



Student Progression Fact Sheet

The 'Your VET Student Loan – response required' email explained

To continue accessing a VET Student Loan you must demonstrate to us that you are a genuine student continuing with your studies.

To demonstrate engagement and to continue to receive the loan you must complete the Progression Form in the electronic Commonwealth Assistance Form (eCAF) system at least twice each calendar year for the duration of your course. The Progression Form asks if you intend to continue studying and accessing a VET Student Loan and contains a short survey.

This process is intended to increase student protection for students accessing the VET Student Loans program.

An email with the subject line 'Your VET Student Loan – response required' was sent to you from ecafsystem@education.gov.au. It provided you with login details to the eCAF system for you to access and complete the Progression Form.

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 your VET Student Loan to pay for the remainder of your course tuition fees.

Completing the Progression Form

Follow the instructions on the 'Your VET Student Loan – response required' email you have received:

- log in to eCAF through the link provided. You will need to login with your date of birth and the PASSKEY provided in your email
- copy and paste the case sensitive PASSKEY into the login page field
- complete the survey questions and submit.

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

If you miss submitting one Progression Form in the required period make sure you complete the next one you receive.

When to contact your training provider

You should contact your training provider in the following instances:

- You deleted the email before completing the Progression Form. Your training provider will resend the email to you.

- You need to correct your study intent status (or dates) in the Progression Form you have already submitted. They will issue you with another Progression Form for completion. You will be sent an email from the eCAF system to submit another form.

You should also contact your training provider if you have any queries or difficulties accessing/submitted your Progression Form. Please do not reply to the eCAF system email.

Completing the Progression Form if you have already completed your course

You should complete a Progression Form after you have completed your course as it provides valuable feedback to us about your training provider.

Note: When you indicate you have completed your studies, you are advising us that you no longer wish to access any more of your loan, effective from the completion date you enter. Only indicate you have completed your course if all of the census days for your course have passed.

Completing the Progression Form if you have withdrawn/deferred or never commenced your course

If you have withdrawn or deferred from your course please ensure you follow your training provider's formal withdrawal procedure to cancel your enrolment or you may incur a debt. You should also submit a Progression Form, advising the date of withdrawal/deferment (as on the written notification to your provider), so that access to your loan is stopped or deferred. We will treat this advice as ending your request for a VET Student Loan effective from the date you have indicated.

You will incur a debt if you have not formally withdrawn on or before the census day published by your training provider.

When you start studying again, you should submit a Progression Form to advise the date you recommenced your course to continue accessing your loan.

You can check your debt liabilities by logging in to your MyGov account if it is linked to the Australian Taxation Office (ATO). Please refer to the [VET Student Loans Information Booklet](#) for information on how to manage your debt.