eligibility and Concession	Students are asked verbal permission to undertake Green ID Online verification	BAA verifies the student in Green ID, then students are required to take a photo of their ID and Concession where applicable, and email to BAA. This will ensure the ID verified is current, has start and expiry dates, and is accepted by the Department. BAA then retain a transaction record showing the student's details were verified.
In Person: Photo of ID for Eligibility and Concession	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. Note in relation to evidence of concession entitlement, BAA can sight and retain correspondence from the card issuer confirming that a concession is granted to an individual.
In Person: Digital Wallet	ID via Digital Wallet is provided by student.	Digital Wallet verification completed within Pre-Training Review process. This includes a declaration: <ul style="list-style-type: none"> • name of the authorised delegate who sighted the card • date the card was sighted • document number of the card • name of card holder.
In Person: Express Plus Medicare Mobile application for Eligibility and citizenship/permanent residence	Green Medicare Card ID is provided by 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"> • name of the authorised delegate who sighted the card • date the card was sighted

		<ul style="list-style-type: none"> • document number of the card • name of card holder.
<p>Via Traditional Mail</p> <p>Student does not have ID with them in one of the above scenarios or feels uncomfortable with the Green ID process</p>	<p>Original ID is photographed or photocopied by student and the copy certified by an Authorised Certifier*. (copies of Green Medicare Cards must be in colour or they will not be accepted if reproduced in black and white)</p>	<p>Student forwards certified copy via traditional mail.</p>
<p>Evidence sighted and retained as part of a previous enrolment</p>	<p>Original evidence sighted and retained as part of a previous enrolment can be used as evidence of eligibility</p>	<p>BAA can use original evidence sighted and retained as part of a previous enrolment can be used as evidence of eligibility</p>

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

The identification required will depend on whether the student is eligible for a government funded subsidy, is paying for their course via government student loan or paying the course costs themselves (or via a third party such as their Employer). *For the purpose of obtaining Victorian white card for eligible BAA enrolled students, BAA National Sales Manager or the National Quality Assurance and Compliance Manager can authorise proof of photo ID outside of the normal ID's (e.g.: DL, Proof of age card key Pass card etc.). Accepted photo id include tertiary student id with photo or other id cards with photo and DOB.

* If the students who are above 17 years of age and Under 20 years of age, if they produce a Green Medicare Card, they are eligible to undertake the Skills First funding with BAA. We do not require any age proof document (e.g.: Proof of age card, Key Pass card, DL etc.).

The PTR provides guidance to staff member as to the type of ID required for each payment option.

4. 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.
- Students who wish to access a VET Student Loan must familiarise themselves with their financial obligations prior to accessing such loan to ensure they adhere to these obligations. Please refer to: <http://www.education.gov.au/vet-student-loans-students>
- Students must pay all other fees, not covered by the VET Student Loan, as stated in the Schedule of Fees provided during their application for enrolment.

- Prospective students paying their course fees without accessing the VET Student Loan or 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.

Course Services Agreement and Training Plan

Upon completion of the PTR conversation, the PTR, enrolment form, training plan, government subsidy form and Course Services Agreement (CSA) 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 enrolment form) as a commitment that BAA staff conduct themselves in line with the charter.

If a student has requested a Credit Transfer, they are also sent a credit transfer verification form and are requested to provide either a Record of Results or Statement of Attainment form from their previous RTO. Their certification documentation will then be verified with the other RTO and any applicable credit transfers are then applied.

The student is then sent their Training Plan electronically. 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 may be created later in the course if the needs arise post 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 Course Services Agreement 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 Approximate tuition fee per hour, 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 CSA is returned signed.

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

Schedule A

Training Plans for Apprenticeship Enrolments

Builders Academy Australia 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. The Apprenticeship Training Plan meets all the VRQA and ASQA contractual requirements.

BAA invested substantial amount of money on training staff and bringing in additional human resource, as well as the purchasing of a new system called My Profiling to move from a paper based to an electronic Training Plans.

My Profiling (MP)

My Profiling is a digital platform that brings together student, trainer, employer, and administrators. The platform allows students to log their daily activity which includes recording tasks performed, the number of hours on each task and uploading images / videos as evidence.

Timeline

Staff training date - 24th January 2020

Full transition to MP – 1st March 2020 **

Second Stage Transition to MP – 31 March 2021

** Several system glitches were identified after the roll out and the MP team is continuing to improve better integration between our SMS (VETtrak) and MP, development of various reports and other processes.