



Student Progression Fact Sheet

Why have I received a 'Your VET Student Loan – response required' email?

To continue accessing a VET Student Loan, you (the student) must demonstrate to the Department of Employment, Skills, Small and Family Business (the department) 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.

What do I have to do?

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
- complete the survey questions and submit.

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

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

Please **contact your training provider** if you have any queries or difficulties accessing/submitting your Progression Form. Do not reply to the eCAF system email.

What should I do if I deleted the email before completing my Progression Form?

Contact your training provider to have the email resent to you.

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 training provider.

Do I have to complete a Progression Form if I have already completed my course?

Completing a Progression Form after you have completed your course provides valuable feedback to the department about your training provider. **Note:** When you indicate you have completed your studies, you are advising the department that you no longer wish to access any more of your loan, effective from the completion date you enter. So only indicate you have completed your course if all of the census days for your course have passed.

Do I have to complete the Progression Form if I have withdrawn/deferred/never commenced my course?

If you have withdrawn or deferred from your course, please ensure that you follow your training provider's formal withdrawal procedure to cancel your enrolment or you may incur a debt. Please 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.

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 **will incur a debt** if you have not formally withdrawn **on or before** the census day published by your training provider. The department will treat this advice as ending your request for a VET Student Loan effective from the date you have indicated.

You can check your debt liabilities by logging in to your MyGov account, as long as its linked to the Australian Taxation Office (ATO). Please refer to the **VET Student Loans Information Booklet** for information on how to manage your debt.

What do I do if I accidentally indicated an incorrect study intent status in the Progression Form?

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 training provider and ask them to issue you with another Progression Form for completion. You will be sent an email from the eCAF system to submit another form.

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