



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

### Why have I received a ‘progressing with your VET Student Loan’ invitation 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:

- log in 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 and submit your progression form before the expiry date, you will be ineligible to continue accessing VET Student Loans to pay for the remainder of your course

tuition fees. Please note that your provider may re-issue your progression form on request. Depending on the duration of your course and the length of time you take to complete the course, you may be requested to complete a progression form more than once during the length of your course. If you do miss submitting one progression form in the required period, be sure to complete the next progression you receive.

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

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

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

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

Check that 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 a progression form if it is sent to me? Does this impact my HELP debt/repayments?**

You can choose to complete the progression form, but it will not impact on your loan for any census days that have passed if you do not. Please note, however, that indicating that you have completed your course would suggest that you no longer wish to access any more of your loan.

### **I have withdrawn/deferred/never commenced my VSL course. Do I have to complete the progression form?**

If you have withdrawn or deferred from the course, we would still require you to submit your form (and the attached survey questions) to provide feedback on your provider. **Make sure you have followed your provider's formal withdrawal procedures to cancel your enrolment or you may incur a debt.** You will incur a debt if you have not formally withdrawn on or before the census day published by your provider. The department will treat this advice as ending your request for a VET Student Loan effective from the date you have indicated. Any payments due to your provider relating to census days after your indicated date will be your responsibility.

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** for information on how to manage your debt.

### **I have accidentally indicated an incorrect study intent status in the progression form. What do I do?**

If you need to correct your study intent status (or dates) in a progression form you have already submitted, you will need to contact your provider and ask them to issue you with another form. You will be sent an invitation email to submit another form.

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