



## FAQs for students completing the VET Student Loans engagement and progression form

### Why have I received a 'progressing with your VET Student Loan' invite email?

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 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.

An **invitation email** with login details to the eCAF system will be sent to you requesting that you indicate your study intent and complete a short survey.

Depending on the duration of your course and the length of time you take to complete the course, you may be requested to complete this form more than once during the length of your course.

If you do not complete the form and survey within the required time, you may be ineligible to continue accessing VET Student Loans to pay for the remainder of your course tuition fees.

### What do I have to do?

Follow the instructions on the 'progressing with your VET Student Loan' invitation email you have received:

- login to eCAF through the link provided. You will need to login with your date of birth and the PASSKEY provided in your invite email.
- complete the survey questions and submit

**\*\*You will have 14 days from the date you receive the invitation email to complete and submit the Progression Form.\*\***

If you do not complete the form and survey within the required time, you may be ineligible to continue accessing VET Student Loans to pay for the remainder of your course tuition fees. Depending on the duration of your course and the length of time you take to complete the course, you may be requested to complete this form more than once during the length of your

course. Be sure to complete the next progression within 14 days after receipt. Your provider may re-issue the progression, on request.

Please **contact your provider** if you have any queries or difficulties accessing/submitting your progression form.

### **I have deleted my invite email and I need it to complete my student progression form.**

Contact your provider to have your 'progressing with your VET Student Loan' invite email resent.

### **My passkey for completing my student progression form doesn't work. What should I do?**

Check you have copied and pasted the whole passkey into the login page field. **The passkey is case-sensitive.** If you have any issues, please contact your provider.

### **I have completed my course already – do I have to complete the 'progressing with your VET Student Loans' form? Does this impact my HELP debt/repayments?**

No. If you have completed you do not need to complete the progression form. You can choose to complete it but it will not impact on your loan if you do not.

### **I have withdrawn/never commenced my VSL course. Do I have to complete the 'progressing with your VET Student Loans' form?**

If you have withdrawn from the course, we would still welcome your use of the survey to provide feedback on your provider. Make sure you followed your provider's formal withdrawal procedures to cancel your enrolment. You can use your CHESSN to access MyUniAssist to check your debt amount that has been reported by your provider. Please refer to the **VET Student Loans Information Booklet 2017** for information on how to manage your debt.

*Last updated 26 July 2017*