













General updates	Details
2024 Guidelines About Eligibility 2024 Guidelines About Fees 2024 Guidelines About Apprenticeship/Traineeship Training Delivery	We've made the guidelines more readable by using personal pronouns. We've replaced 'the Training Provider' with 'you' and 'your' and 'the Department' with 'we' or 'our'. These edits don't change any contract requirements, so we haven't listed them individually in this Guide.

2024 Guidelines About Eligibility	Change from 2023 Guidelines	Details
1.3	<b>CHANGE FROM 2024 DRAFT TO FINAL</b> 	New clause 1.3 is included to reflect an update to the 'physical presence' eligibility requirement. Students in specific postcodes near the border can now do online or workplace-based training from within those postcodes, as well as crossing the border into Victoria for training: <b>Physically present in Victoria or a border region</b> 1.3 A student must be undertaking all training and assessment while physically present in: a) the State of Victoria; or b) a border region with one of the following postcodes: Refer to the Guidelines for a table listing NSW and SA postcodes. The subsequent subclauses in Clause 1 are re-numbered.
2.2 and 2.4	<b>NEW WORDING (CLARIFICATION)</b> 	Clauses 2.2 and 2.4 include minor edits to make it clearer that you don't have to use our Evidence of Eligibility and Student Declaration form. But, if you do use a different form, it must collect the same information. 2.2 Prior to the commencement of training, for each student who is assessed to be eligible, your authorised delegate must complete the information and declarations in the Evidence of Eligibility and Student Declaration form at <b>Attachment 1</b> to these Guidelines, or in a form that collects the same information. 2.4 You must make available to us for audit or review purposes the completed Evidence of Eligibility and Student Declaration form (or an equivalent form that you use) and any of the evidence that is sighted and retained in relation to any individual student.
2.6	<b>NEW OBLIGATION</b> 	New clause 2.6 is added to allow you to make a declaration if a student objects to you retaining their evidence of eligibility for privacy reasons. 2.6 Where a student objects to you retaining evidence of eligibility for privacy reasons, you must attach a written declaration to the student's file stating that you have sighted the evidence. The declaration must include the: a) name of the authorised delegate who sighted the evidence; b) date it was sighted; c) type of document that was checked; and d) student's name.
Attachment 1 (Section B)	<b>RESTRUCTURED</b>  <b>REWORDED</b> 	Section B (student declaration) is simplified and restructured: <ul style="list-style-type: none"> <li>• Questions asking separately about 'qualifications', 'skill sets' and 'foundation skills' are removed. We have used the simpler wording of 'course'.</li> <li>• We've made the questions about what training the student has previously done simpler and more general.</li> <li>• Questions specific to TAFE/Dual Sector training providers are moved onto a separate page to reduce the need for non-TAFE training providers to customise the form.</li> </ul>

2024 Guidelines About Eligibility	Change from 2023 Guidelines	Details
Attachment 1 (Section C)	<b>RESTRUCTURED</b>  <b>REWORDED</b> 	Section C (training provider declaration) is restructured and presented in a checklist-style format for you to verify that you have enough information from the student to confirm their eligibility.

2024 Guidelines About Fees	Change from 2023 Guidelines	Details
Clause 3	<b>NEW CLAUSES (NEW OBLIGATION)</b>  <b>RESTRUCTURED</b> 	<p>Clause 3 is restructured and re-worded to reflect changes to the requirements for checking a student's concession entitlement and new obligations to protect student's personal information when you sight and retain evidence of concession.</p> <ul style="list-style-type: none"> <li>• Clause 3.1 is reworded to include information previously in clause 3.8 about the programs to which you can apply a Fee Concession.</li> <li>• Clause 3.3 was previously clause 3.7.</li> <li>• Clause 3.4 was previously clause 3.3.</li> <li>• New sub-heading 'Concessions confirmed as part of enrolment' is added.</li> <li>• New clause 3.5 replaces previous clauses 3.4 and 3.6 and explains the new requirement that concessions confirmed as part of enrolment must be applied to all fees for the program.</li> <li>• Previous clause 3.5 is removed as it is not relevant to the new requirements.</li> <li>• New sub-heading 'Grace Period' is added.</li> <li>• Clause 3.6 explaining that you can provide a grace period if a student doesn't immediately provide their evidence of concession replaces previous clause 3.10.</li> <li>• New sub-heading 'Concessions confirmed after commencement of training' is added.</li> <li>• New clause 3.7 describes the new obligation to tell students that if they present a concession entitlement obtained after training starts, you will apply it to any fees you haven't yet charged.</li> <li>• New clause 3.9 clarifies that students who are eligible for the specific initiatives detailed in clause 3.12 can get a concession, even if they don't hold one of the concession cards we accept.</li> <li>• Clause 3.10 is reworded to include the new requirement to not retain copies of concession cards or the concession holder's Customer Reference Number (CRN).</li> <li>• Clause 3.11 (table on the sighting and retaining evidence of concession) is updated to reflect that some of the requirements for how you sight and retain evidence have changed: <ul style="list-style-type: none"> <li>○ 3.11(a) requires that when you sight an original concession card, correspondence from the card issuer confirming entitlement or the concession card displayed on a Digital Wallet through a Centrelink Express Plus mobile app, you must retain a declaration stating that you sighted the evidence and showing the name of the authorised delegate who sighted the information, the date it was sighted and the concession holder's name and card type.</li> <li>○ 3.11(b) no longer includes the card number as information you should retain when checking a concession using the Centrelink Confirmation eServices. This is consistent with the changes to 3.10 requiring that you to not retain the CRN nor copies of the card.</li> </ul> </li> <li>• Clause 3.12(b) (table on the fee concession entitlement under Government initiatives) is amended to clarify that for the Asylum Seeker VET Program, the evidence you sight and retain to confirm eligibility for the program is sufficient to also confirm evidence of fee concession entitlement.</li> </ul>

2024 Guidelines About Fees	Change from 2023 Guidelines	Details
3.10	<b>CHANGE FROM 2024 DRAFT TO FINAL</b> 	Clause 3.10 is edited to clarify that while you must not retain a Centrelink Customer Reference Number for Skills First, if you have another obligation to retain it you should continue to do this: 3.10 You must sight evidence of a student's entitlement to a Fee Concession and retain it for audit or review purposes in a way that meets the requirements set out in Clause 3.11 of these Guidelines. <b>Unless you have another obligation to do so, you must not retain a copyies of the concession cards or the student's Centrelink Customer Reference Number when retaining evidence of concession entitlement for a Skills First student.</b>
3.11	<b>CHANGE FROM 2024 DRAFT TO FINAL</b> 	Clause 3.11 (the table on sighting and retaining evidence of concession) is updated to include two clarifications: <ul style="list-style-type: none"> <li>The 'retaining' column at 3.11(b) is updated to remove the requirement to keep the concession holder's name as part of the eServices extract as the name is not provided on this document.</li> <li>The 'retaining column at 3.11(c) is updated to refer to the concession holder's name rather than the 'student's name' which was included in the draft guidelines in error.</li> </ul>
N/a	<b>DELETION</b> 	Previous clause 5.3 was removed to reduce repetition in the guidelines: <del>The Training Provider must keep Records, including evidence and the date upon which evidence was sighted, to support any claim for a contribution towards revenue foregone as a result of granting Fee Concessions or Fee Waivers.</del>